

Intelligence Report

April 2021



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Introduction

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

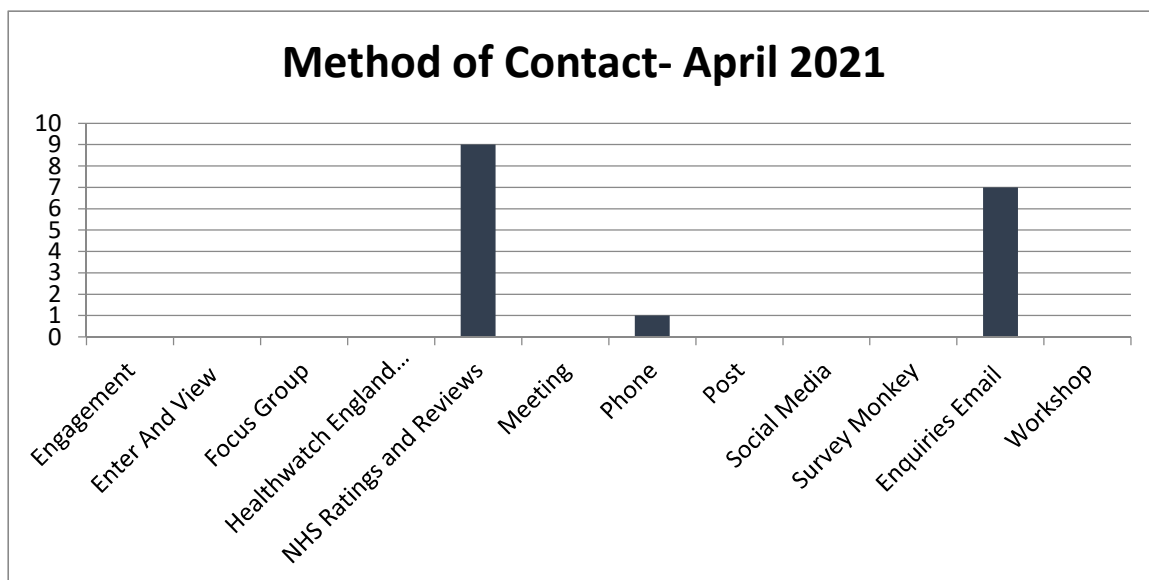
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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.

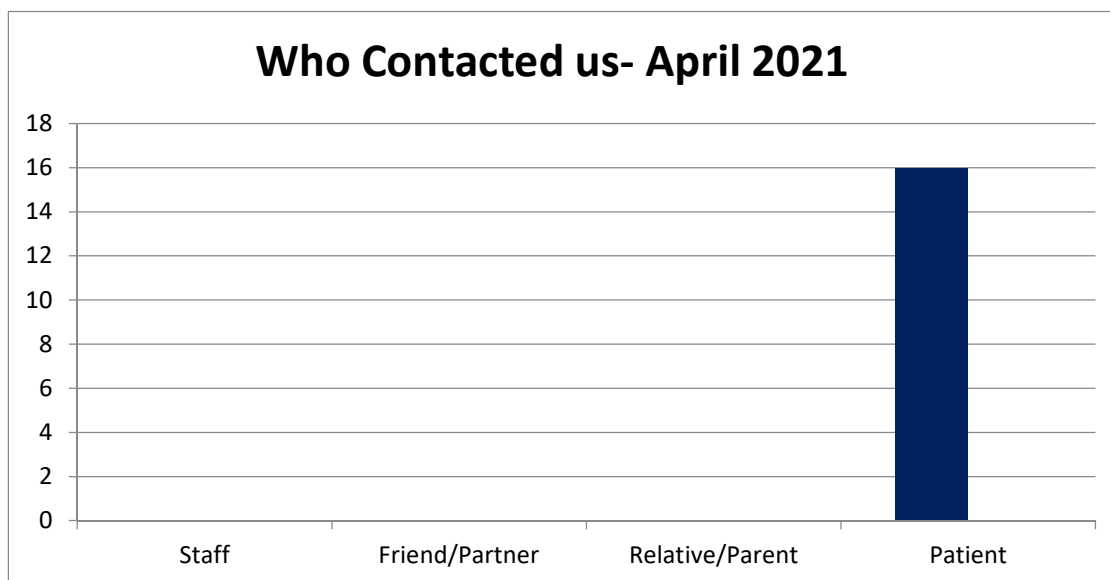
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire NHS Advocacy team Cloverleaf's themes for April 2021, intelligence received regarding services and the deaf community and a summary of responses individuals have given on repeat prescriptions relating to East Riding Services.

Contact statistics

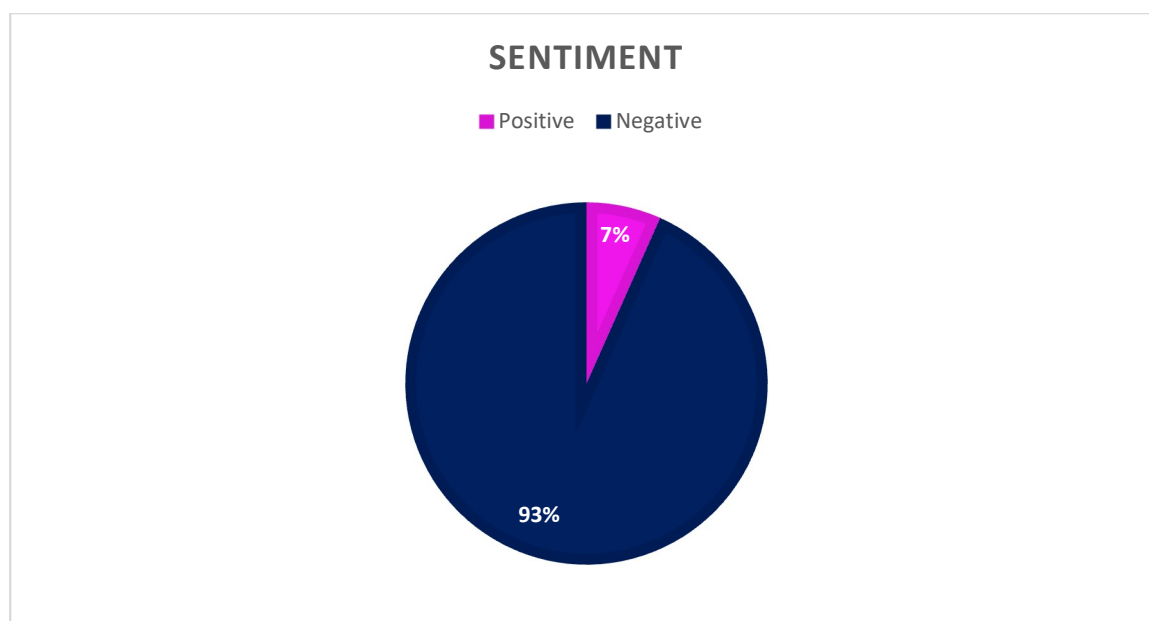
In the month of April 2021, we received a total of 20 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through the NHS ratings and reviews platform and enquiries email.



