

# Intelligence Report

October 2020



## Contents

### **Intelligence received**

|                                     |           |
|-------------------------------------|-----------|
| GP Intelligence.....                | 6         |
| Dentistry.....                      | 9         |
| Hospital.....                       | 10        |
| Other Intelligence received.....    | 10        |
| <br>                                |           |
| <b>Theme Breakdown.....</b>         | <b>11</b> |
| <br>                                |           |
| <b>Cloverleaf October Data.....</b> | <b>12</b> |
| <br>                                |           |
| <b>Shielding Patients Data.....</b> | <b>15</b> |
| <br>                                |           |
| <b>Appointments Data.....</b>       | <b>16</b> |

## Introduction

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

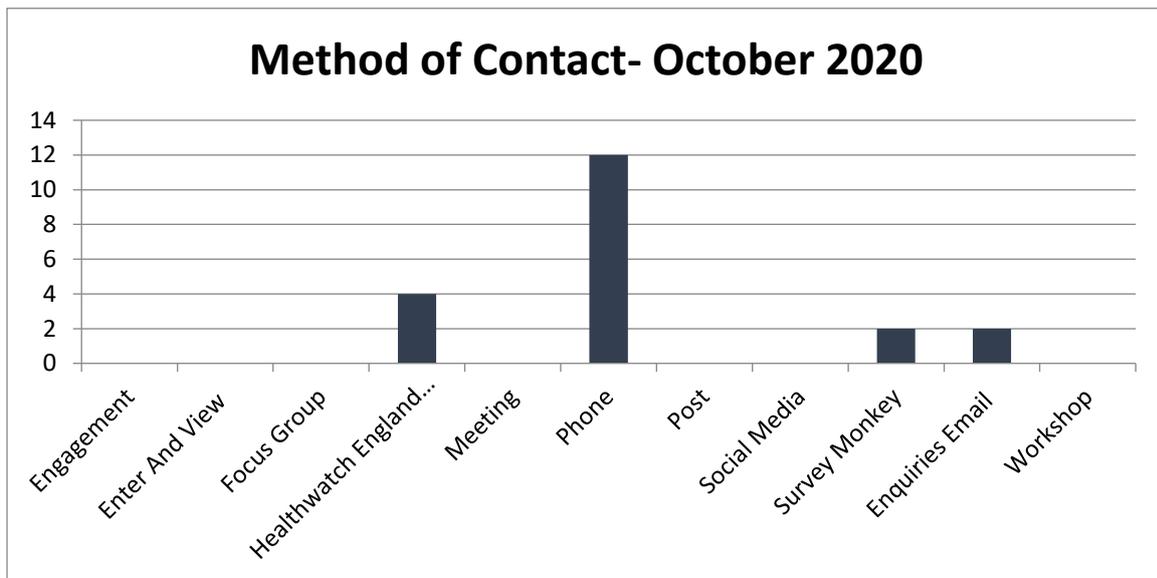
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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.

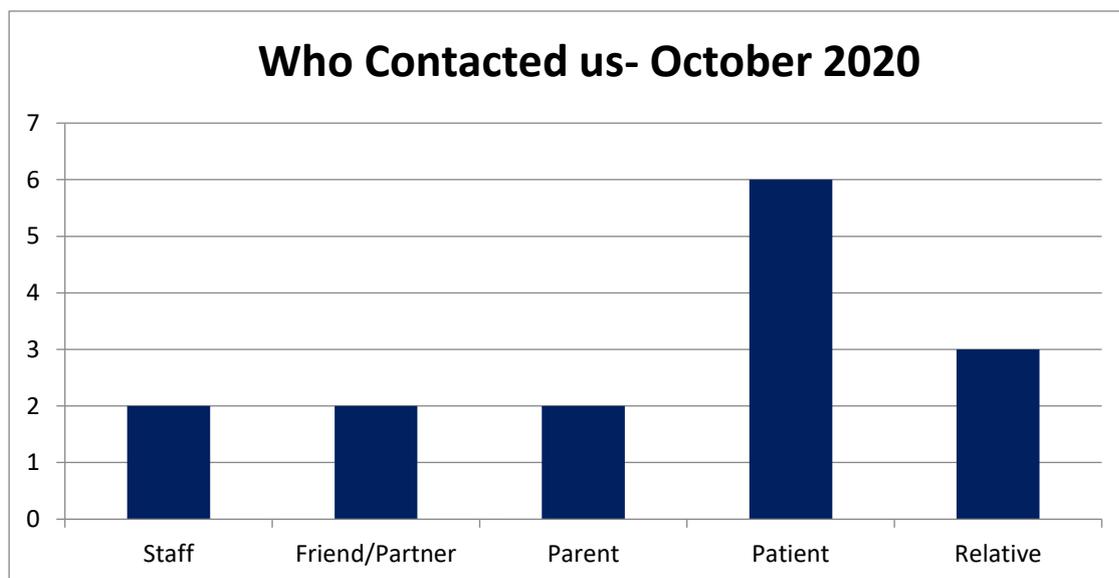
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire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

