

# Intelligence Report

February 2021



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## **Introduction**

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

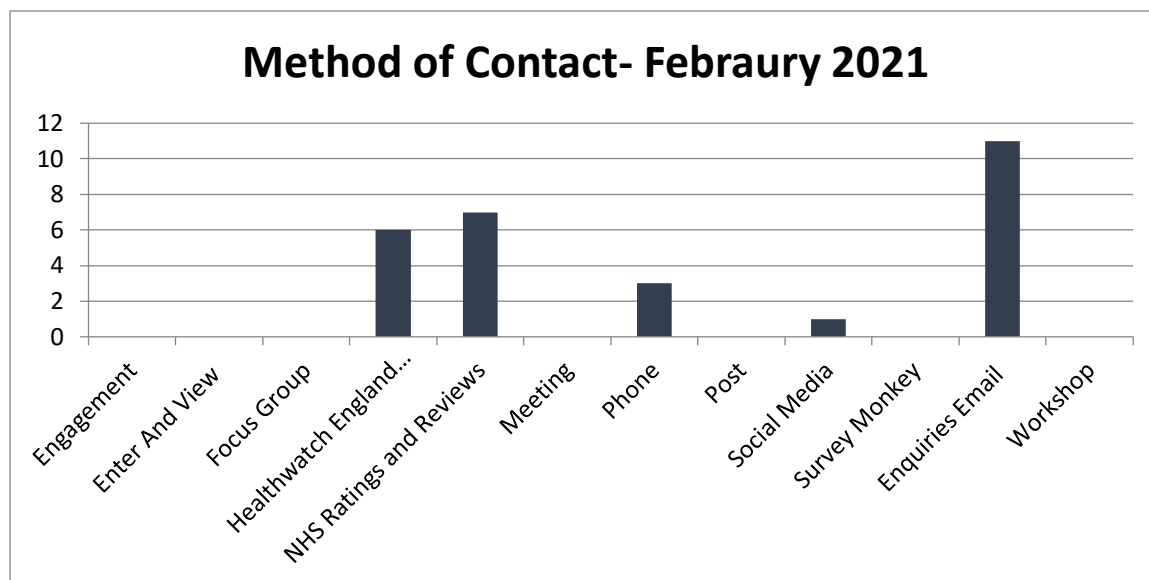
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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.

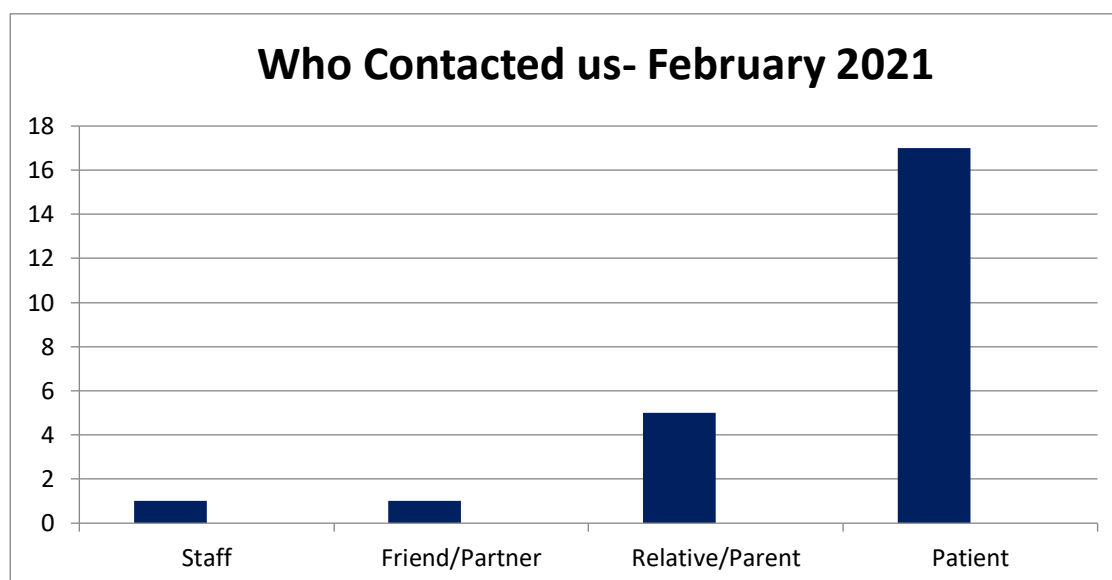
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire NHS Advocacy team Cloverleaf's themes for February 2021, the newly updated Government Shielding data for the East Riding of Yorkshire region, the results of the Healthwatch East Riding of Yorkshire Vaccine Survey data and the intelligence received regarding services and the deaf community.

