

# Intelligence Report

April - June 2020



## Introduction

The contents of this report refers to intelligence gained from the period April- June 2020.

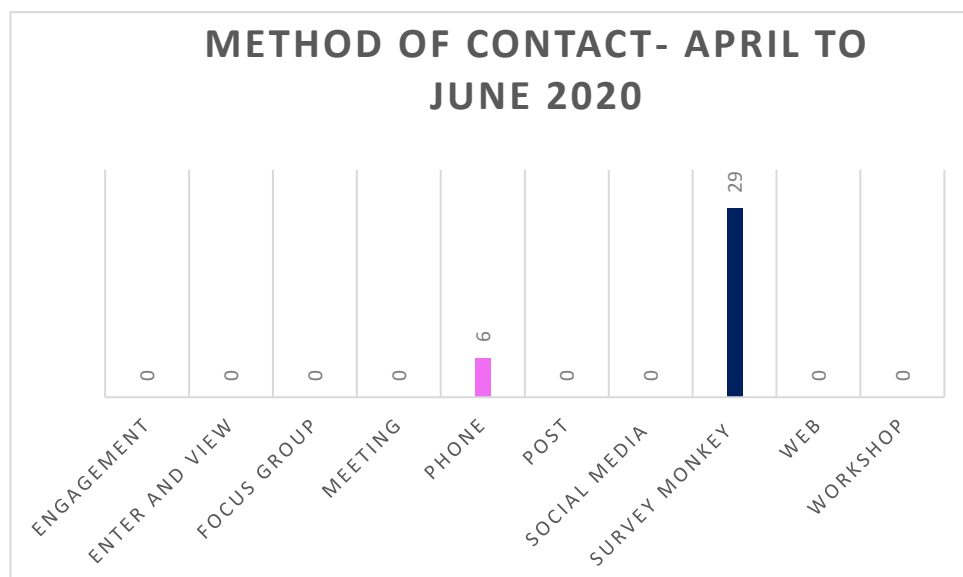
The intelligence detailed in this report was primarily gained through survey data received on the platform Survey Monkey. This data was mostly received in relation to a survey that had been published during the COVID-19 pandemic. However there are some comments that were gained over the telephone, through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

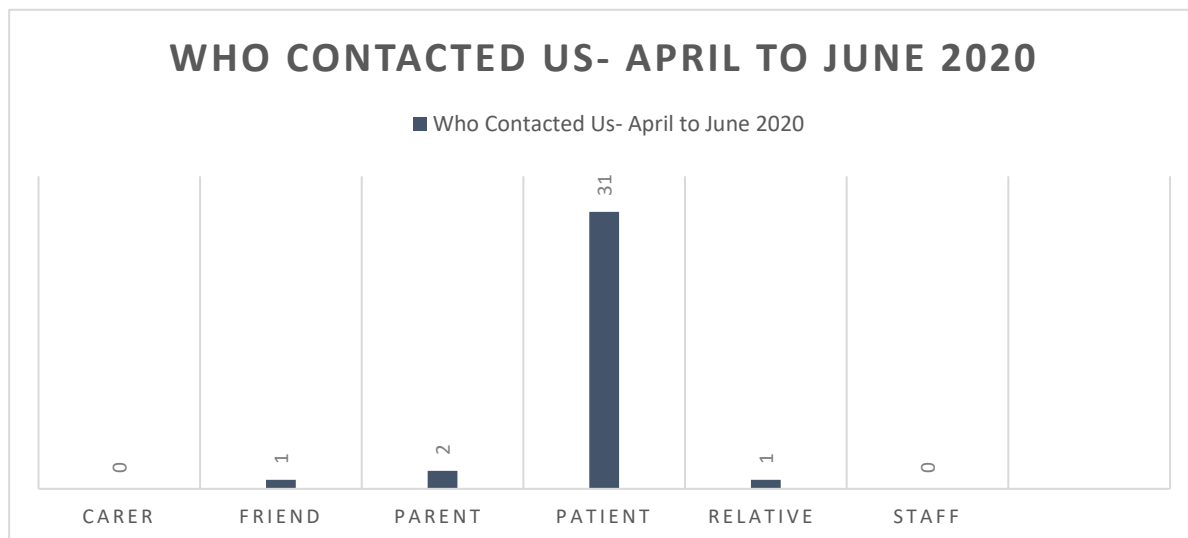
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences, and concludes by highlighting the reoccurring themes of the intelligence.