The graph below shows which demographics contacted us most during April 2021. As presented by the graph, this month all of those who contacted us were the patient themselves.



GP Intelligence



Negative

<u>Reason</u>	<u>Number of comments</u>
Unsatisfied with service	4
Lack of communication	4
Appointment issues	3

What people told us:

“I have been registered with my surgery since 2016 but was removed recently, according to me unfairly, while in the middle of treatment for a newly diagnosed high blood pressure”

Healthwatch Action

We outlined to the individual what the complaints process is when complaining about your GP practice. We also give the individual information on how to obtain registration at a new local GP surgery.

“I am being neglected by my GP surgery as they have noticed the large amount of infections but have not acted on it. I have asked in the past for a referral to a gynaecologist, but they never acted on it and gave me an answer”

Healthwatch Action

We referred this individual to East Riding CCG PALS department and also gave them the details of Cloverleaf NHS Advocacy service.

"I was told in march 2020 that I was extremely clinically vulnerable. This claim was in error as something had been coded wrong on my records from when I had an appointment in 2018. Over the past year I was furloughed from march 2020- July. In the November lockdown I was advised to shield and not go out for non essential trips etc. I have had calls from council offering priority healthcare and grocery deliveries if I need it for my 'condition'. I was not made aware of any condition that I have or that would make me vulnerable. For the past year I have been trying to raise this with my GP Surgery and they have not given me any answers as they didn't know either. I asked them if I could get that in writing that I am not a vulnerable person and it has been done in error but I was told they are not doing letters for individuals and they where it would be a £30 charge. This has affected my personal and work life immensely as there has been a lot of things in my organisation I have missed out on, so I hope you can imagine the stress and shock of finding out a year after these claims where introduced that it was done in error and my medical records where not double checked or managed safely"

Healthwatch Action

We informed the individual of the various options when looking to make a complaint about their GP surgery. This involved giving them details on how to make a formal complaint to their surgery, giving them the contact details for CCG PALS department and also Cloverleaf Advocacy service's number.

"Cannot get through on the telephone and need pain relief medication following recent surgery"

Healthwatch Action

We contacted the provider of these services regarding this lack of communication, and established communication between the patient and a member of surgery staff, who is now dealing with the issue.

"Difficulties registering at a GP due to not being able to drive and only having bus transport there"

Healthwatch Action

We looked into how we can help find a GP surgery in a more convenient location for the individual. We contacted a provider who is now in communication with the individual.

NHS Ratings and Reviews

"Not usually so bad but call booked for 2. 15pm and finally rang at 5. 15pm. I mean 3 hours. It's ridiculous. Good job I'd nothing pressing for this afternoon. Plus not sounding interested springs to mind"

“Well another visit where the reception staff has proved their worth in preventing me furthering my treatment and getting well. I presented my urine samples as requested at my earliest opportunity Friday the 23rd of March at 15.30hrs. I made a special visit using car and petrol, well its my health right? Receptionist refused the samples because it was a Friday afternoon!! I asked why I hadn't been told this when the samples were requested but regrettably no answer was available other than its the weekend... A good answer but to a different question entirely. I requested further sample containers 2 off and was given them in a vending machine translucent cup and for sure the containers were all over my car floor before I got home. Plastic or paper bags? Come on its not rocket science! Practice receptionists seem to lack empathy and have a mission to obstruct patients in gaining appointments or in my case accepting medical samples required to confirm, deny or analyse a condition. Lastly a lack of communication and common sense appears to prevail. Come on practice two start to treat your patients with empathy, and common sense...”

“Numerous attempts to contact the surgery and all calls have gone unanswered after over 20 minutes of being on hold. I telephoned another surgery and the call was answered immediately. call waiting times seem to be a constant problem at Greenwood Ave”

“Getting an appointment via a telephone call is just about impossible, and the practice does not support appointment booking via patient access or message handling. In this area they are abysmal, it would appear patient care has gone out of the window since amalgamation. Whilst texting my wife to request her annual review of her medical condition, getting an appointment is impossible, why on earth can they not give one at the time of the text, this is 2021 after all, is this not a practical thing to do., she now has another medical concern that she would like a consultation about which could be serious. The NHS states that the present situation should not give you concern about contacting your practice regarding seeing a doctor, fat chance, they are doing a fantastic job of preventing this happening”

“Several times Meds repeat are not being fully Actioned and electric transfer Sent is incomplete this means that I have to run around and rectify this error made at your end. I have been told this my fault, how so I would like to know why I am not going to order the meds I need? Also I would like an explanation.. whilst in sorting this error at the surgery I needed to make an appointment for bloods the receptionist told me to go home and ring ! What sort of system is being as user unfriendly for people who need to feel supported and valued...I also know that this type of episode is happening to other people who need to access the services under the NHS banner”

Surgery response:

Thank you for your comments. We are sorry to hear you are unhappy with the service you have recently received. All patients are asked to ring to make appointments rather than stand at the front desk. This is to reduce the number of patients in the building, thereby reducing the risk to patients and staff and ensuring social distancing is adhered to. This also prevents queues forming outside the building for patients who have face to face appointments and need to check in. We are unable to respond to the technical issues you have mentioned as your

comments are anonymous so we are unable to investigate further. If you would like to contact our Patient Services Manager we will gladly look into the issues you have raised in an effort to resolve them for you. Thank you.

“The new telephone system (probably been in place over a year.. So not so new!!) so no excuse! I have a general enquiry, listen to the elongated messages, to respond to further number key, which tells me to ring back between 11am and 6pm, it is 5.30pm what on earth!!! This frustration continues whenever you call! The system doesn't work, please review your processes, I have been no 1 in the wait g list for over 30 minutes... How does this seem appropriate. Regulatory boards need to step in and sort out!! Not good enough, God help anyone expecting to call and get through in a reasonable time span to see and speak to someone with any common sense”

Surgery Response:

Thank you for your feedback and sorry for your experience. In order for us to address the issue, please kindly contact the surgery.