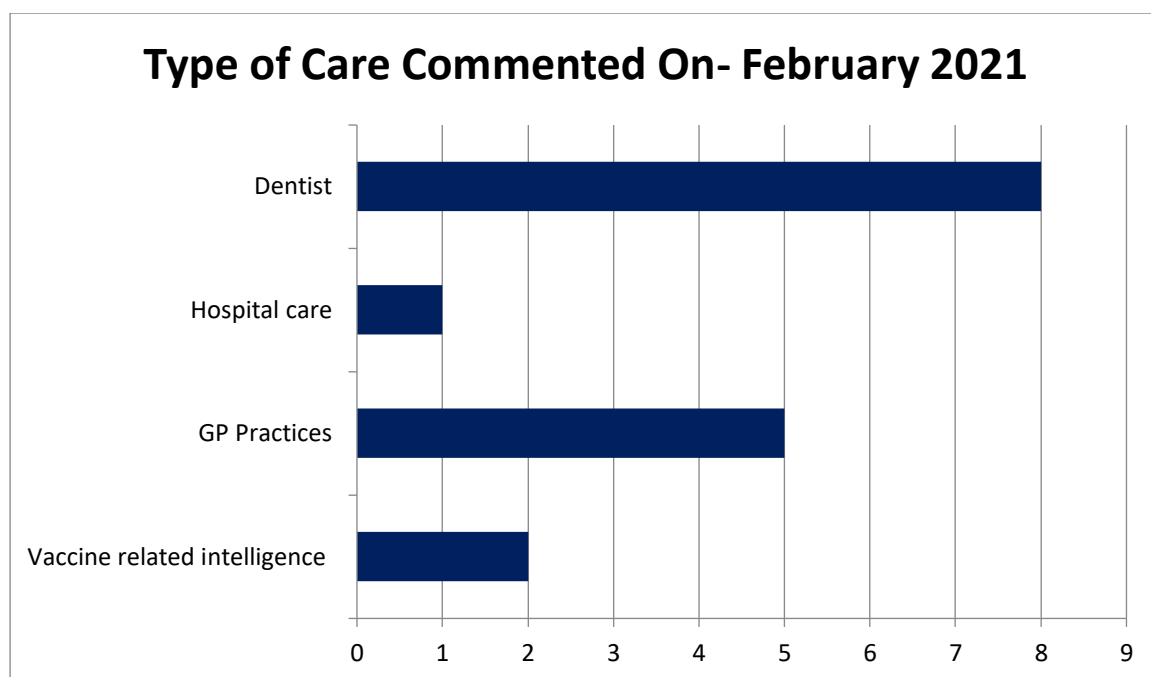
## Contact statistics

In the month of February 2021, we received a total of 24 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through the NHS ratings and reviews platform and the Healthwatch England's online feedback form.



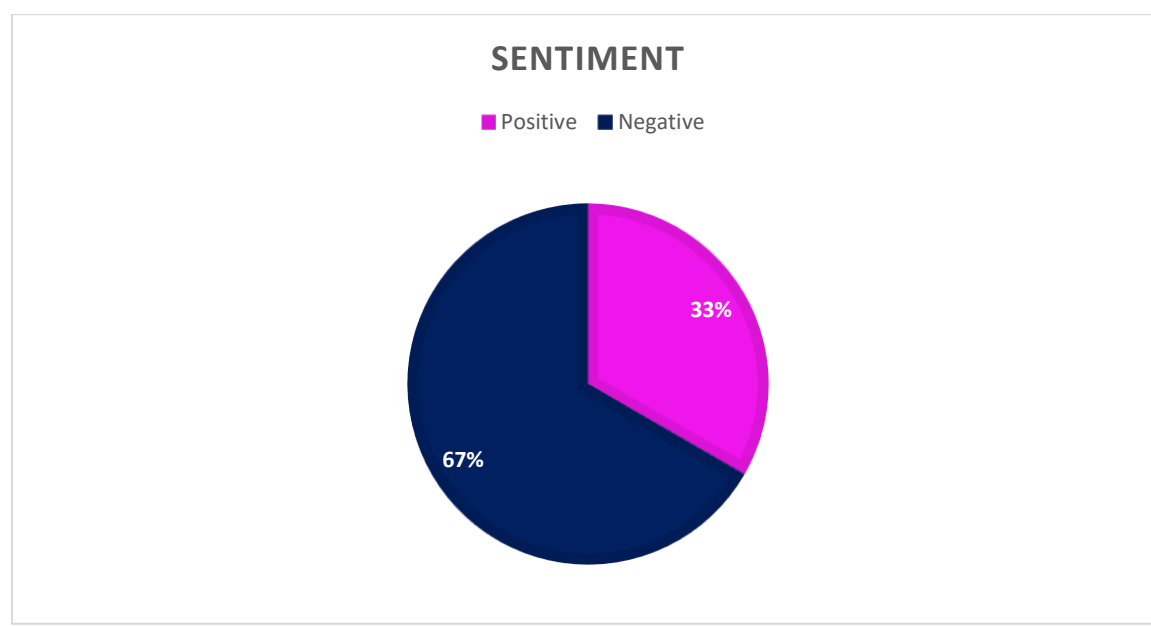
The graph below shows which demographics contacted us most during February 2021. As presented by the graph, the majority of those who contacted us were the patient themselves. However, a small number of comments were gained from a relative or parent and a health service staff member.





## Intelligence received

### GP Surgery



### Negative

<u>Reason</u>	<u>Number of comments</u>
Unsatisfied with service	2
Medication issues	1
Lack of communication	2
Appointment issues	6

#### **What people told us:**

"If they took the time to read patients notes before phoning to ask to speak to a non verbal person. I sometimes feel like my daughter doesn't exist"\*

"Our GP surgery will only do telephone calls. It is not satisfactory especially with elderly patients like us"\*

"Our Doctors practice has merged with other Doctors Practices and the service has struggled. My wife has not been able to speak face to face or over the phone to a doctor who knows her, her condition and her needs. This week my wife had her vaccine and she had a bad reaction to it. She tried to contact them but could not get through to them. We are also having issues with getting prescriptions on time. It takes over 7 days to fill a prescription!"\*