## Contact statistics

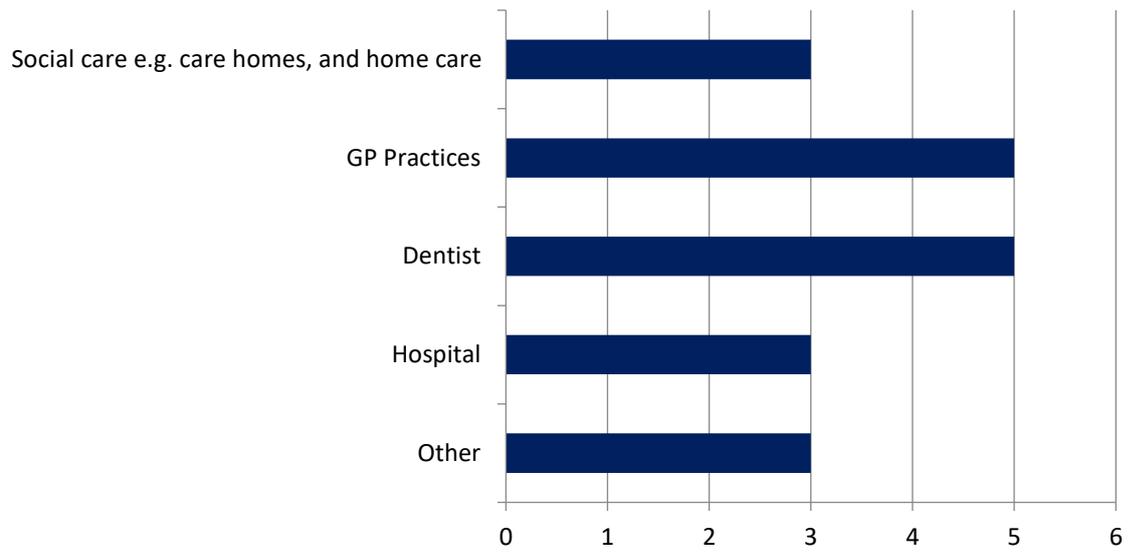
In the month of October 2020, we received a total of 20 contacts through various means as shown in the graph below. In addition to these 20 contacts, 53 pieces of intelligence was referred to us regarding individuals experience of GP surgeries and pharmacies. As the graph presents, the majority of the intelligence was gained through telephone communication. Additionally, much of the intelligence gained was through the Healthwatch England's online feedback form.



The graph below shows which demographics contacted us most during October 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 a relative of the individual, parent or friend/partner of the individual or a health service staff member.