“Took two days to get to speak to someone then told to book video call. The first available one was 4 days later. Told by doctor on video call I needed to see a doctor which was obvious in first place. Was told doctors would call me next morning to make appointment. No one called so I called the surgery in afternoon. Been in queue for over hour then got to caller one ringing and no one answered waited 20 minutes. What a shambles. And do not want to hear COVID excuse doctors should get back to work and see patients, it's just an excuse now”

GP Surgery- positive sentiment:

“Just moved to the area this surgery is brill even got a letter with blood results on and able to get a follow up appointment in days”

Dentistry

What people told us:

"I live in Wetwang and me and my family moved here 3 years ago and still can't get dentist I have phoned up a lot and email but still can't get NHS dentist at all most just say that not taking new patients or they have huge waiting list which could take up to 1 or so to be seen "

"I moved back to this area from Bath seven years ago. I have moved around and had work from eight dentists over the years, including crowns, a bridge and implants. My dentist in Beverley retired and I am now with his successor at the same practice. Last week the cap came off one of my implant posts and requires re fixing . My current dentist, who does implants with a different system, insists he is unable to do this because he would be liable for any damage caused. I have contacted my Bath dentist ,who says the task is not system specific ,and any competent registered dentist familiar with implants can do it. Mine says I should return to Bath. A friend at another Beverley surgery in similar circumstance has been told to return to Johannesburg! Dentists retire, die, move ,sell out to chains ,as other business people do. These expensive procedures cannot be practitioner specific.. There is no justification for selling these systems if patients are likely to encounter maintenance problems if they move house. I am contacting dentists in the area who advertise implants to try and get help. So far the only interest we have encountered is from someone whose offer is to remove the existing system entirely ,at great expense and insert their own! We would not accept this with a small car we had bought for the same money. Would we scrap it because a new door were needed? Why is it acceptable for an authorised dental treatment. Could you please advise me how to obtain the examination and repair I need in this area"

Healthwatch Action

For both dentist related enquiries, we referred the individuals to the NHS England customer contact centre telephone and email system as NHS England commission dental services throughout the UK and are responsible for the provision of such. We also informed the individuals that if they experience any pain, swelling or serious dental issues then they should contact NHS 111 who will refer them onto emergency treatment.

Other intelligence received:

Vaccine

“ Irish but working in the UK, wondering how to obtain the vaccine”

Healthwatch Action

We referred to individual to NHS England customer contact centre

Theme breakdown

GP

- The majority of comments we received from individuals regarding GP practices described individuals being unhappy with the overall service they've received. Additionally many individuals cited having various appointment issues, most commonly experiencing a difficulty obtaining an appointment due to being unable to get through to their surgery.

Dentistry

- The comment we received follows a similar theme from previous months where individuals are struggling to gain access to dentistry treatment and struggling to get registered with local services.

ERY Independent Health Complaints Advocacy Themes April 2021

Client 1

Nature and Substance of complaint:

Client has completed local resolution and wanted to discuss her options and assistance with a possible application to the Health Service Ombudsman.

Who delivered the care to patient?

Hull University Teaching Hospitals Trust.

Date of incident?

August 2020

Client 2

Nature & Substance of complaint:

Client attempted to informally resolve issues with the GP surgery. Issues were left unresolved so issues are being investigated and responded to formally. Client doesn't require support to enable them to make the complaint but wants to discuss options as complaint progresses.

Who delivered the care to patient?

Ridings Medical Group - Brough GP Surgery

Date of incident?

December 2020

Client 3

The complaint relates to an incident on in January 2021 when a Dr from the Endocrinology Unit at Scarborough Hospital accused client of being an alcoholic due to fluctuating sodium levels. Client was sent for a CT Scan which showed lung cancer and also **syndrome of inappropriate antidiuretic hormone (SIADH) causing the kidneys to retain water**. Client has also now been contacted by the alcohol dependency team to whom a referral has been made.

Who delivered the care to patient?

York and Scarborough Teaching Hospitals NHS Trust.

Date of incident?

Jan 2021

Client 4

Client's son suffered an unexpected Cerebrovascular accident which damaged his mental and physical abilities impairing his mobility and ability to communicate. He spent time in Leeds General Hospital before being transferred to Hull Royal Infirmary and then to the Rehabilitation unit at Castle Hill Hospital. After testing positive for Covid he was transferred again in April 2020 to a care home in Hull where he currently resides. Despite assurances from his Consultant at CHH that rehabilitation would be monitored, he has received none, nor have the care home received any programme or assistance in setting up a programme. No mobility and speech therapy has happened for over a year.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

April 2020

Client 5

Client's complaint is regarding the care and treatment afforded to her late husband at ICU at Hull Royal Infirmary.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

December 2020

Client 6

Client's complaint is regarding the side effects to medication prescribed to her son by his GP at The Ridings Medical Centre in Brough. Client states that a warning was sent to all GP's advising against prescribing this medication.

Who delivered the care to patient?

Ridings Medical Group - Brough GP Surgery

Date of incident?

March 2020

April 2021-
Hull Deaf Centre report on continuous issues in providing adequate services to the Deaf community

HRI - Orthopaedic Department - ER Resident

A lady from Beverley had an orthopaedic appointment and when she arrived she asked if the interpreter was coming and was told yes.

45 minutes later, well after her appointment time she was still in the waiting room so video called me so I could speak the reception staff and ask why no interpreter had arrived and why she was still in the waiting room. Turns out, apparently the interpreter had cancelled 30 minutes before her appointment. They did not attempt to use one of the iPads that are in the hospital, this lady was seen by the doctor after a long wait and they brought a nurse from another department who can 'sign a bit'.

The lady was not impressed at all by this and asked me to call the reception and ask what happened. Apparently the interpreter service called the appointment centre and not the department so the information wasn't passed on. I asked why they didn't use the iPad to access an interpreter they said they didn't know they could, or anything about it.

HRI - Unknown resident

I was contacted by an interpreter who went to a booked job at Gynae outpatients HRI on April 21st at 16.40. She arrived for the appointment but was told that "the Deaf person was CALLED and their appointment moved to earlier in the day and they came and was seen by the doctor without an interpreter"

The reception would not give out the lady's name or elaborate on how a Deaf person was called, or explain why the interpreter was not contacted and moved.

Because not every client comes through me, I am afraid that I don't know who this lady is and interpreters are not given names.

Repeat Prescription Survey Data

Healthwatch Kingston Upon Hull began to promote the Repeat Prescription Survey on 19th April 2021. The survey has been designed to work across the patch, including the Healthwatch East Riding of Yorkshire, North Lincolnshire and North-East Lincolnshire by the use of the Healthwatch Humber Network imagery.

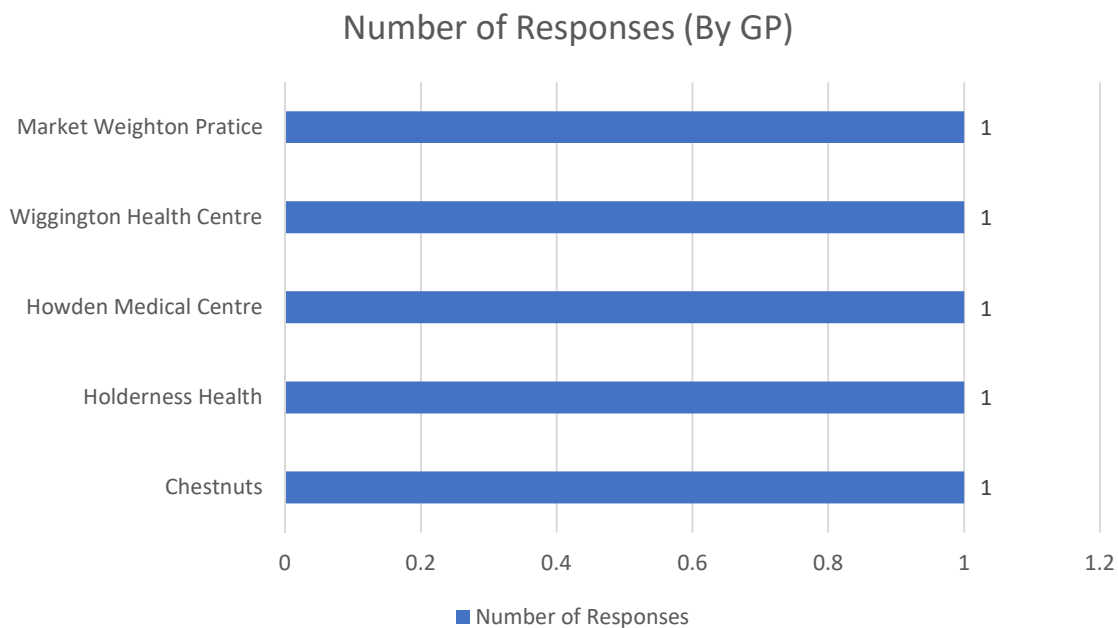
The survey is designed to reach out to the public and to ascertain the following information:

- The area in which they live
- The name of their GP surgery and local pharmacy
- How they arranged their Repeat Prescription
- The type of experience they had (positive / mixed / negative)
- Their overall experience

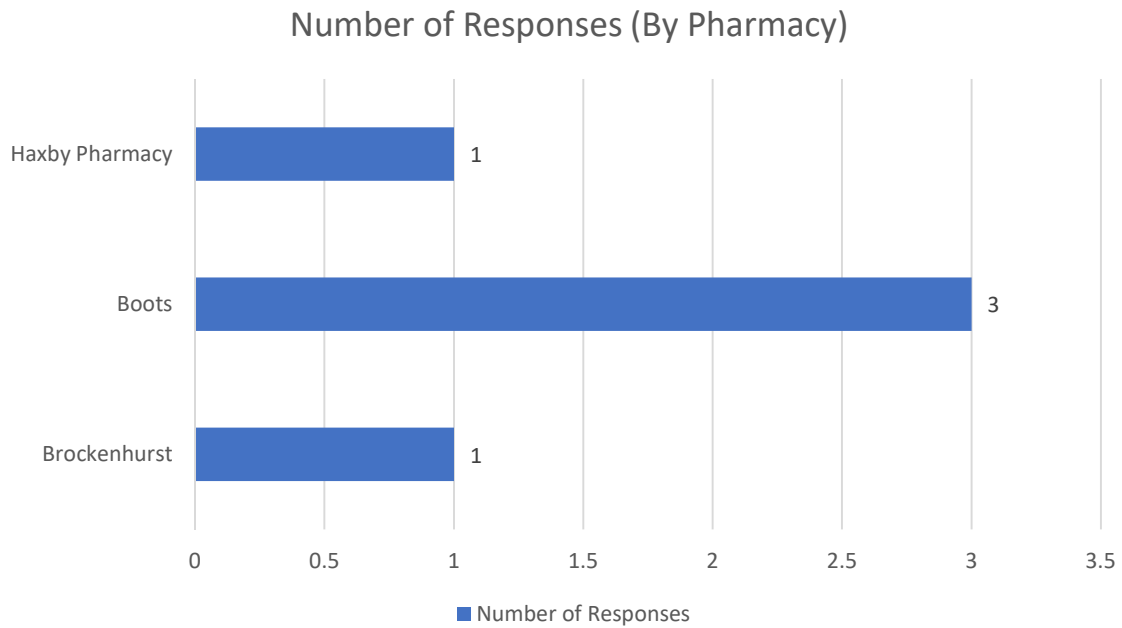
We have also included optional demographic questions to allow us to look deeper into whether there are any issues / barriers specific to “hard to reach” groups or those with impairments.

East Riding of Yorkshire

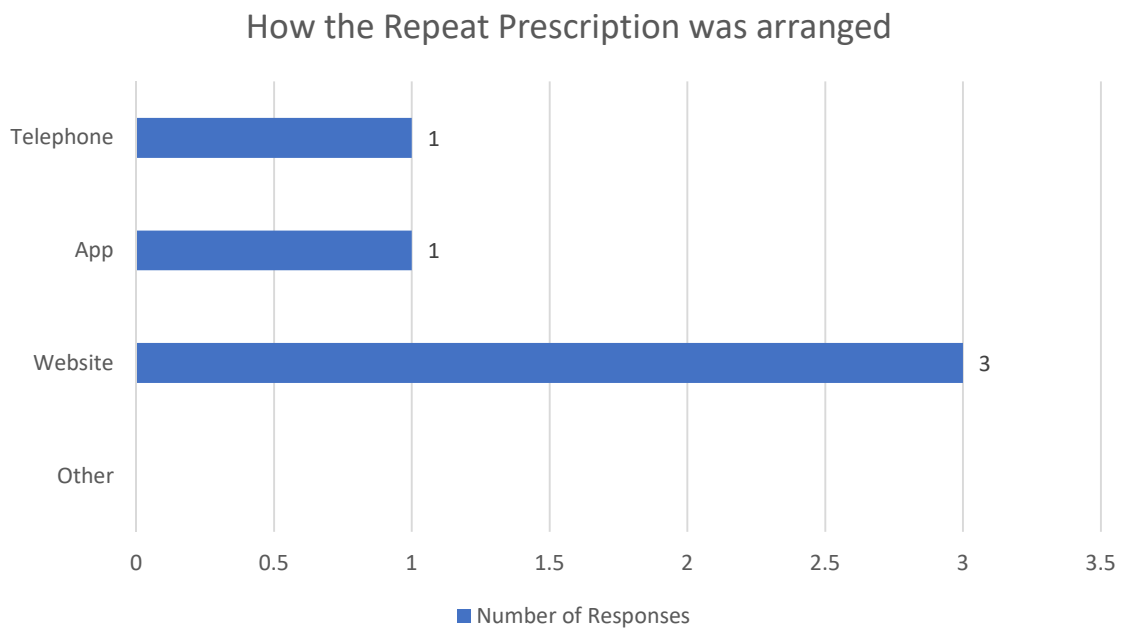
From the responses we’ve received, we’ve received a single response for 5 different GP surgeries, these are detailed below:



From the responses we’ve received, Boots accounts for the majority of all responses.

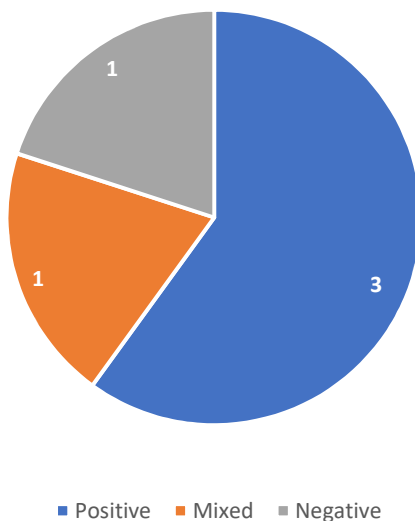


From the responses we've received, we've found that the majority of people have arranged their Repeat Prescription by Website.



We found from the responses we received that the majority of people found their experience was positive when using the Repeat Prescription Service.