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

" I think I've have been treated badly by my health practice, I had flue like symptoms got worse during the week managed to get in at doctors after insisting to see a doctor. Doctor provide with a antibiotic for chest infection seemed to go but by Thursday the 4th I started with really bad hiccups rang doctors only to be told that I would have to ring back Friday. Rang Friday and was told some one would ring during the day this did not happen so by 6oclock rang back only to put in queue kept on hold till 9pm then I gave up . By now I am in really bad way finally rang 111 this was at nine thirty was told that someone would ring in two hours got a call at 1.30 and answered straight away but as soon as I did got cut off . By 3.30 I am in serious condition so rang 999 was taken into hospital spent time in there till 12.30 and was sent home and was told if my condition gets worse to come back to a and e Sunday my symptoms seemed to calm down got relief till around 5.30 Monday then was taken back to hospital they assessed me again and was told my diagram was damaged and the antibiotic had done this how ever they gave me gave medicine to combat this and was told that I needed a follow appointment in seven days and they would inform my doctors. Never been so relieved in my life ." referred to PALS and cloverleaf

#### **Healthwatch Action Taken:**

We informed the individual of the complaints process, and referred them on to of CCG PALS and gave the contact details for Cloverleaf

#### **NHS Rating & Review comments:**

"Gaining access and forward appointments. The amount of time taken to get through by telephone, details of the last three phone calls I have made 1. ,40mins, 2. 1hr [gave up] 3. 1hr 15mins. this is not acceptable. I have renamed the surgery "Fort Knox Surgery" and you have to breach the barricade to gain access, once in the staff are as helpful as they can be having to work in a system that is unfit for purpose and also being on the front line having to deal with frustrated patients. I was under the impression that you can now make a forward appointment why is this option not offered? The CCG must take some responsibility for purchasing services that unworkable. Please address the issues I have raised and for once put Patients first, as it is fast becoming survival of the fittest"

"I tried several times to get an appointment this morning with no luck. Lines opened at 8:30 and by 8:40 all appointments were gone when I did finally get through. The receptionist was very short with me and did not offer any alternatives. In the background other office were talking loudly and laughing. I'm quite appalled actually. When I said that this service wasn't really working for me and I needed an alternative she reluctantly said I could try the walk in service at Hull! This has been my GP for over 20 years and the service has never been adequate and this is just one example of why!"

"The website is poor and confusing and there is no way to sort out online bookings. There is also no way to arrange an appointment in advance, with appointments only seeming to be provided on the day, and for the half day, which means that if you can not get an appointment in the morning you have to ring back again in the afternoon, and the next day and the next day. I thought we'd been promised by the NHS, some time ago, that this approach was to be phased out. There also seems to be no appointments on the NHS App for the surgery. The Doctors and Clinicians might be great but getting to see them is a nightmare"

“Clinical staff outstanding. Some receptionists need training on customer facing basic skills, this is a long standing feature of this practice. I have found on occasion them to be arrogant bordering on the rude. Not just to me but others. At least they treat us all the same! For example I was queuing to see reception and a gentleman in front of me was addressed 'brusquely' when he asked for his prescription. He responded by saying 'just before you start'... No clues to previous experience there. My experience was very similar with curt questions bordering on the arrogant without a hint of politeness. People are loath to speak up given the current lack of GP supply in Bridlington. This situation was the same pre Covid. I will post again after my next visit”

### **Positive**

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

### **NHS Rating and Reviews:**

“I care for my elderly mum and have always been able to call and speak to someone on her behalf. Visits and calls are undertaken in a timely manner and everyone I’ve spoken to are so professional and really helpful. So much so I’ve joined the practice myself now. It is so refreshing to be able to call the surgery and actually be able to speak to someone and get sorted out so promptly. Thank you so much to everyone working there, I hope you are not given even more pressure and remain able to provide such a great service”

“Easy to make an appointment to see a GP, who, with students, quickly resolved my medical problem. Gave me a prescription, completed by local pharmacy, all in less than half an hour”

### **Surgery response:**

Thank you for your positive comments. Student teaching is an essential part of securing the future of General Practice and I am pleased to see you welcomed them into you appointment.

‘I have no complaints about the surgery or the staff. Having toddler twins we have had our fair share of contact with the surgery! They have always responded swiftly and effectively. I did an Econsult with photographs this morning at 8am and by 8.30am I had received a message to say a prescription had been sent to the chemist. You can’t ask for better service than that. One of my twins has had a face to face appointment during the covid restrictions and it was speedy and well organised. Thanks



## **Dentistry**

### **Negative**

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

### **What people told us**

“recently moved home and all the dentists near me have very long waiting lists to even register let alone see anyone. This week I had to have an emergency visit to the dentist with regards to my wisdom teeth. I was advised to have them removed. But without access to a dentist this isn’t a possibility. I can’t continue how I am as I am struggling to eat. What can I do and who can I see?”

“tried so many dentists- they are not taking on new patients I am getting desperate”

“I have moved with my family to Beverley before lockdown and am struggling to find an NHS dentist. Is there any way you can help me as I would like to join a dentist for myself and my family

“Hi I have a partial denture. During the first lockdown i had to have a tooth removed , all went well and I was seen quickly, the trouble I am having is the tooth i had removed was a tooth the denture fixed too. My denture now falls out all the time and NO dentists will see me NONE. Unless i go private which I can't afford. They say its not classed as emergency because there is no associated pain. Any help would be appreciated”

“can’t get an appointment for 2 years!”