## Contact statistics

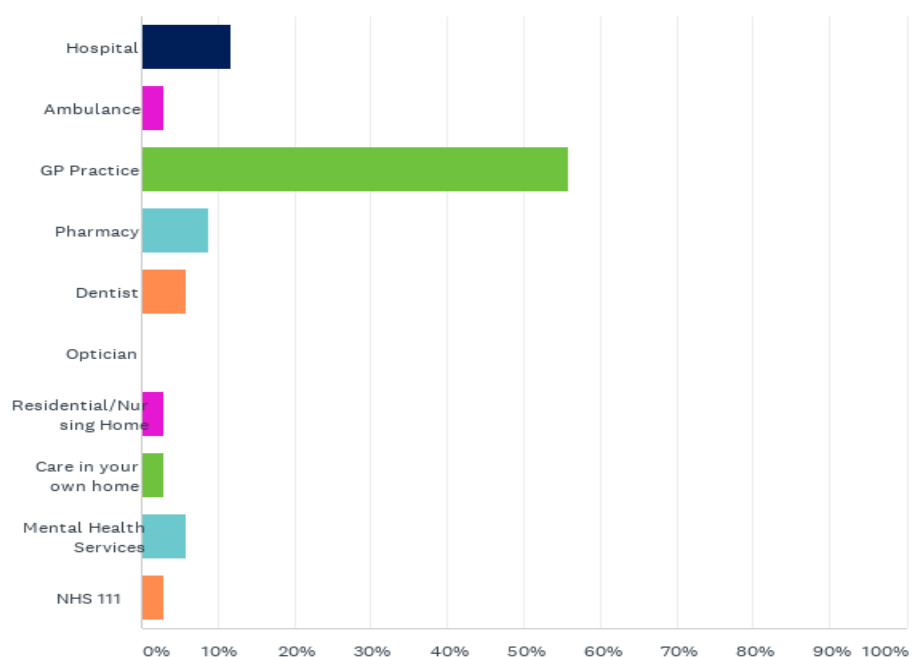
From the periods of April to June 2020, we received a total of 35 contacts through various means as shown in the graph above. As the graph presents, most of the intelligence was gained through Survey Monkey, and more specifically through COVID-19 related survey on the experiences of health and social care. The other method of contact most commonly used was when individuals called us.



The graph below shows which demographics contacted us most during April to June 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 both parents of the individual and relatives of the individual.



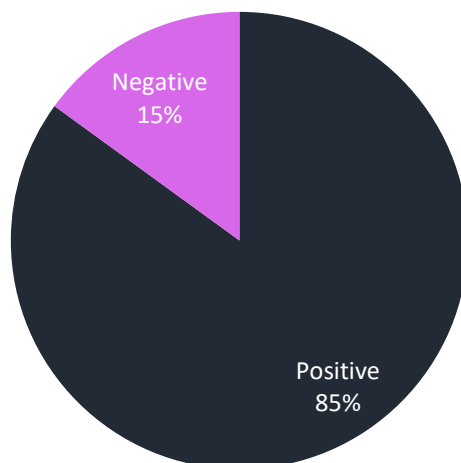
### Type of care most commented on:



## Intelligence received:

### GP Surgeries

#### Sentiment



### Negative

<u>Reason</u>	<u>Number of Comments</u>
<u>Lack of communication</u>	<u>1</u>
<u>Cancellation of appointments</u>	<u>1</u>
<u>Staff attitude</u>	<u>1</u>

### What people told us:

*"I wasn't contacted to cancel my appointment, their website said they were contacting patients, the information was on the website"*

*"Some of the Surgery Support Staff are being ruder than usual. There has been an overall lack of patient care and willingness to help"*

*"Impossible to get through to the surgery or pharmacy on the phone. Just not answering".*

## Positive

Reason	Number of Comments
Prompt and effective service	7
Safety and hygiene (use of PPE)	2
Praise of staff	3
Convenience of phone consultation	1

### What people told us:

*“Very convenient for the issue we had. Submitted a photo of the particular issue and we had a phone call consultation that afternoon. I hope they keep this kind of service post covid for appointments that don’t really need a face to face consultation. Was very convenient”*

