

Intelligence Report

May 2021



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Introduction

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

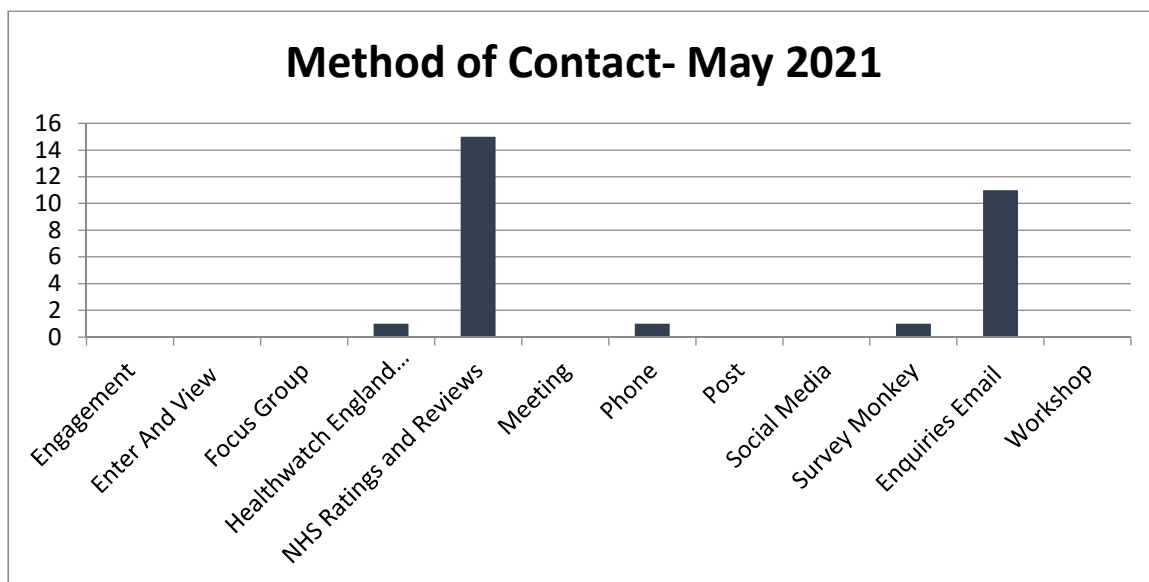
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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.

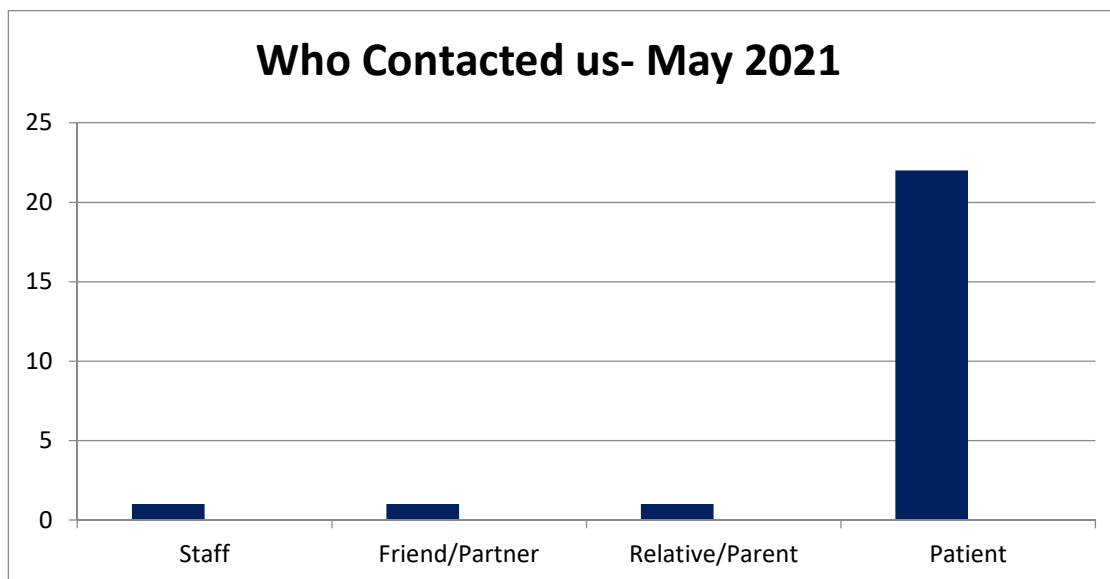
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire NHS Advocacy team Cloverleaf's themes for May 2021.