“contacted some local dentists and they say contact 111. 111 message says queues are long and use online if u can. I use online and it tells me to visit my dentist. I don't have a dentist so I use the 'find a dentist' feature for it to give me the list of dentists that I already used to contact the dentists in the first place. I'm going round in circles whilst my pain gets worse and nobody seems very bothered, least of all the dentists”

“i am struggling to get registered with a dentist and i have an issue with toothache. I have had this for a while”

“Moved house last year. Have been unable to find a dentist within 30 miles, despite there being lots of practices. They are either not taking on new NHS patients at all (or even private ones in many cases) or waiting lists are 2 years or longer. One practice told me they had closed their NHS waiting list at 700 patients. It seems we now have to wait for minor dental issues to become emergencies before they can be treated.

### **Healthwatch Action to the above enquiries:**

Informed patients the reason for lack of dental appointments currently available. advised patients to contact NHS England as the commission dental services and therefore should be the first point of call regarding dentistry enquiries. Also

advised individuals that if they are experiencing any pain, bleeding or swelling to contact NHS 111 who will then refer the individual to an NHS dentist for treatment.

**Other intelligence received:**

**Hospital**

"Advised by 111 clinical call handler to go to nearest A&E department. On arrival at HRI turned away without any medical examination and not seen in any capacity. Staff nurse was informed that advice to visit ED had been given by 111 this made no difference. Still not seen. No medical Examination/explication took place. Told to leave."\*

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

**Vaccine Enquiries**

"Angry at how young people are getting the vaccine when his clinically vulnerable daughter has been stuck at home for a year"

**Healthwatch Action**

referred the individual to the CCG PALS

"Unsure why I have not had the vaccine despite many health conditions and a carer"

**Healthwatch Action**

Told the individual to contact his GP and notify them of his carer status

## **Theme breakdown**

### **GP**

- The majority of intelligence we received regarding GP practices described an issue either obtaining appointment or the type of appointment given to the individual. Specifically giving telephone appointments to elderly people or to those with who are non-verbal. Additionally individuals described issues getting in contact with their GP to book appointments, it often taking hours to get through to someone and by that time in many cases the practice has ran out of appointments.
- This being said we also received some positive intelligence in which individuals described staff as being extremely helpful and providing prompt effective service.

### **Dentistry**

- All 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 a dentist unless that it was deemed an emergency by NHS 111, and weren't having much success after contacting NHS England apart from being told to look outside their area for dental treatment.

### **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 February 2021****Client 1****Nature and Substance of complaint:**

Client is unhappy with the care afforded to her young daughter by Hull Royal Infirmary A&E. Patient was discharged by A&E only to later be diagnosed with having a stroke which is rare in someone so young. Client took her daughter again to A&E three months ago suffering from the same symptoms only to be discharged again. Client's fears were dismissed at the time and her daughter has since been diagnosed with suffering a further stroke.

**Who delivered the care to patient?**

Hull University Teaching Hospitals Trust.

**Date of incident?**

Nov 2020

**Client 2****Nature & Substance of complaint:**

Client's complaint is regarding the postponement of cancer treatment at Castle Hill Hospital. Client states that this will impact on her ability to work and her sick pay is due to end soon.

**Who delivered the care to patient?**

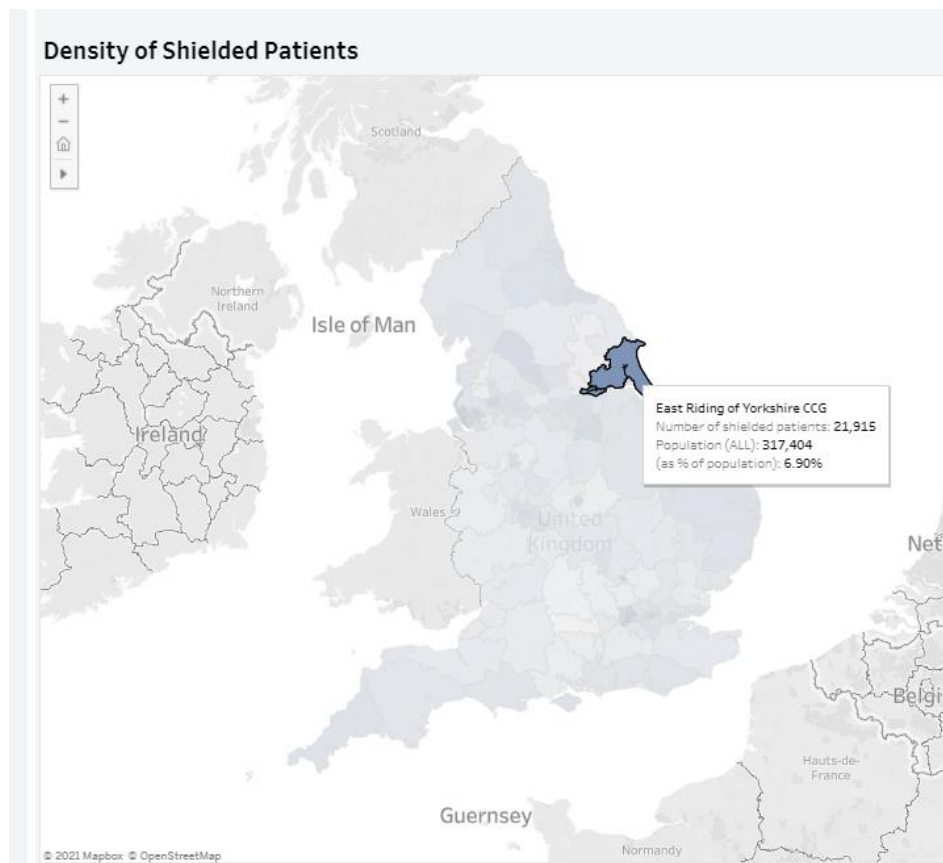
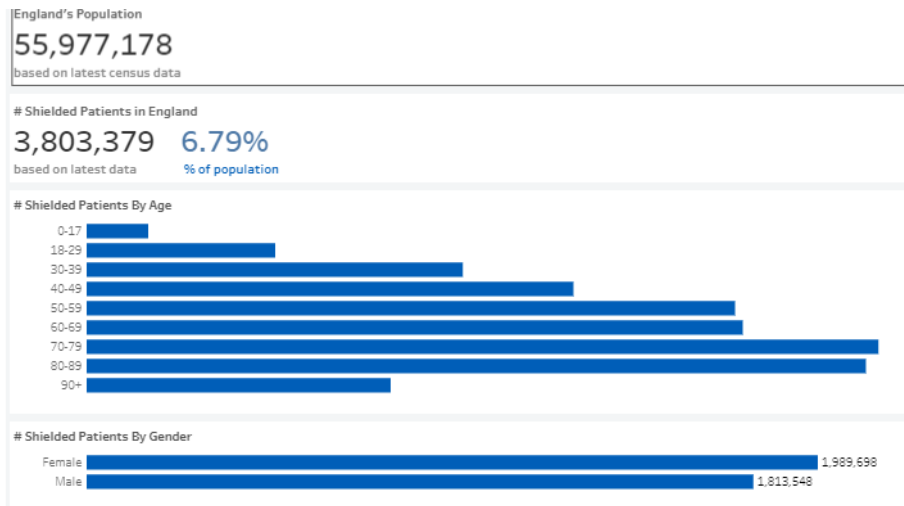
Hull University Teaching Hospitals NHS Trust.