*“Have an infection on my back. I called the practice in the morning and informed the receptionist about my concern, she told me a doctor would call me back after 1pm that day. The locum GP called me at 2pm for a phone conversation and asked me to come into the practice that day to be seen. My appointment was at 4pm. I was quickly seen to when I arrived and was given a prescription for some antibiotics. I also managed to get the medication within 10 mins of arriving at my local pharmacy”*

*“Go rang one month after getting my borderline blood test results, following pneumonia in January. Nasal spray prescribed and picked up from go pharmacy. Subsequent UTI prescribed over the phone within an hour and antibiotics collected from GP”*

*“I was in agony (...) I rung the surgery and asked for a telephone consultation with a Dr the Dr rung me back within 15mins and agreed to do me a prescription to help my situation he said the prescription would be at the pharmacy within the next few minutes for me to collect”*

*“The GP was so helpful and rang back in a short time”*

*“Very professional and had all the appropriate PPE”*

*“I had to go in to be checked everyone was so nice and told me where to stand and sit the social distancing worked well everyone kept 2 meters apart”*

*“Phone consultations with nurse, doctor & physios due to sciatica. Excellent discussions, medication prescribed & later changed, prescriptions sent direct to pharmacy. My problem was dealt with quickly, efficiently and in depth”*

*“I had an asthma review over the telephone. Very good and informative. Issued medication for me to pick up at pharmacy”*

*“I rang to ask for a call from a doctor. Shortly afterwards I received a call and was given a prescription, which was quickly filled by the chemists and collected by a local volunteer as I am self isolating because I am over 70”*

*“I didn’t want to contact my GP as I felt they must be busy enough for my small problem. I was assured it was ok and was given a telephone appointment for a few days later”*

*“Very good organisation and staff are wonderful”*

*“Phone consultation with GP sorted meds delivered the next day“*

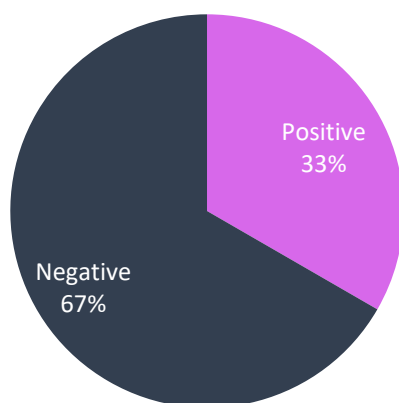
*“Had telephone appointment with GP. Answered my query about symptoms and given prescription which was available the same day”*

*“Very helpful and understanding and when you don’t understand something they take their time explaining to you”*

*“Contacted GP surgery spoke to triage worker who then referred me on and I was contacted within 2hours”*

## Hospital

### Sentiment



### Negative

Reason	Number of Comments
Lack of communication	2
Appointment type	1

**What people told us:**

“Physio session but it was a telephone consultation and I would have preferred video”

“I suffer a painful and debilitating condition which requires specialist monitoring, assessment and treatment. However, since April 2015 the clinic has cancelled over half of my scheduled appointments which has led to long delays for me to receive a medical/nursing consultation. The service provided is inconsistent, and at times appears 'invisible', with a feel of disinterest for me as a patient who was referred by my GP with best intent”.

“There seemed to be an assumption that my Mum would use her own phone to contact us. In fact, my Mum has never owned or used a mobile phone, my sister called and was told by a nurse that she couldn't provide any information as my sister 'could be anyone' (despite the fact the Ward has my sisters Contact details on file). This was the only occasion this happened but nonetheless, increased our anxiety about the situation. (...) A nurse then helped my mum to call my sister but it only lasted 2-mins before being cut-off (this apparently is the time limit). She called back twice (for 2-mins each time) during which time my mum was very distressed and crying. 7-days later, and no-one has helped Mum make another call to us. (...) I feel I need to conclude by stating that I have nothing but praise for the actual frontline doctors and nurses, especially so for the work they have done over the past 12-weeks during the pandemic and to some extent, this re-enforces my point”