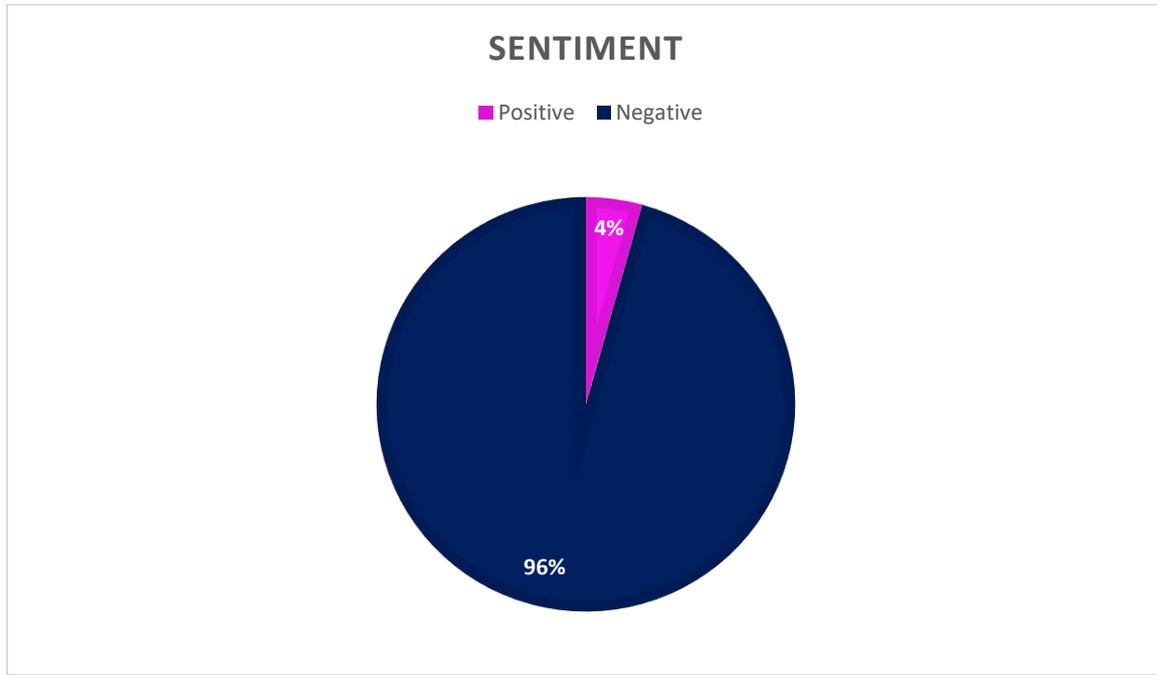


## Type of Care Commented On- October 2020



## Intelligence Received

### GP Surgery



### Negative

| <u>Reason</u>            | <u>Number of comments</u> |
|--------------------------|---------------------------|
| Lack of communication    | 6                         |
| Medication issues        | 2                         |
| Unsatisfied with service | 11                        |
| Appointment issues       | 18                        |
| Staffing issues          | 7                         |

#### *What people told us:*

“Problems at every stage of every contact with the surgery”

“Told not to drive by hospital until GP said I could. GP wanted form from DVLA which he would fill sign and send to DVLA. Told it would take about two weeks to collate info. Phoned yesterday, two and a half months later to find that it hadn’t been touched and was towards the bottom of the ‘to do’ pile as was less important. No idea when it would be seen to said receptionist but phone back in two weeks for an update!!”

“While I understand that the NHS are instructed to take precautions regarding coronavirus to protect themselves and their patients, I feel that there could be more done to help those with medical needs. As my partner has been suffering with intense pain in his ear, face and head, he had this pain for over a week, upon calling our GP practice, he was told that he couldn't be seen by a GP, they advised him to purchase something over the counter from the chemist. After purchasing this his symptoms just got worse, I then proceeded to call NHS 111, who called us back within 2 hours of the first call, they then advised that they had left a prescription at a local pharmacy, upon getting to the pharmacy they informed us that there hadn't been a prescription sent. I then had to call 111 again to see if there was any delay in sending the prescription, they then gave me a barcode number which I had to give to the pharmacy, who then still couldn't locate the prescription, as it was showing up on their system that my partner wasn't even registered to his GP service, after some time waiting in the pharmacy whilst they tried to resolve this, they then managed to find the prescription, we were told that it was because they didn't have his middle name, that he wasn't showing up on the system. I feel this could have been handled better if the GP service had either given him an appointment, or left his prescription when he first called the GP surgery, so that he didn't have to wait even longer for 111 to get him a prescription. They had his name, address and date of birth but yet still said they had no record of a prescription until they searched his middle name. I am aware that the staff in pharmacies and GP practices are following the guidelines in which they are given, however that should not mean that those who need help for reasons other than coronavirus go without, due to the practices not seeing patients”

“I have tried to access my GP several times this year and been unable to do so. The last time was for an eye infection. I was given a telephone call. I was lead to believe it would be a video call but no it was just a normal telephone call. He said he would give some cream and some eye spray but when it came, there was no eye spray and the cream made my eye lids worse! Having said this, the woman in charge of repeat prescription is fantastic. I believe the practice is short of doctors but surely a video call would have been a better while still protecting us both”.