**Date of incident?**

December 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 February, 6.79% of the population are currently classed as 'shielding patients', this is an increase of 2.76% since last month. Looking more specifically at the 'North East and Yorkshire' data which includes the East Riding of Yorkshire, 6.90% of the regional population are currently categorized as 'shielding patients' which is more than the national rate and an increase of 2.45% since last month.



## Qualitative feedback and personal experiences of various medical services and Deaf service users

### SpaMedica Willerby Hill Hull HU10 6FE - East Riding resident, January 2021

This 77-year-old Deaf man went to SpaMedica to have cataract operation. He went without interpreter support, unfortunately the operation did not work and he needed further consultation and laser surgery. His sister called me to ask if I could arrange an interpreter, as he didn't understand why it didn't work, or what needed doing. He had his appointment date booked in for the laser treatment. I called them multiple times, they refused to book an interpreter without cancelling his appointment and rebooking for two weeks' time. There was an interpreter available, I gave them her name and her identity number, which they requested, but they still refused to book one, they actually rang his sister and asked her to come in instead, they also threatened, and yes I know that is a harsh word to use but they said "well if you don't come with him, we will have to cancel it by law as you have already told us he doesn't understand the procedure he is having done and there is a two week wait for an interpreter" the Deaf gent was very frightened they would cancel his operation as he is already Deaf, sight is all he has! So he went in alone with his sister waiting in the car in case they needed her. I don't understand why this happened, or why they were so against even attempting to book an interpreter. They have booked interpreters before for other Deaf people. I contacted Jackie Wileman, Senior Patient Experience Officer Hull University Teaching Hospitals NHS Trust, as she is generally a great contact and aid in booking interpreters for in and outpatient appointments, however this appointment was made by a third party probably the gents GP or optician so she couldn't help me. The whole scenario took multiple calls too them and from them to the gentleman's sister over a course of days, yet they still didn't book an interpreter.

### HRI - Ward 36 East Riding Resident, March 2021

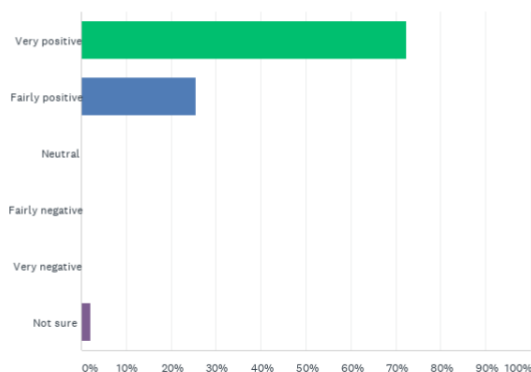
This lady was taken into AMU then moved to ward 36 HRI. Her daughter was allowed to stay with her to provide some communicative support. The lady is 80 years old, is on palliative care for bowel cancer and was admitted with a possible heart attack. Even though it is totally inappropriate to use a family member as an interpreter, for many reasons, it is also understood that it can be a necessary thing especially in emergency situations until an interpreter can arrive. This lady was with her mother from the Saturday afternoon until 4am Sunday morning, she then left and returned to sit for a further 6 hours on the Sunday waiting for the cardiologist to arrive. He didn't!

The lady left an iPad with her mum and told the nurses to video call her on the Monday when the specialist came around as she would be at work (she works at the Jean Bishop Centre) they didn't call her. I arranged for an interpreter to come at 1pm that day, so she could know what the doctor was talking about. Why wasn't an interpreter booked, why did it take me calling to arrange one?

