

# Intelligence Report

September 2020



## Introduction

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

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 emphasized 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 one piece of intelligence in the month of September.

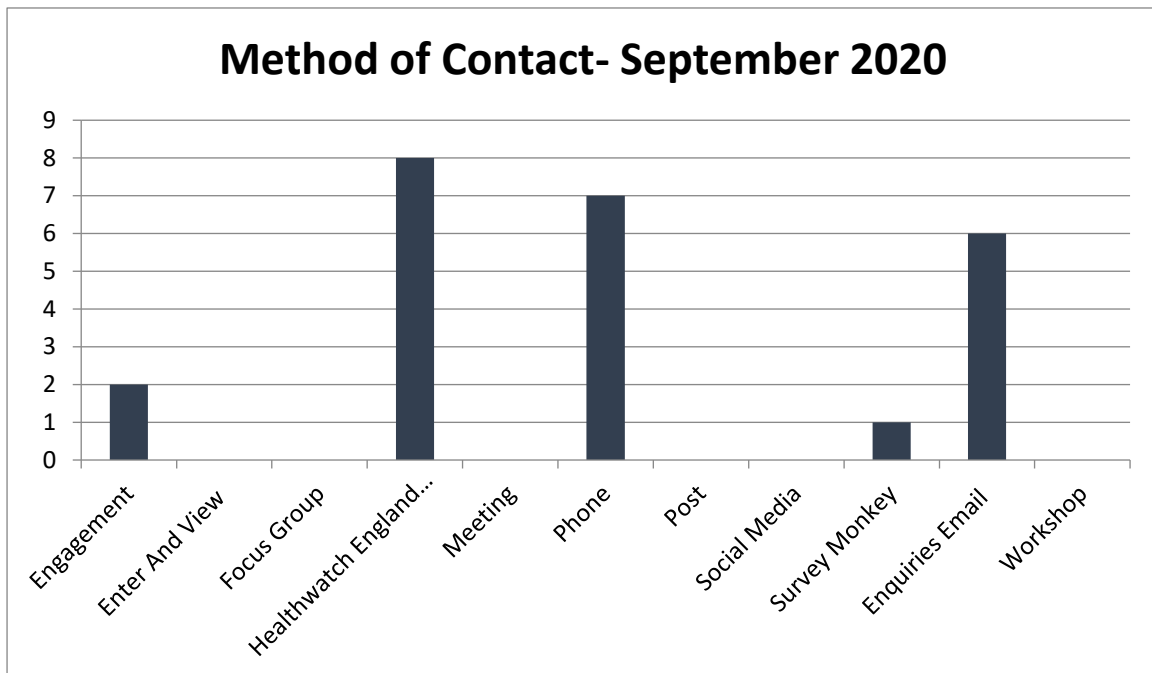
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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 the newly updated Government Shielding data for the East Riding of Yorkshire region.