Type of Experience

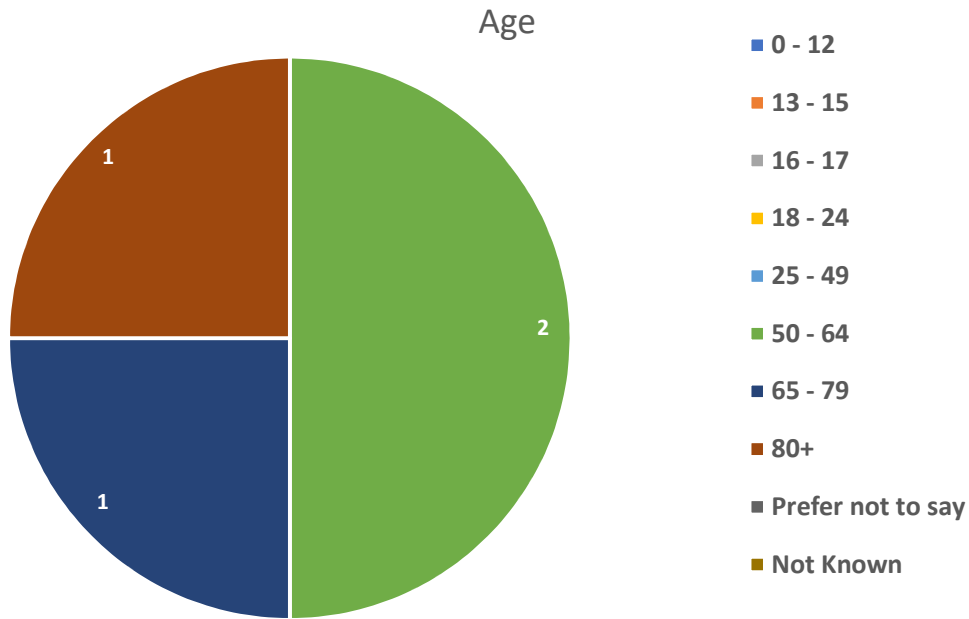


What We Were Told

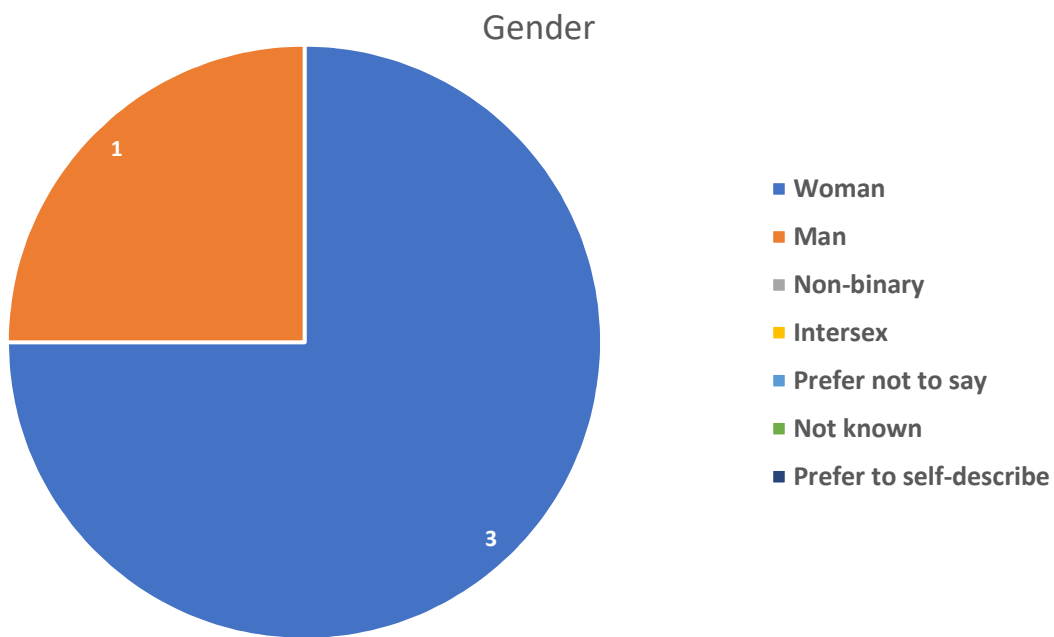
Name of GP Surgery	Chestnuts
Name of Pharmacy	Brocklehurst
Repeat Prescription Arranged By	Website
Type of Experience	Negative
Details of Experience	GP surgery took over, by Humber NHS. Who think it's acceptable to keep sending out prescription without ordering.
Name of GP Surgery	Holderness Health
Name of Pharmacy	Boots
Repeat Prescription Arranged By	App
Type of Experience	Positive
Details of Experience	Easy to use quicker and easier than trying to ring to re order
Name of GP Surgery	Howden Medical Centre
Name of Pharmacy	Boots
Repeat Prescription Arranged By	Telephone
Type of Experience	Positive
Details of Experience	Phone GP surgery, go through a lot of waffle about the ordering process to place the same order month after month, probably till I die. A week later collect from Boots no issues there

Name of GP Surgery	Wiggington Medical Centre
Name of Pharmacy	Haxby Pharmacy
Repeat Prescription Arranged By	Website
Type of Experience	Mixed
Details of Experience	<p>Applied on line for repeat prescription as normally do and have done ever since online orders started with Haxby. Since the pandemic have given the pharmacy two weeks' notice of my repeats and on Easter Saturday, I asked the pharmacy where my repeat meds were and was told that all my repeat prescription had been stopped. Am 84 and been on BP and blood thinning meds. As it was bank holiday, I could not contact the surgery until the Tuesday but in the meantime had no medication painkillers for arthritis, plus blood thinning meds or Blood pressure tabs I put in an email to the surgery and heard nothing until the next day Wednesday when a Dr phoned and told me my prescription had not been stopped so why did I not receive my medication? No apology either. Everything was duly delivered on the Thursday I had by now missed three days medication and had to borrow some co-codamol for my pain relief from a friend. Why was my whole prescription stopped? Yet it had been submitted two weeks prior and no one had contacted me as to why?</p>
Name of GP Surgery	Market Weighton Practice
Name of Pharmacy	Boots
Repeat Prescription Arranged By	Website
Type of Experience	Positive
Details of Experience	No problems once I got the hang of it