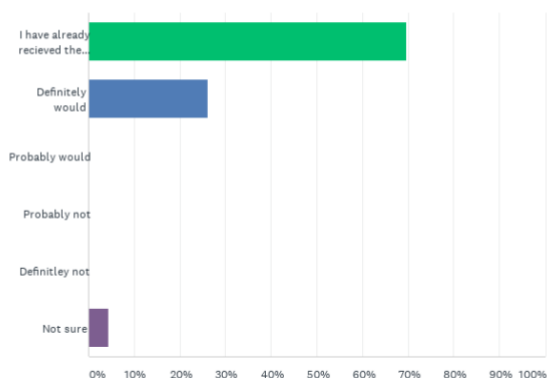
## Healthwatch East Riding of Yorkshire - Vaccine Survey

Below gives the results so far to our vaccine survey, a survey we launched in February in collaboration with Healthwatch England. This survey was launched on the platform SurveyMonkey and has received 50 responses.

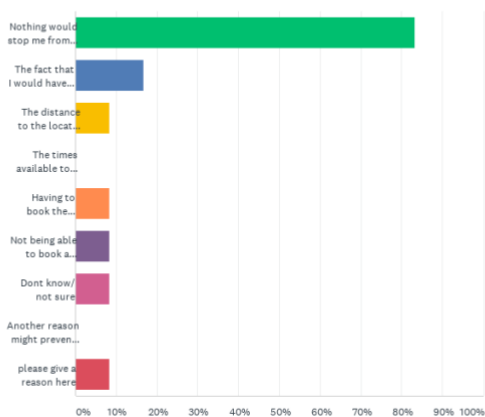
Q1 Thinking of vaccinations in general, such as those given for flu, polio or tetanus is your view of vaccinations... (tick one box)



Q2 If you were offered a vaccine against COVID-19 (Coronavirus), and at no charge through the NHS, how likely would you be to get vaccinated? (tick one box)



Q3 If you want to be vaccinated, is there anything that may stop you from receiving a vaccine when it is made available to you? Please tick as many as apply



**Q4 What are the main reasons you want to have the COVID-19 vaccine?**  
Please tick as many as apply

ANSWER CHOICES	RESPONSES	
▼ To protect my friends and family from getting COVID-19	100.00%	12
▼ To protect me against getting COVID-19	100.00%	12
▼ To protect people who are vulnerable/at higher risk of getting COVID-19	83.33%	10
▼ It will help society in general to get back to normal again	66.67%	8
▼ It is the responsible thing to do	66.67%	8
▼ It will help protect the NHS	50.00%	6
▼ Medical/healthcare professional e.g. GP, nurse, pharmacist, recommends it	33.33%	4
▼ I want to visit my older family members at home or in a care home and I need the vaccine to make sure it is safe for them	33.33%	4
▼ It will help the economy get going again	33.33%	4
▼ Other (please specify) <span>Responses</span>	16.67%	2
▼ Family member/friend recommends it	8.33%	1
▼ It will enable me to get back to work	0.00%	0
▼ Don't know/not sure	0.00%	0
Total Respondents: 12		

**Q5 If you do not want to be vaccinated, what is your motivation for refusing the vaccine? Please tick as many as apply**

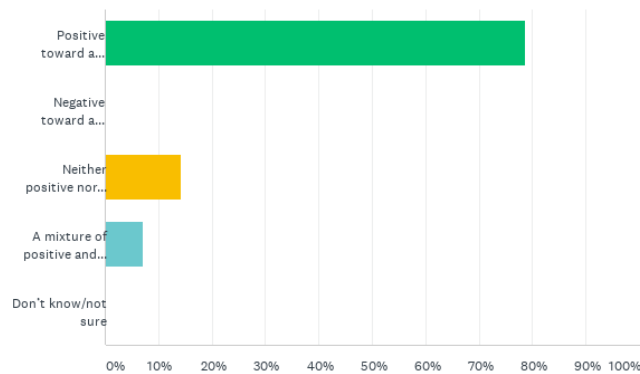
ANSWER CHOICES	RESPONSES	
▼ I don't think the vaccine will be safe	50.00%	1
▼ I don't trust the intentions behind the vaccine	50.00%	1
▼ I don't think coronavirus poses enough of a risk to me	50.00%	1
▼ I would want to wait until others have had it first	50.00%	1
▼ I am concerned about the ingredients used in it	50.00%	1
▼ Other (please specify) <span>Responses</span>	50.00%	1
▼ I can't be vaccinated for health reasons	0.00%	0
▼ I'm against vaccines in general	0.00%	0
▼ I don't think the vaccine will be effective	0.00%	0
▼ My family / community are against it	0.00%	0
▼ My faith/religion/belief systems say it is wrong for me to have the COVID-19 vaccine	0.00%	0
▼ Don't know/not sure	0.00%	0
Total Respondents: 2		

**Q6 Where have you mainly seen or heard information about a COVID-19 vaccine recently? Please select all that apply**

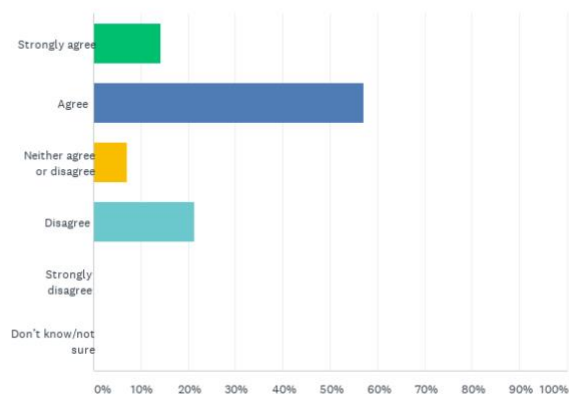
ANSWER CHOICES	RESPONSES	
▼ Newspaper/Online news websites	78.57%	11
▼ An NHS or Government website (e.g. nhs.uk, GOV.UK)	71.43%	10
▼ TV/Radio	71.43%	10
▼ Friends/relatives	57.14%	8
▼ Government press conference	57.14%	8
▼ Social Media	42.86%	6
▼ An NHS GP practice, pharmacy, clinic or hospital	28.57%	4
▼ Community organisations/websites	28.57%	4
▼ My local council website	14.29%	2
▼ Healthwatch	14.29%	2
▼ Letter, leaflet or poster by the NHS or Government	0.00%	0
▼ Can't recall	0.00%	0
▼ Other (please specify) <span>Responses</span>	0.00%	0
Total Respondents: 14		