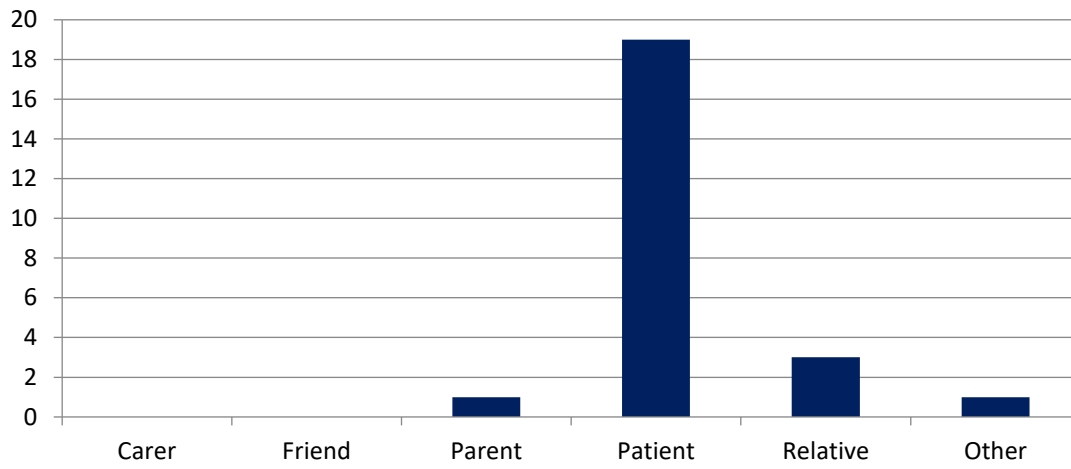
## Contact statistics

In the month of September 2020, we received a total of 23 contacts through various means as shown in the graph below. 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. Much of the intelligence was also gained over the telephone.

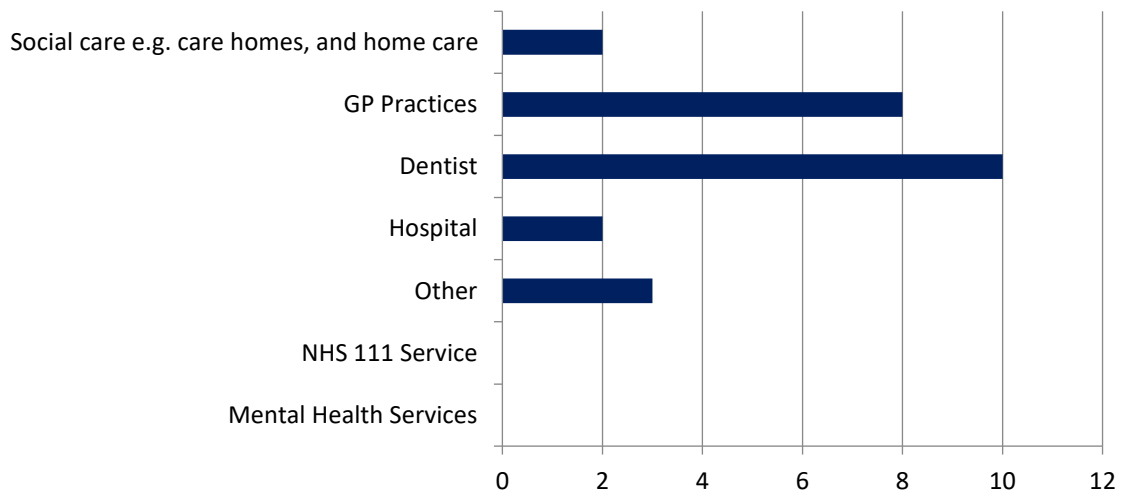


The graph below shows which demographics contacted us most during September 2020. As presented by the graph, the majority of those who contacted us were the patient themselves. However a small amount of comments were gained from a relative of the individual, and one comment which was categorized as 'other' due to one piece of intelligence being provided by a staff member.