**Positive**

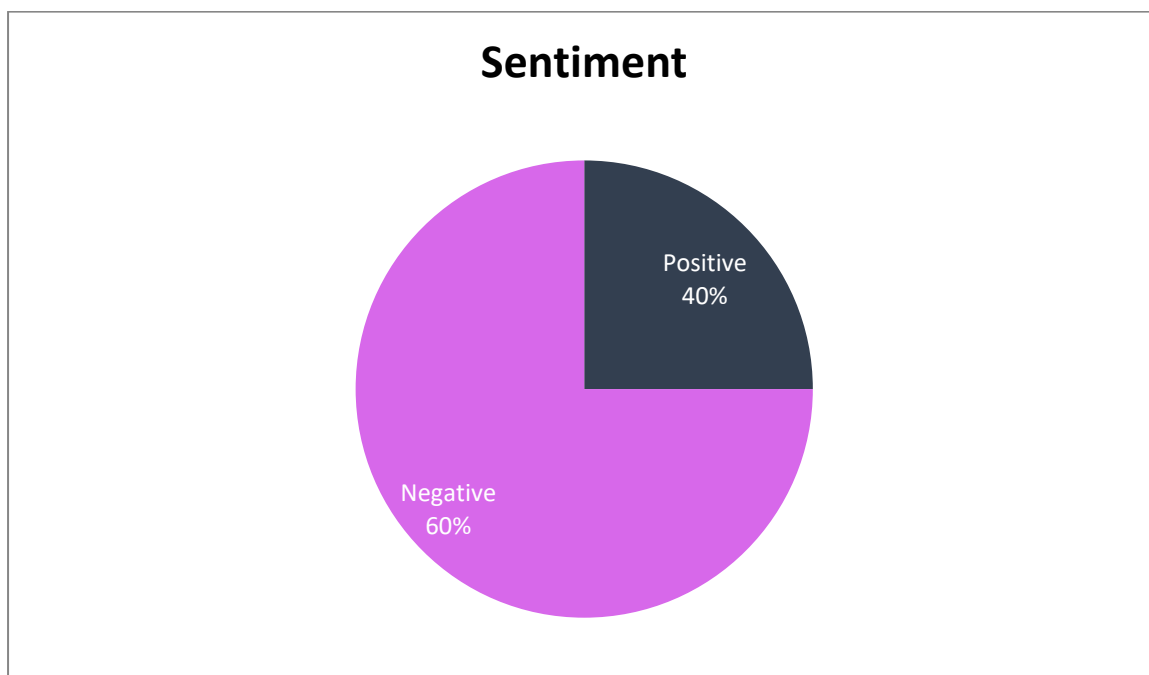
Reason	Number of Comments
Praise of staff	2

**What people told us:**

*“Had a call from my keyworker, she was so supportive, understanding I wasn't well enough to talk. She said she would call me back or if I felt better I could call her back”*

*“Currently undergoing treatment for breast cancer, staff have gone out of their way to make me feel safe and protected and gone the extra mile for me”*

## Pharmacy



### Negative

<u>Reason</u>	<u>Number of Comments</u>
<u>Lack of consistency</u>	<u>1</u>
<u>Difficulty obtaining medication</u>	<u>2</u>

### What people told us:

*“Urgent requests nor dealt with and carers that have attended on my behalf “have they got something against you” the good practice needs to be shared among estate pharmacies”*

*“The pharmacy was not so good”*

*“Registered with ER Beverley Hub who were initially collecting food and medication for her. After a phone appointment with a new Dr rather than her normal GP she found out that the new Dr had written something on her file that suggested she was looking to get more drugs when in fact it was the other way around and she was trying to stop the repeat prescription service from ordering her morphine which had already been sent. Some of her medicine is two weekly and others are 4 weekly and there seems to be a mix up between the GP practice and the Pharmacy. Since the phone appointment none of the medication seems to be getting prescribed and the pharmacy will no longer allow a hub volunteer to collect from the pharmacy for her”*



## Positive

<u>Reason</u>	<u>Number of Comments</u>
<u>Prompt service</u>	1

### What people told us:

*"Have an infection on my back. I called the practice in the morning and informed the receptionist about my concern, she told me a doctor would call me back after 1pm that day. The locum GP called me at 2pm for a phone conversation and asked me to come into the practice that day to be seen. My appointment was at 4pm. I was quickly seen to when I arrived and was given a prescription for some antibiotics. I also managed to get the medication within 10 mins of arriving at my local pharmacy."*

### Intelligence received other-

There were some services we received less intelligence on, and therefore isn't possible to present a sentiment analysis. However it is still important to present any intelligence we did gain about a service, and below is quotes we received.