“I am extremely frustrated with and annoyed at the fact that on many occasions to actually get through on the phone to Reception at our GPs surgery in Drifffield. This can be to make a GP appointment or for any enquiry. One day last week I was in the 'queue for 1 1/4 hours. We have 10 GPs in the practice, 7 of which are part- time so to get an appointment when the Practice has 15,000 patients on it's books is very difficult. Certainly the COVID experience has highlighted the fact that the patients serve the GPs and not the other way around - in my opinion. I have been trying to get a repeat steroid injection in my knee to be told it is not available due to COVID 19. 'Why?' I asked only to be told I need to speak to a Doctor about it. When asked if I could speak to the doctor who administers the injections, I was told she was on holiday. Previously I had been told she was 'off sick'. A great service, not”

“There are some lovely and very helpful staff who work there but also some questionable staff. Tried to get an appointment for Friday, told on Thursday to try online between 7:30am and 9am as appointments get released at 7:30am for that day. Bang on 7:30am, only 3 appointments available for the day....3!?!”

“Building not being used to its full potential as promised in pre planning enquiries”

“My mother had a stroke before lockdown and has effectively been left. Tried to get help on a weekly basis and they are NOT INTERESTED!”

“No regular doctor for each appointment. Need to explain again to each one. Numerous appointments cancelled. Emergency appointment made via 111 was also cancelled. Need longer hours and adequate appointment”

“Lady broke her wrist and in pain, told by receptionist to get a taxi or call 999. No medical staff seen”

“Needing to see a doctor about a problem I have had for some years with my kidney, just got told to ring up next day or I cannot get to see a doctor for some weeks, now got told is the pain is too bad take yourself to a hospital . Its got impossible to see one and when you go down there to the surgery there’s no one there”

“Why are we having to tell receptionist what is wrong with us when everything is supposed to be confidential? Anxiety and lack of confidence means most people suffer silently”

### Positive

| Reason       | Number of comments |
|--------------|--------------------|
| Good service | 2                  |

“Personally I’ve had a good experience at the local surgery”

“It is hard to get a GP appointment but they helped me a lot in the last few weeks. The nurses Caroline and Julie I find always amazing, same with the healthcare assistants who take blood etc. The one thing I would say is a big issue for me is not having the same doctor continuing care as it used to be”

## Dentistry

| <u>Reason</u>                              | <u>Number of comments</u> |
|--|---------------------------|
| Lack of communication                      | 1                         |
| Unable to obtain registration at a dentist | 1                         |
| Unable to gain an appointment              | 1                         |
| Unsatisfied with treatment                 | 3                         |

### *What people told us:*

“Many years had an issue with my dental practice, now having a lack of communication from the service and have been ringing to obtain an appointment since July”.

“Infected tooth in Feb- given antibiotics. Eventually got an emergency appointment in which had an extraction of the tooth. It was a highly unpleasant experience, now left with a gap and a lisp. Since been referred to a dental company and found this a much more thorough experience, and they questioned why I hadn’t been given an x ray at my original dental surgery (which I didn’t know I needed and there was no mention of one before the extraction). I am now worried that other things have been missed”

“My husband and I are new to Hull area and we are really struggling to find a NHS dentist taking on new patients. The only one we have been able to find has a waiting list of over 200 people. I am pregnant and so am particularly wanting to find a dentist as soon as possible as I don’t want to be without one if I have any problems”

“Appointments cancelled told to come back at the end of the year”

## Hospital

| <u>Reason</u>              | <u>Number of comments</u> |
|----------------------------|---------------------------|
| Lack of communication      | 1                         |
| Unsatisfied with treatment | 3                         |

### *What people told us:*

"Partner was diagnosed with a stem brain tumour (terminal). He was later discharged, although his was having difficulty swallowing at time of discharge, he was sent home with lots of tablets. He was discharged on the 3rd of September and nurse came to see him on the 10th. On the 15th of September he died at home. There was a lack of palliative care, felt unsupported. Lack of communication"

"My mother is elderly with advanced dementia and was in hospital with a broken leg. Her dementia needs were not provided for on the ward and while in hospital she suffered another fall (trying to get out of bed because she didn't remember she had a broken leg) which resulted in another (less serious) injury which nonetheless extended her hospital stay. Despite this her discharge assessment made no real reference to her mental faculties, addressing only her physical needs"