Demographics

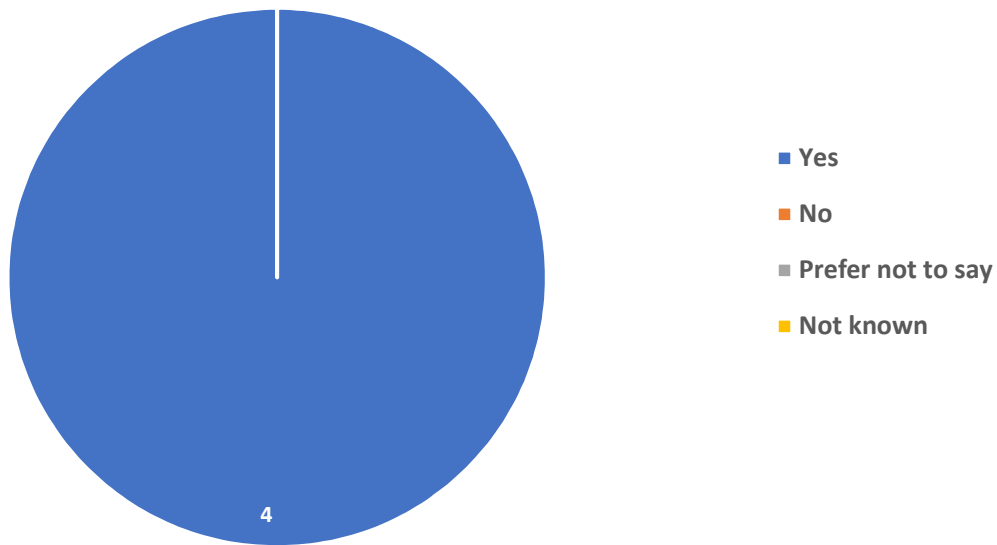


4 respondents chose to provide their age when completing our survey. We found that the majority of respondents were between the ages of 50 - 64.



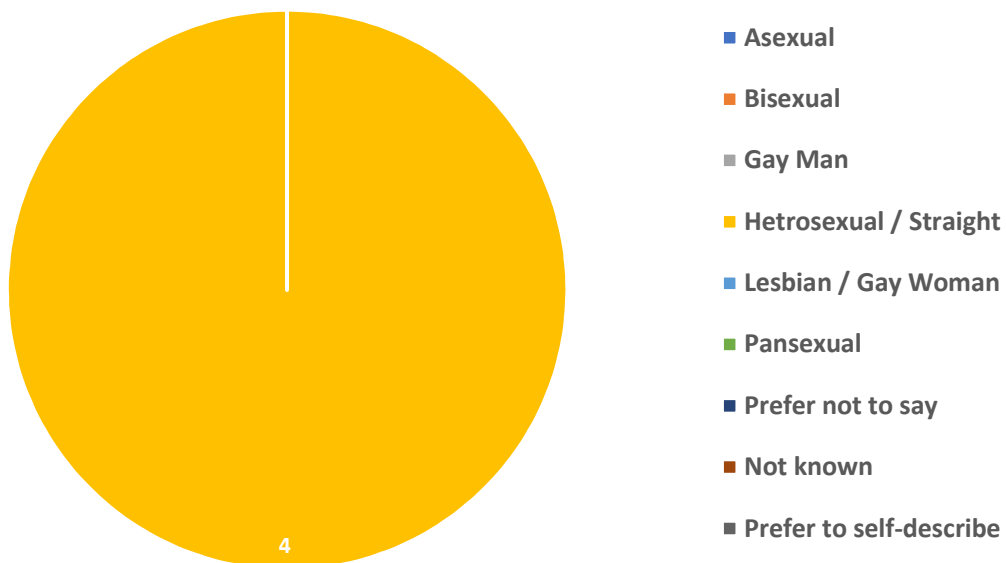
4 respondents chose to provide the gender that they identified with when completing our survey. We found that the majority of respondents were women.

Is your gender the same to the sex that was assigned to you at birth?



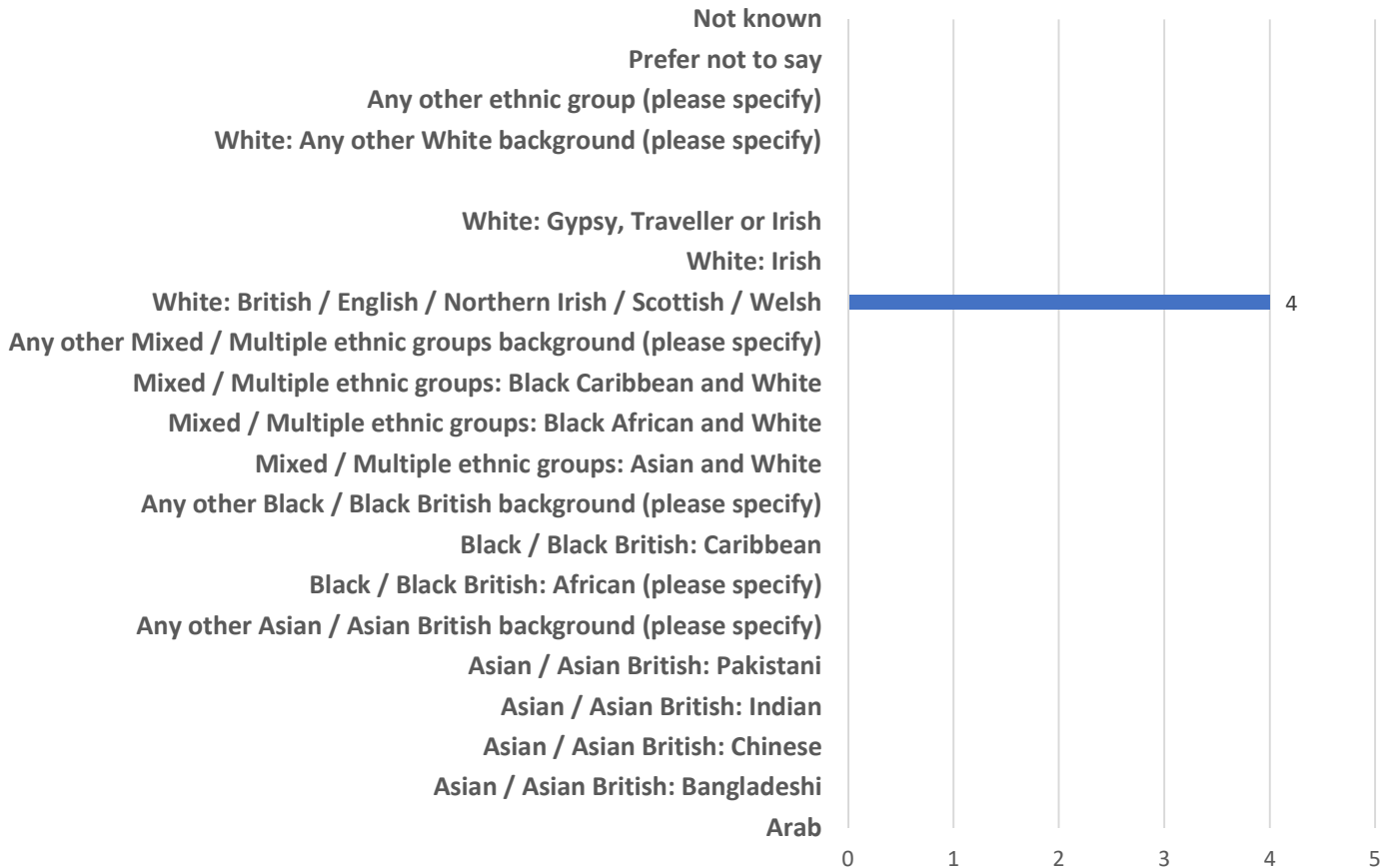
4 respondents chose to tell us whether their gender is the same to the sex that they were assigned with at birth. We found that all of the respondents said that it is the same.