### Residential/ Nursing home:

*"A friend who is suffering from dementia and was discharged home from hospital following a fall. She was not coping at home and was really scared. Lindum House Beverley were really helpful and facilitated a smooth move into the home, despite the virus"*

*"His mother was living at a care home in Beverley. The manager told him that a different resident had been unwell and been taken to HRI. The resident was tested for Covid-19 but was discharged and sent back to the care home before any test results came back. Now the mother of 95 has contracted covid-19"*

### Mental health services

*"Mental health social worker kept in touch by phone regularly"*

*"This is not my experience but I am writing this on behalf of one of the Carers I support. His wife was in Mill View Court where she had been getting ECT treatment and was beginning to benefit from it. They suddenly shut Mill View Court for the in patients so they could take any patients with the virus. Since being sent home has regressed backwards and now to keep his wife safe has to keep the door locked for her own safety. It is not the hospital we are complaining about but just the way it was handled. Having said all that I don't know how else you could have done things under the circumstances".*

### Ambulance

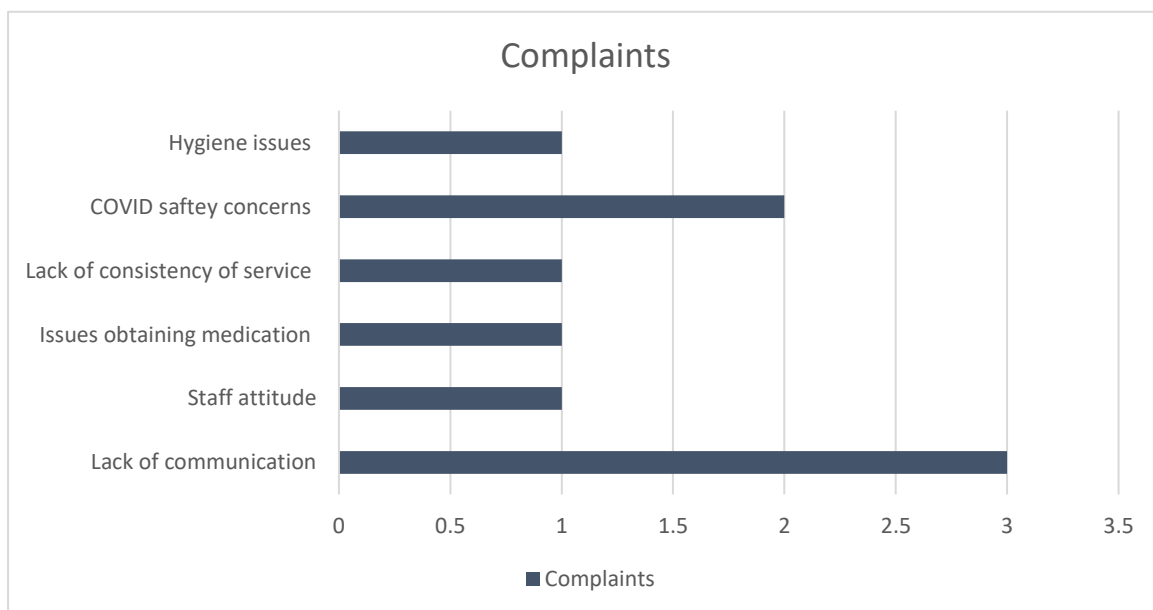
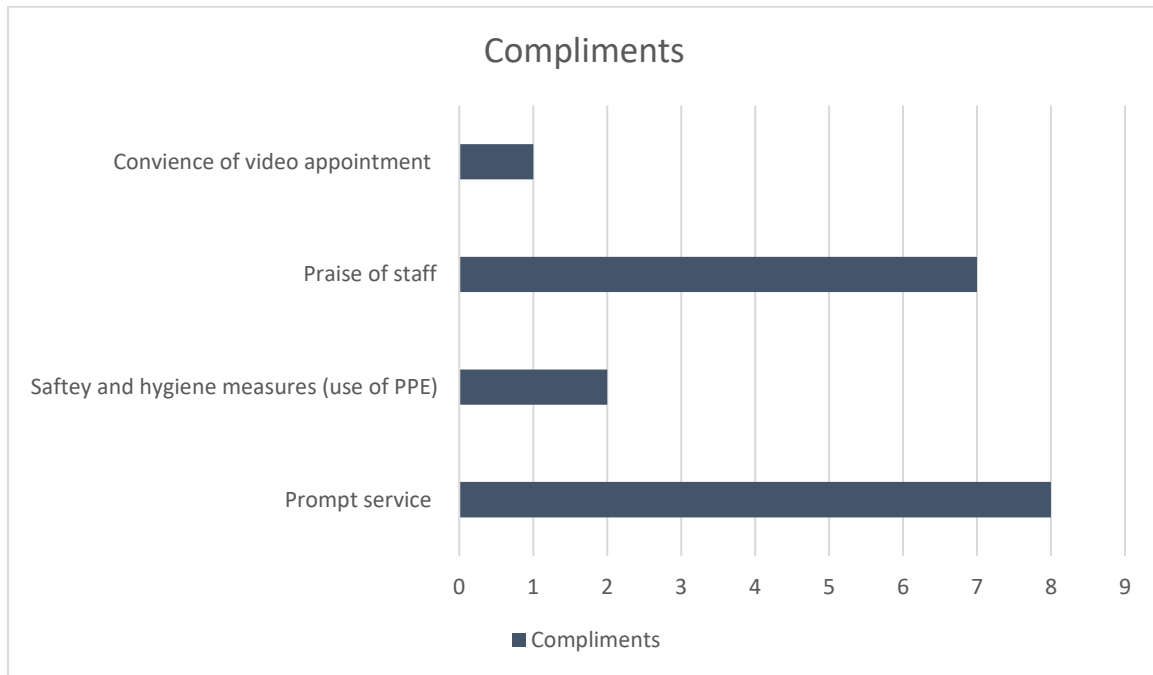
*“I just wanted to say how grateful I am for both the emergency ambulance services and for the emergency care departments at the hospitals, whenever I have needed medical help for either because I have been unwell, or if I have been having a bit of trouble with my mental health, all of the staff who have ever looked after me both the A&E department staff at the hospitals, and also the ambulance staff crews have also looked after me”*