### Other intelligence received:

- Healthwatch received numerous intelligence regarding the Local Authority
- Complaint regarding lack of communication from a care home with the relatives of the resident
- One individual described Social care as 'very difficult' on Healthwatch England enquiries form

## Theme breakdown

### GP

- Lack of communication- much of the intelligence we received detailed a lack of communication between the GP Surgery and the patient, mostly regarding appointments, cancellation of services and medication changes.
- Appointment issues- some intelligence described issues regarding obtaining an appointment or being dissatisfied with the form of appointment given.
- However, as can be seen in the positive comments we received, some individuals praised the nursing staff for giving excellent care.

### Dentistry

- Unsatisfied with treatment- the majority of comments described individuals being unhappy with the treatment they received from their dentist, in particular being unhappy with the medical treatment used to help to solve their issue.
- 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.

### Hospital

- Unsatisfied with treatment- the majority of comments we received detailed individuals being unsatisfied with the service/ treatment they experienced. This mostly relates to the individual being unhappy with the level of support given to them by the hospital, and another comment describing a hospital discharge which perhaps occurred too early.
- Many of the comments we received regarding hospital service also referred to a lack of communication between the service and the relatives of the patient. Individuals stated that their opinion wasn't considered or weren't informed when it came to their relative's treatment and or care.

## **NHS Complaints Advocacy East Riding of Yorkshire themes-**

**October 2020**

### **Client 1**

#### **Nature and Substance of complaint:**

Client is raising a complaint regarding the care and treatment of her late father. Client states her father was discharged from hospital when he was not medically fit enough. This resulted in a readmission only three days' post discharge with pneumonia. Client was aware her father was gravely ill and stressed she was to be contacted so she could attend the hospital if he deteriorated further. Client states she only received a call from the hospital after her father has passed away.

#### **Who delivered the care to patient?**

Hull University Teaching Hospital NHS Trust.

#### **Date of incident?**

Sept 2020 – exact date not yet determined.

### **Client 2**

#### **Nature & Substance of complaint:**

In 2018 and 2019 client had issues with one of the social prescribers provided by the Humber NHS Foundation Trust in that she was unable to contact the service and them contacting her amongst other things meaning she had to keep going back to see her GP. She raised her concerns with the supervisor but due to other issues not related to this at the time client decided not to pursue this at the time. Client has now needed to access one of the services and was initially blocked as it was marked on the system that she had a problem with one of the staff. She has since spoken to the supervisor who has said this was a mistake and this had been resolved. Client is left feeling very uneasy and is unsure whether she simply wishes to raise concerns or submit a complaint.

**Who delivered the care to patient?**

Humber NHS Foundation Trust Social Prescribing Service

**Date of incident?**

Not yet ascertained.

**Client 3**

**Nature & Substance of complaint:**

Complaint is regarding the care afforded to client by the local Community mental Health Team particularly in regards to her housing situation.

**Who delivered to care to patient?**

Bridlington Community Mental Health Team. Humber NHS Foundation Trust.

**Date of incident:**

Ongoing

**Client 4**

**Nature & substance of complaint:**

The issue specifically relates to a missed follow up appointment and results of an MRI scan not being sent to client's GP. Consequently, client's condition worsened and he was at risk without being aware. This risk might have impacted on his profession.

**Who delivered the care to patient:**

Cardiology at Hull University Hospitals NHS Trust

**Date of incident:**

October 2018

## **Client 5**

### **Nature & substance of complaint:**

Client was accused of harming her husband who she is a carer for. Patient's GP raised a safeguarding issue without first consulting with client.

### **Who delivered the care to patient:**

Market Weighton Surgery

### **Date of incident:**

September 2020

## **Client 6**

### **Nature & substance of complaint:**

Client states that she is currently being treated under the Mental Health Act on a Community Treatment Order (CTO) and is being forced to take medication against her will, without her consent.