Please tell us which sexual orientation you identify with



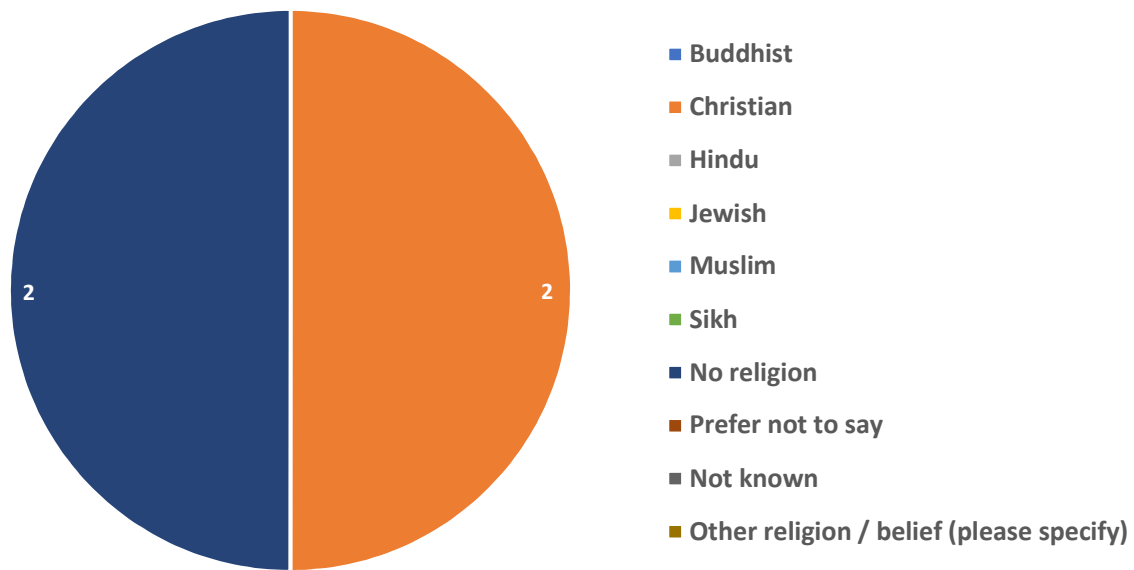
4 respondents chose to tell us which sexual orientation they identified with. We found that all of the respondents said they were heterosexual / straight.

What is your ethnic background?



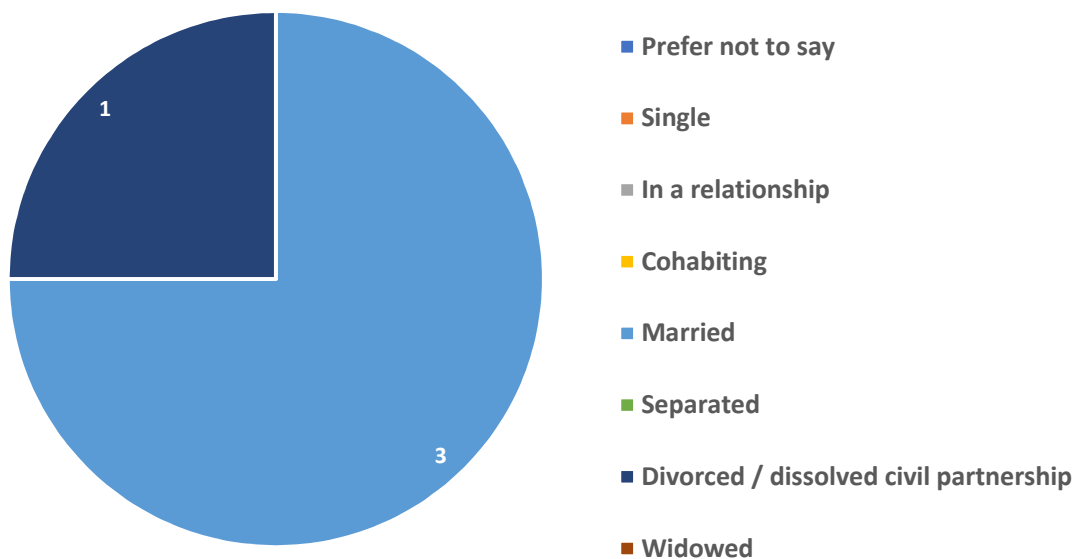
4 respondents chose to tell us their ethnic background. We found that all of the respondents were White: British / English / Northern Irish / Scottish / Welsh.

Please tell us about your religious beliefs



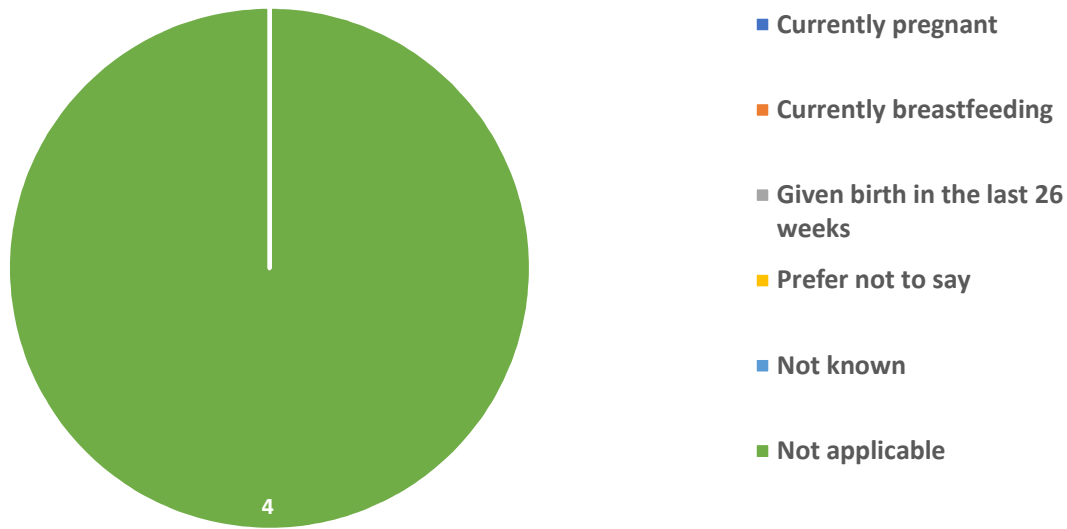
4 respondents chose to tell us about their religious beliefs. We found that the majority of respondents said they had no religion.