Q7 Overall, was the information that you have seen or heard recently



Q8 Do you agree that information from the NHS or the Government about the vaccine and its roll out has been communicated clearly and effectively? (tick one box only)

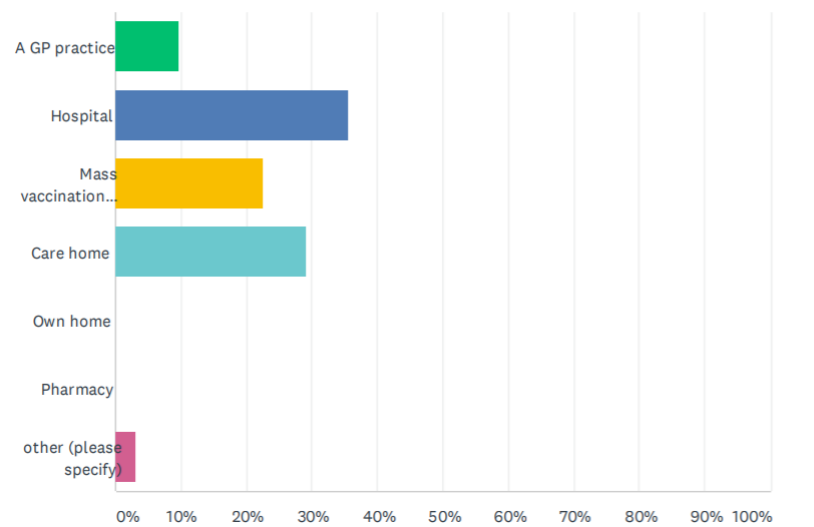


Q12 Which of the following are reasons why you decided to be vaccinated against COVID-19? Please tick all that apply

ANSWER CHOICES	RESPONSES
▼ To protect people who are vulnerable / at higher risk of getting coronavirus	83.87% 26
▼ To protect my friends and family from getting COVID-19	77.42% 24
▼ To protect myself against getting COVID-19	74.19% 23
▼ It will help society in general to get back to normal again	74.19% 23
▼ It is the responsible thing to do	67.74% 21
▼ It will help protect the NHS	64.52% 20
▼ It will help the economy get going again	45.16% 14
▼ It will enable me to get back to work	25.81% 8
▼ I have friends and family who have got ill or died from COVID-19 and I know how serious it is	19.35% 6
▼ I want to visit my older family members at home or in a care home and I need the vaccine to make sure it is safe for them	12.90% 4
▼ Medical/ healthcare professional e.g. GP, nurse, pharmacist, recommends it	6.45% 2
▼ Other (please specify)	Responses 3.23% 1
▼ Family member / friend recommends it	0.00% 0
▼ Don't know/not sure	0.00% 0
Total Respondents: 31	

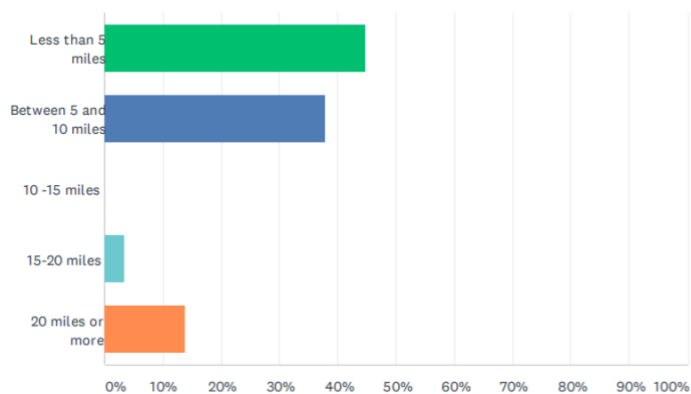
### Q17 Where did you receive the vaccination ?

Answered: 31 Skipped: 17



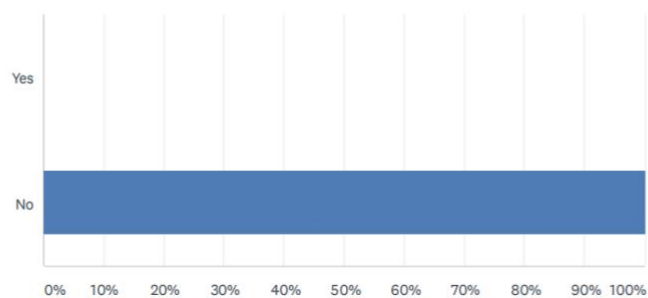
### Q19 How far did you have to travel for your vaccine ?