### **Who delivered the care to patient:**

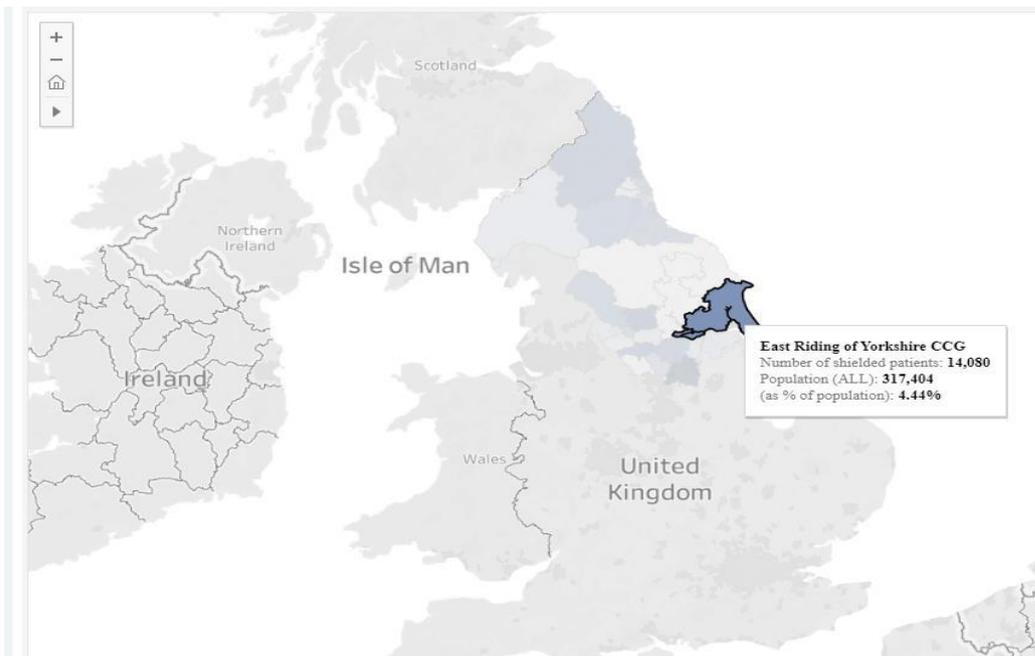
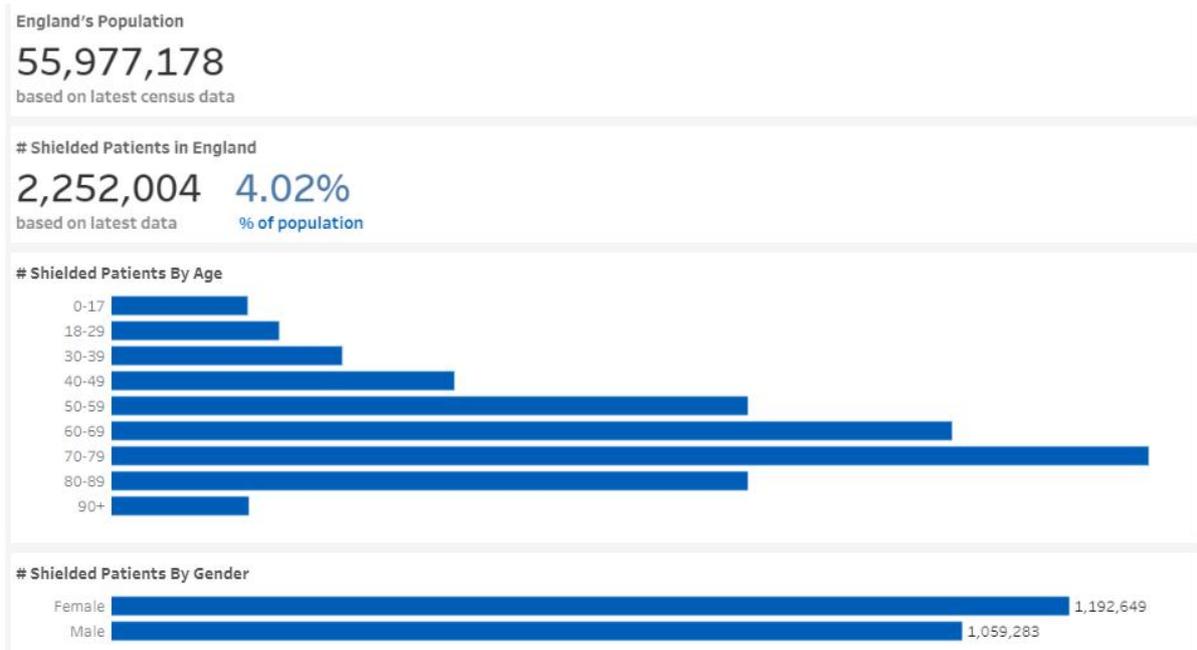
Patient is not currently receiving any treatment and is not under a mental health team or a CTO. .