Please tell us about your marital or civil partnership status



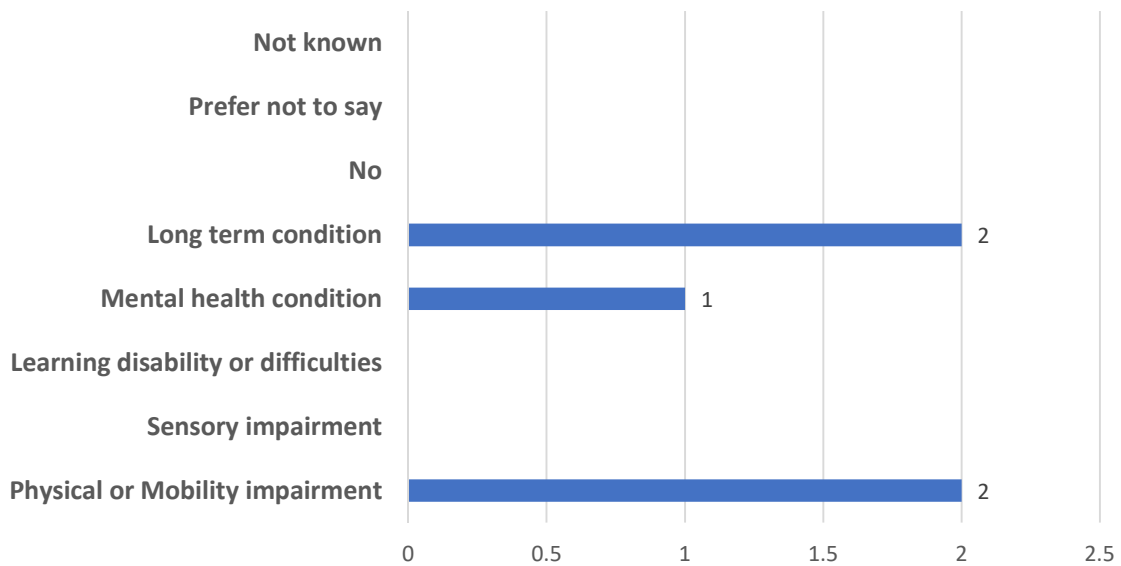
4 respondents chose to tell us about their marital or civil partnership status. We found that the majority of respondents were married.

Are you currently pregnant or have you been pregnant in the last year?



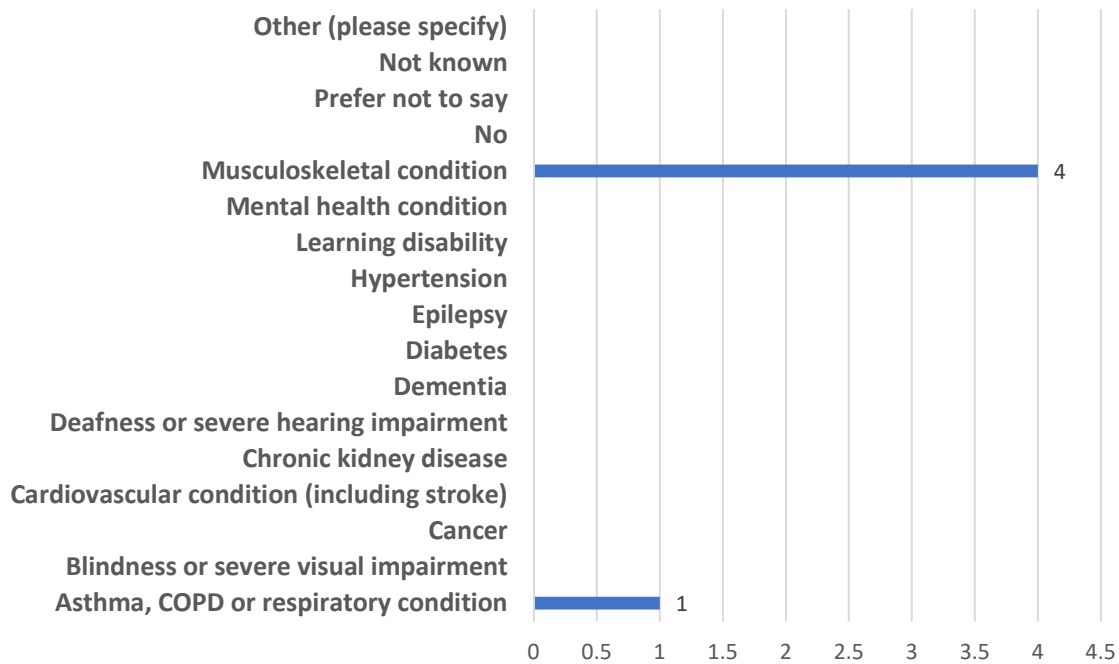
4 respondents chose to tell us whether they are currently pregnant or have been within the last year. We found that all of the respondents were not applicable.

Do you have any disabilities?



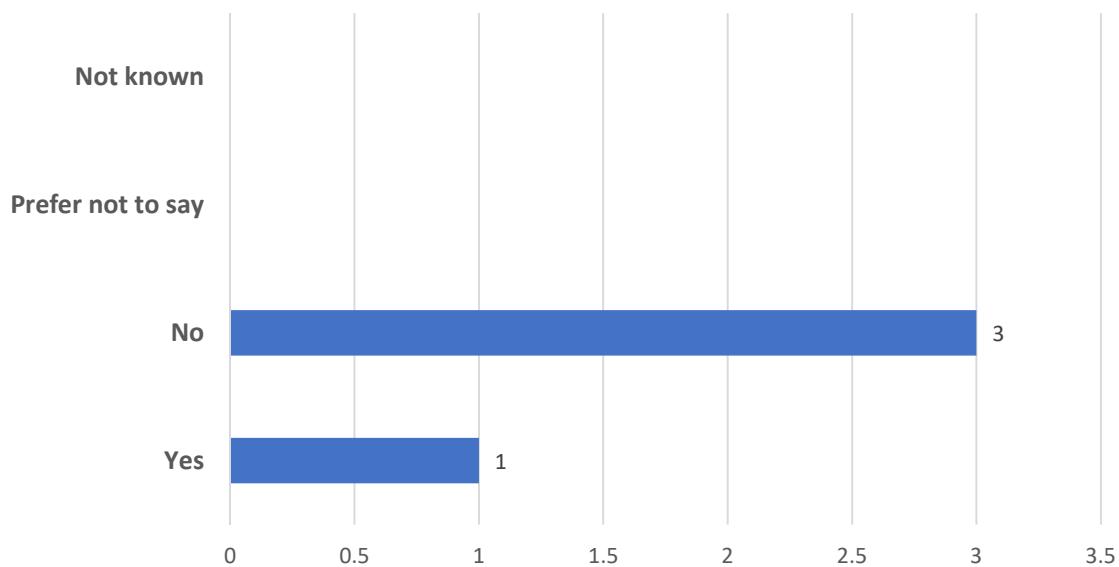
4 respondents chose to tell us whether they consider themselves to be have a disability / long term condition. The all of the respondents told us that they had some type of disability or long term condition.

Do you have any long term conditions?



4 respondents chose to tell us the type of long term condition that they have. We found the majority of respondents had a musculoskeletal condition.

Are you a carer?



4 respondents chose to tell us whether they consider themselves to be a carer. The majority of respondents told us that they were not.

Intelligence Report

April 2021



Healthwatch East Riding of Yorkshire

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