### Who Contacted us- September 2020

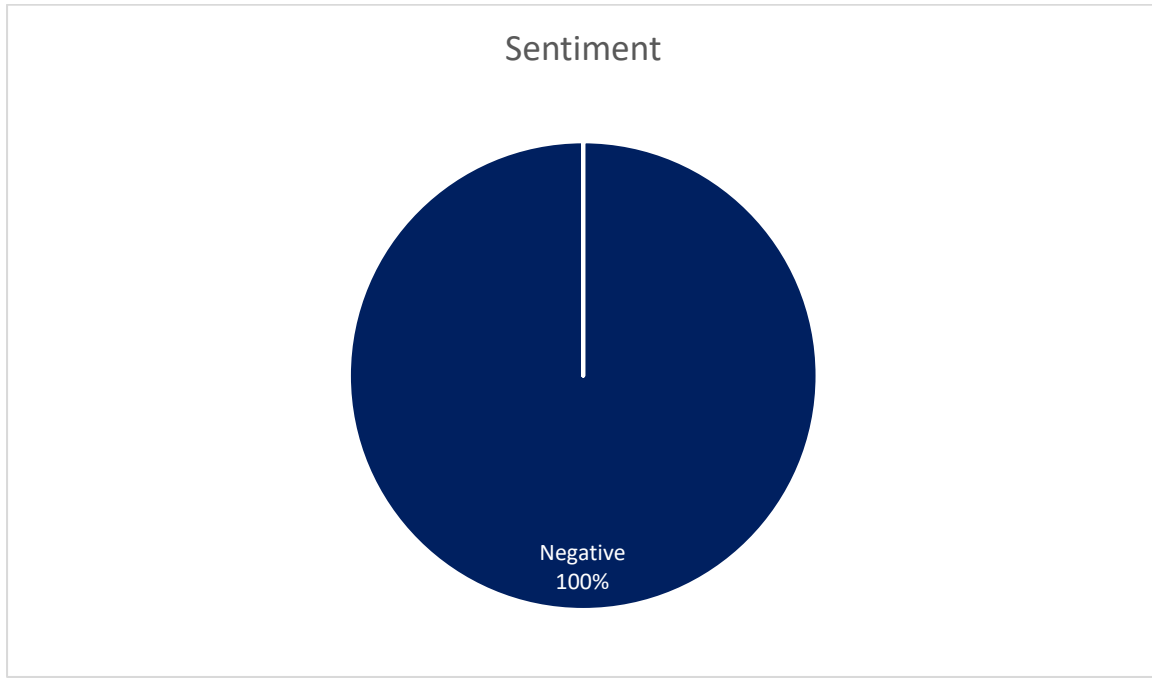


### Type of Care Commented On- September 2020



## Intelligence received

### GP Surgery



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

*"I have recently received poor care from my GP practice, cancelling a scan with hospital, refusing to prescribe medication needed leaving me without, hearing receptionist and nurse talking loudly about myself and been rude and aggressive to myself telling me if I'm not happy to leave the practice. They never answer phone if you do get through they say they will ring back and never do"*

*"I have been having issues with my medication, I have contacted my doctor on a number of occasions but do not seem to be getting anywhere. This has become really frustrating/worrying and indeed upsetting. I have had a number of call backs from the practice but cannot seem to get it over to the doctor".*

*"he has said was that 18 months ago his GP arranged to get his ears syringed. On the day of his appointment he got a call saying that the machine is broken, and asked for him to*

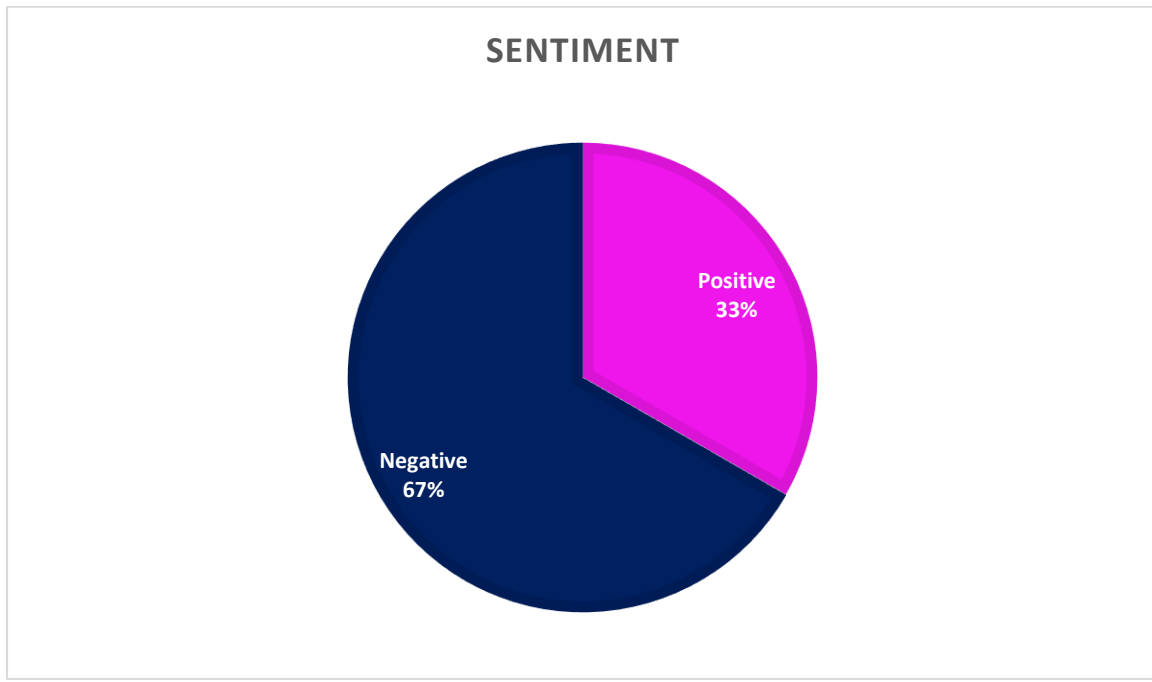
*call back, when the gentleman called back, he once again was told that the machine was broken, this went on for quite a while, constant calling back and forth. In the end the gentleman went privately. He also mentioned that the reception staff were not allowing him to talk to the doctor, they told him to tell them what's wrong, and they would tell the doctor, which the gentleman did not like"*