### **Date of incident:**

Client believes this to be an ongoing situation.

## 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 Kingdoms shielding data as a whole. Here it can be seen that by the end of October, 4.02% of the population are currently classed as a 'shielding patients'. Looking more specifically at the 'North East and Yorkshire' data which includes the East Riding of Yorkshire, 4.44% of the regional population are currently categorized as 'shielding patients' which is clearly higher than the national rate.



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

## Appointments in General Practice- October Weekly Data

Table 1: Summary of appointments, by week, England

|   | Week commencing  |               |                  |               |                  |               |
|---|------------------|---------------|------------------|---------------|------------------|---------------|
|   | 19/10/2020       |               | 12/10/2020       |               | 05/10/2020       |               |
| <b>Total Appointments<sup>1</sup></b>                 | <b>6,157,230</b> | <b>100.0%</b> | <b>6,503,802</b> | <b>100.0%</b> | <b>6,688,212</b> | <b>100.0%</b> |
| <b>Appointment Status</b>                             |                  |               |                  |               |                  |               |
| Attended  | 5,593,118        | 90.8%         | 5,870,024        | 90.3%         | 6,015,650        | 89.9%         |
| DNA   | 282,249          | 4.6%          | 299,457          | 4.6%          | 324,397          | 4.9%          |
| Unknown <sup>2</sup>                                  | 281,863          | 4.6%          | 334,321          | 5.1%          | 348,165          | 5.2%          |
| <b>Healthcare Professional</b>                        |                  |               |                  |               |                  |               |
| GP  | 2,884,065        | 46.8%         | 3,012,711        | 46.3%         | 3,075,684        | 46.0%         |
| Other Practice staff                                  | 3,058,830        | 49.7%         | 3,266,388        | 50.2%         | 3,377,218        | 50.5%         |
| Unknown   | 214,335          | 3.5%          | 224,703          | 3.5%          | 235,310          | 3.5%          |
| <b>Appointment Mode<sup>3,4</sup></b>                 |                  |               |                  |               |                  |               |
| Face-to-Face  | 3,607,957        | 58.6%         | 3,906,702        | 60.1%         | 4,056,380        | 60.6%         |
| Home Visit  | 36,951           | 0.6%          | 37,209           | 0.6%          | 37,205           | 0.6%          |
| Telephone   | 2,239,618        | 36.4%         | 2,264,821        | 34.8%         | 2,287,615        | 34.2%         |
| Unknown   | 242,600          | 3.9%          | 262,441          | 4.0%          | 272,433          | 4.1%          |
| Video Conference/Online                               | 30,104           | 0.5%          | 32,629           | 0.5%          | 34,579           | 0.5%          |
| <b>Time between Booking Date and Appointment Date</b> |                  |               |                  |               |                  |               |
| Same Day  | 2,604,381        | 42.3%         | 2,631,823        | 40.5%         | 2,683,186        | 40.1%         |
| 1 Day   | 567,516          | 9.2%          | 576,305          | 8.9%          | 592,622          | 8.9%          |
| 2 to 7 Days   | 1,297,711        | 21.1%         | 1,383,300        | 21.3%         | 1,405,502        | 21.0%         |
| 8 to 14 Days  | 759,962          | 12.3%         | 820,757          | 12.6%         | 884,575          | 13.2%         |
| 15 to 21 Days   | 387,476          | 6.3%          | 466,720          | 7.2%          | 498,884          | 7.5%          |
| 22 to 28 Days   | 254,442          | 4.1%          | 304,634          | 4.7%          | 298,334          | 4.5%          |
| More than 28 Days                                     | 282,929          | 4.6%          | 316,360          | 4.9%          | 321,682          | 4.8%          |
| Unknown / Data Issue                                  | 2,813            | 0.0%          | 3,903            | 0.1%          | 3,427            | 0.1%          |

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

# Intelligence Report

October 2020



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