### Care in own home

*“concerns about her neighbours clinical waste being left on the doorstep for days by his carers. Prior to the coronavirus lockdown the waste bags were not being left outside if at all being used. His carers are leaving them in the yellow bags on his doorstep rather than dispose of them correctly and it takes days for them to be collected. On one occasion she found the soiled items had been spread over her garden and reached her porch by either the wind or an animal going into the bag. When she mentioned it to the carer there that day, the carer tidied them up but again left the yellow bag on the doorstep. The lady is aware services may be stretched, however is worried that the waste could cause harm. She would be happier if the yellow bags could be placed into a sealed bin or container whilst they await being collected”*

## Themes

It can be said that much of the intelligence gained through the period of April- June 2020 was positive and praised the effectiveness of the service despite the previous difficult circumstances of COVID-19 lockdown. However, there was some negative comments received which highlights potential areas of improvement for the services. It is worth noting that for some services only a few comments were gained and therefore the data is not necessarily representative. Below demonstrates the key themes shown in the aforementioned intelligence:



## Theme breakdown

**GP-**

- **Promptness of service-** many of the comments received praised the prompt and effective service provided by GP surgery's, in particularly the time it took from gaining an appointment to then getting medication prescribed. This process seemed to be consistently be described as a positive and as effective as it could be under the circumstances.
- **Praise of staff-** Staff were also praised for their communication and service throughout the difficult months of lockdown, particularly their use of PPE and distancing measures which, as shown by the quotations, made individuals feel safe and confident when using the service.
- **Lack of communication-** some comments referred to a lack of communication from the service, with one respondent claiming that they consistently hadn't been able get through to the service and another stating that they hadn't been contacted regarding their appointment despite the services website stating that many appointments had been cancelled.

**Hospitals-**

- **Lack of communication-** the main theme that reoccurs throughout this intelligence is the issue of a lack of communication, in particularly regarding appointment or lack thereof. This is both referred to being an issue when trying to access the service through appointments and when family members wished to stay informed regarding their relatives care in hospital.

**Pharmacies**

- **Lack of consistency of service-** two comments received suggested that there is somewhat a lack of consistency across different pharmacies and or a lack of communication between GP surgeries and the pharmacy.
- However as shown in the GP section, many comments praised the quick process from gaining an appointment with a doctor, to the final step of getting medication from the pharmacy.

**Other intelligence received**

There were some comments received regarding other services such as residential/ nursing homes, mental health services, the ambulance services and care in your own home services. Looking at all these comments collectively, it can be stated that the main themes were:

**Complaints:**

- COVID related issues- safety concerns and the closure of a service
- Hygiene concerns

**Compliments:**

- Smooth transition when moving into a care home
- Praise of staff-
- Communication

# Intelligence Report

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