*"Individual claims that their GP refuses to see them without a face mask even though they are exempt from wearing a mask"*

*"I have been in hospital twice with a chest and water infection constantly coughing day and night with chest pains. I have many times phoned my GP for an appointment but can't because once the receptionist here you have a cough you are told to ring 111 and get a covid test. You tell them that you have had one and it is negative, then they tell you we still cannot see me go to AE. I feel abandoned by my GP as I said near 4 months now, 2 stays in hospital with fever on drips and antibiotics and still not allowed to see my GP this is disgusting"*

*"Dreadful experience of attempting to obtain a home covid test for an elderly relative living alone and experiencing covid like symptoms. She has no car and no Internet, phoning 119 gave her no access to a test, she has a poor GP service and is ill. I took over the process however 119 advice was for her to call 999 if her condition worsened. It took 2 days to get a home test kit to her address. She has attempted to test herself. GP has prescribed antibiotics over the phone but has not examined her. She is 81 years old. Due to her symptoms she can't attend the GP, due to her symptoms I can't go into her home, no one will see her, I cannot believe that a first world country does not provide her with an assessment of her health care needs. GP should have a duty of care to their elderly patients"*

## Hospital



## Negative

Reason	Number of comments
Staffing issues	1
Lack of communication	1

*"My mum with Dementia was on a ward after a series of frailness and falls. She ate very little as no one sat with her to encourage her to eat or drink. Trying to ring the ward was virtually impossible which was very stressful for me. In the end I persuaded the switchboard to give me all the numbers on the ward. I would like to suggest the NHS employs at least 3 care workers on wards which serve elderly people , predominantly suffering from dementia. Care works provide CARE . They talk to those they care for , help them with meals, toileting etc . They are trained differently to medical staff"*