Answered: 29 Skipped: 19



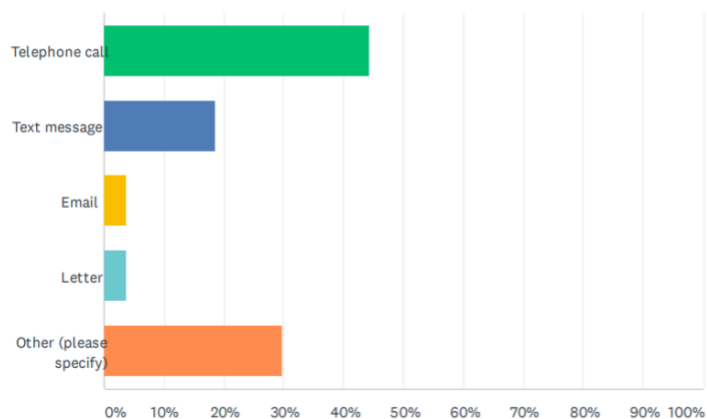
### Q20 Did you use patient transport to attend your appointment?

Answered: 30 Skipped: 18



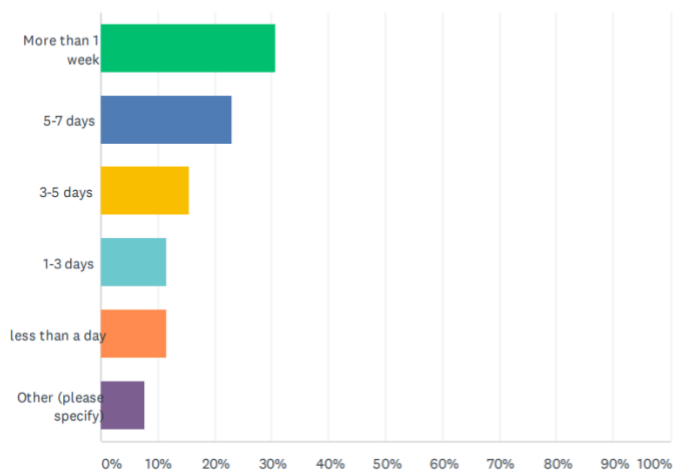
### Q22 How were you informed about your appointment ?

Answered: 27 Skipped: 21



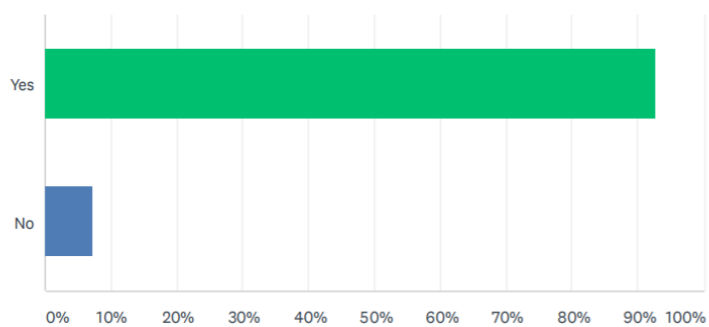
### Q23 How much notice were you given?

Answered: 26 Skipped: 22



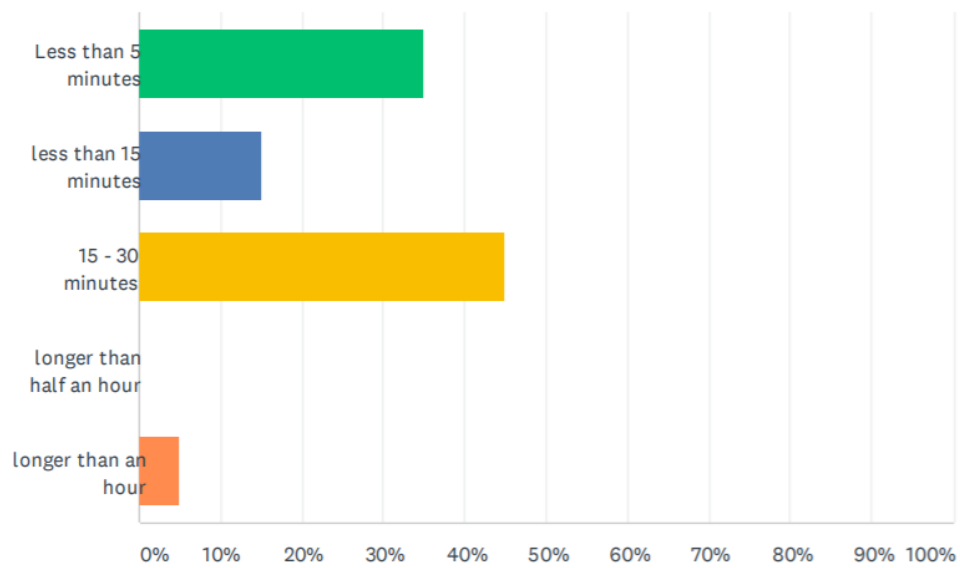
### Q24 Were you satisfied with this notice period?

Answered: 27 Skipped: 21



## Q28 How long did you have to wait whilst on site ?

Answered: 20 Skipped: 28



# Intelligence Report

February 2021



Healthwatch East Riding of Yorkshire  
Unit 18  
Brough Business Centre  
Skillings Lane  
Brough  
HU15 1EN

w: [www.healthwatcheastridingofyorkshire.co.uk](http://www.healthwatcheastridingofyorkshire.co.uk)  
t: 01482 665684  
e: [enquiries@healthwatcheastridingofyorkshire.co.uk](mailto:enquiries@healthwatcheastridingofyorkshire.co.uk)  
tw: @HWeastyorks  
fb: [facebook.com/HWeastyorks](https://facebook.com/HWeastyorks)