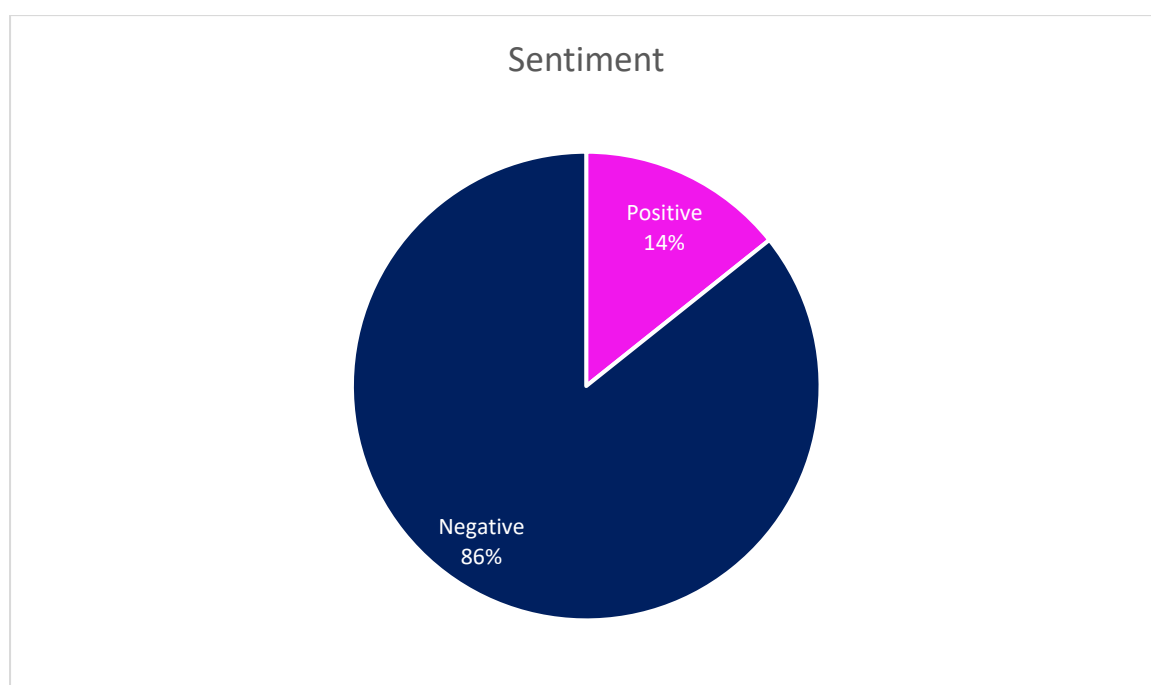
*"My mum has dementia and lacks capacity to make her own decisions. She was admitted to hospital from her care home via A&E in June. I have just found out, by chance, that respect form and DNAR was completed whilst she was in hospital. It has now transferred onto her care record at the home. There was NO discussion with myself of my dad about the completion of the form. I was with mum during some of her time in A&E. We rang the ward every day. But no one mentioned that the form had been completed".*

## Positive

Reason	Number of comments
Good communication	1

*“Communication between consultant and team was brilliant. Very happy with service-rang 111 they got ambulance out straight away . NHS useful re COVID ( I was shielding)”*

## Dentistry



## Negative

Reason	Number of comments
Lack of local services	3
Lack of communication	1
Lack of appointments	2

*“Moved three months ago to Beverley from Bradford and now can't find a dentist”*



*“ Staff member says that there are barriers, such as private dental practices only accepting new private patients, are preventing access to dental care. A lot of people are being re-directed to out of town practices and are having to travel some distance to receive NHS services - this is particularly difficult for those without the means to do so”*

*“dental surgery wasn't returning a patients calls. It turns out the practice was putting all their statements regarding the reopening process on their Facebook page, which some individuals don't have access to”*

*“I lost a filling right at the start of lockdown - phoned my dentist and was told to buy some temporary tooth repair paste. I had a check-up appointment for May which was postponed to December. The dentist re-opened in June but was only dealing with emergencies. I have phoned them a few times but still get told they are only dealing with emergencies. They later told me that (a) they are not dealing with anyone on 'my' list ( i.e. needing treatment but not in pain) and that (b) they will have to cancel my December appointment. I am in despair”.*

*"I can't get a dental appointment. I was getting my teeth cleaned every 3 months because of my gum problems due to my overcrowded teeth. Now they say they are not taking appointments unless it's an emergency."*

*"I moved house in February and was only able to be on a waiting list for an NHS dentist. I'm still waiting to hear that I'm a patient and can have a check-up”*

### **Positive**

Reason	Number of comments
Happy with service	1

*“My whole recent experience felt really safe, I was most impressed!”*

### **Intelligence received- other services**

#### **Residential/ Nursing home:**

*“individual concerned regarding their mothers care in her care home, and is concerned at the lack of 'COVID planning’”*

*“Disgusted how we are being treated !!”*

#### **Day Centre:**

*“Lady explained that her son has learning disabilities and would normally visit a centre everyday, during the COVID period her son has been able to visit for walks and such, however due to the fact we are now coming into the winter period this is no longer*

*appropriate. Lady is wondering why similar hull services allows users to go inside and use facilities etc yet the ER services aren't"*

## **Theme breakdown**

### **GP**

- Lack of communication- Many of the comments we received referred to difficulty in contacting their practice, with some stating that they have tried many times to contact through the phone line without any success.
- Unsatisfied with service-many comments described being unsatisfied with the service received from their practice, in particularly referring to lack of appointments and medication issues.

### **Hospital**

- Majority of comments we received regarding hospital service 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.

### **Dentistry**

- Lack of local services- much 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.

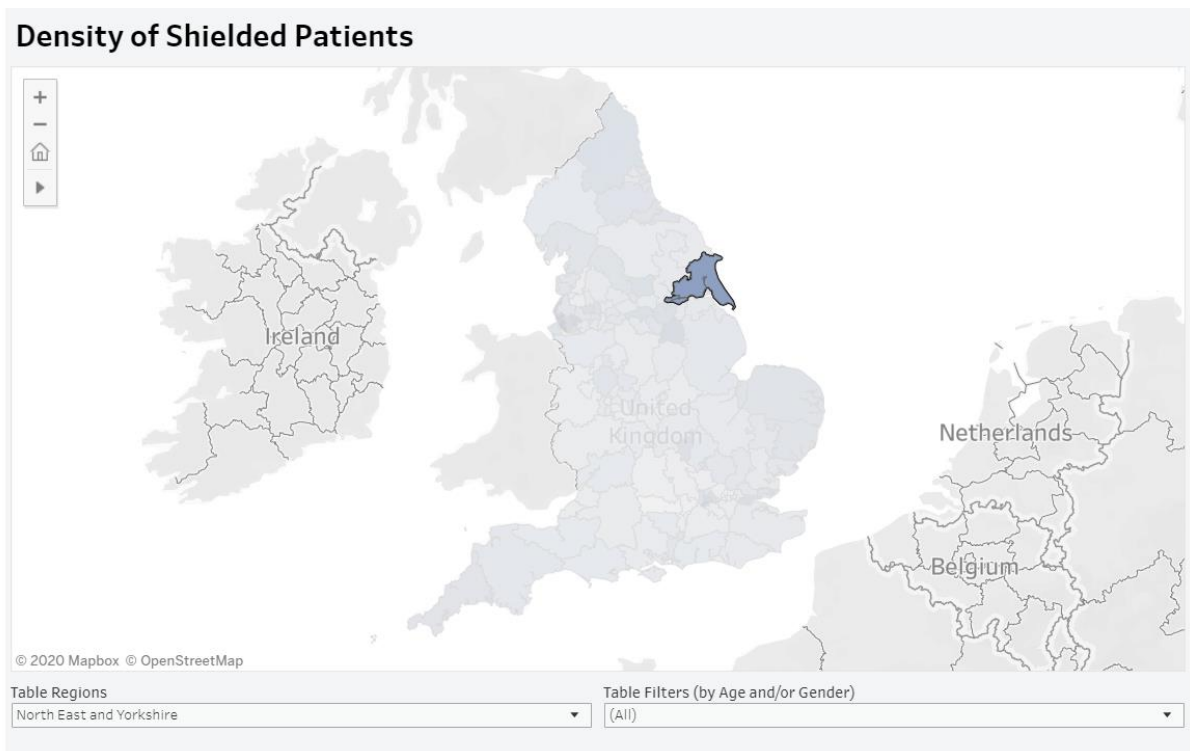
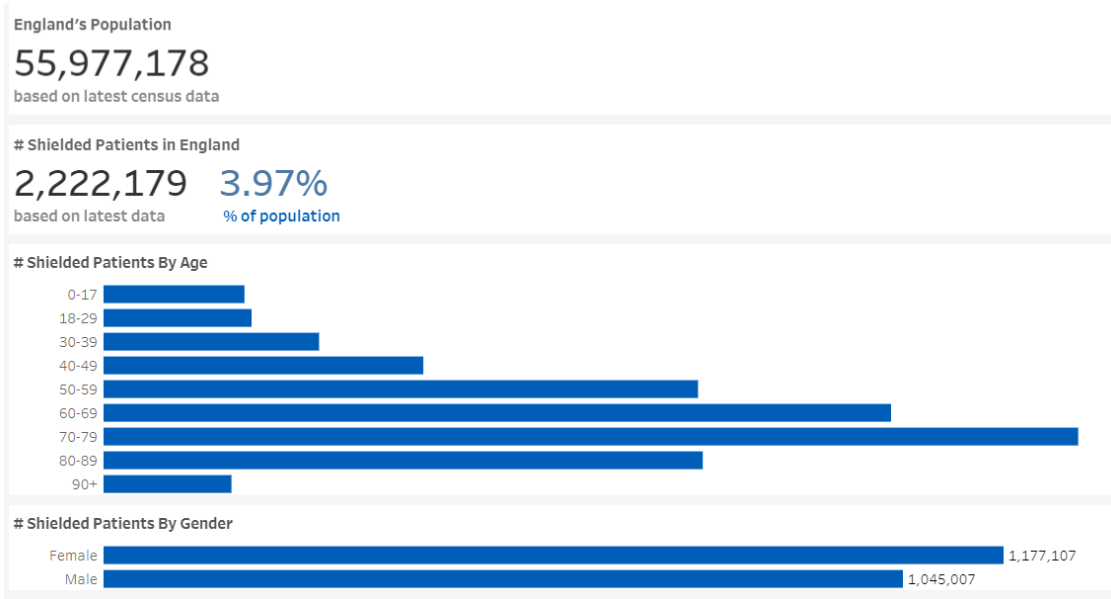
## **Intelligence received other**

There were some comments received regarding other services such Residential/Nursing home, Day centre, COVID testing. Looking at all these comments collectively, it can be stated that the main themes were:

- Effects of COVID to the service-lack services and concern over safety measures

## Shielding Patients data

The Government have released an open list of the United Kingdoms shielded patient data. 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 as of the 30<sup>th</sup> of September, 3.97% 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, 4.51% of the regional population are currently categorized as 'shielding patients' which is clearly significantly higher than the national rate.



## Regional Data Summary\*

		Population					Patient Count					Percentage Pop			
		0M	2M	4M	6M	8M	0K	100K	200K	300K	400K	20.00%	40.00%	60.00%	80.00%
<b>ALL</b>	North East an..	8,566,925					386,505					4.51%			
<b>0-17</b>	North East an..	1,777,303					11,025					0.62%			
<b>18-29</b>	North East an..	1,361,164					13,390					0.98%			
<b>30-39</b>	North East an..	1,062,645					19,550					1.84%			
<b>40-49</b>	North East an..	1,048,116					29,475					2.81%			
<b>50-59</b>	North East an..	1,179,125					58,095					4.93%			
<b>60-69</b>	North East an..	966,120					81,385					8.42%			
<b>70-79</b>	North East an..	738,833					99,840					13.51%			
<b>80-89</b>	North East an..	361,577					61,070					16.89%			
<b>90+</b>	North East an..	72,042					12,675					17.59%			
<b>Female</b>	North East an..	4,344,789					207,260					4.77%			
<b>Male</b>	North East an..	4,222,136					179,215					4.24%			
		0M	2M	4M	6M	8M	0K	100K	200K	300K	400K	20.00%	40.00%	60.00%	80.00%
		Population					Patient Count					Percentage Pop			

see: <https://digital.nhs.uk/dashboards/shielded-patient-list-open-data-set>

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