Contact statistics

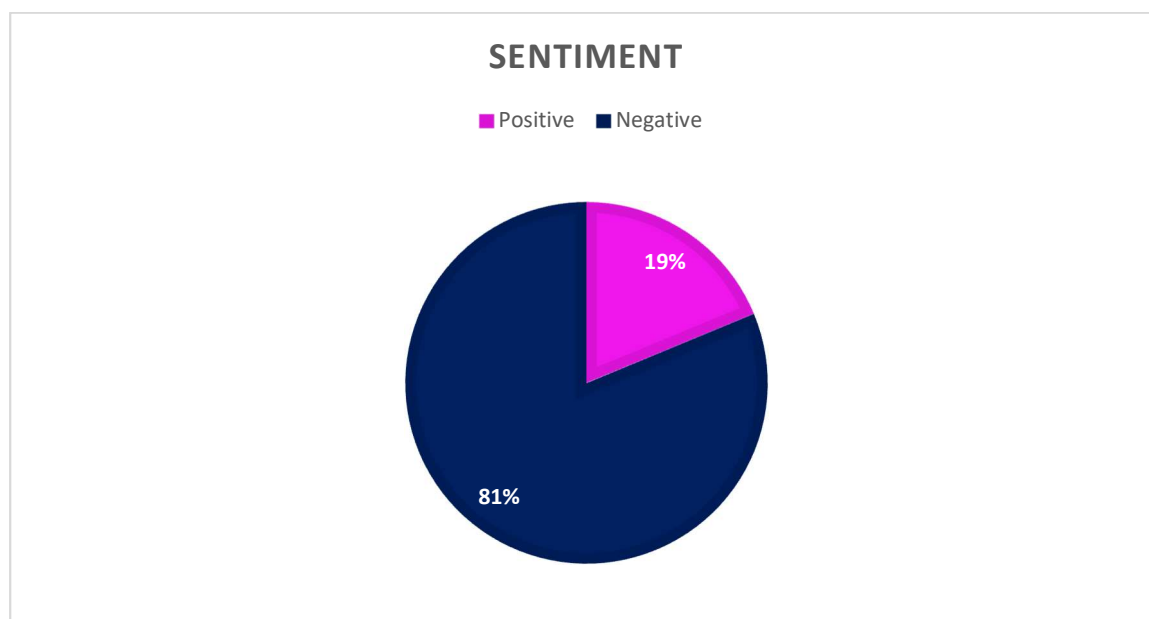
In the month of May 2021, we received a total of 25 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through the NHS ratings and reviews platform and enquiries email.



The graph below shows which demographics contacted us most during May 2021. As presented by the graph, this month all of those who contacted us were the patient themselves, though we did receive one enquiry each from a staff member, a partner of a patient and a relative of a patient.



GP Intelligence



Negative

<u>Reason</u>	<u>Number of comments</u>
Unsatisfied with service	3
Lack of communication	3
Appointment issues	4
Transport issues	1
Staff attitude	3

What people told us:

" I was in the waiting room and this man got up and stormed to the receptionist and said I've got to go - I've been waiting AN HOUR for my appointment. and he left. then the receptionist said to another receptionist that's the THIRD person to walk out today! then I noticed that a disabled man and his carer were waiting in the waiting room also and they said they were waiting for a taxi, about 25 mins go past those people are STILL waiting for a taxi so I offered them a lift which they were so grateful for as it was cold and wet outside"

"My partner will be needing regular hospital and GP visits, unfortunately, we are on low income (especially now) and have no decent public transport. We applied for PIP in January but are still waiting and urgently need help in getting to and from appointments. I have just been informed we will not get help from NHS for travel to Dr's appointments with is £14 per appointment (taxi is the only way we can get there and home as our friends work) and these will be every week which is a hit on our already scant income.."

Healthwatch Action:

We referred this individual to the East Riding CCG Patient Advice and Liaison Team, to discuss their concerns regarding funding, and also gave the individual details Cloverleaf Independent Health Complaints Advocacy service.

“The GPs wife works there as DR, nurse and practice manager. So making any complaint is impossible. On google reviews one person talks about being dropped as a patient because they complained about her attitude. She railroaded me into a medication review for mental health when I had never previously worked with her before and felt very uncomfortable, I also had a different plan with my dr to wait until the medication became effective. She did this a week after this conversation so completely ignored this. She answered questions for me such as ‘have your family or friends noticed you moving more slowly?’ When I would have answered yes. She wrote no because I was ok sat in front of her. She answered the questions about sleep for me, when I would have said ‘I wake up for a while in the middle of the night anyway’ she said ‘that’s expected with this medication- missing that my new symptom of over sleeping was impacting my daily life. She said ‘don’t let people bully you and you need to exercise more’ without any context. Never asked about my diet or exercise but said I need to improve it. I lost 3kg in the two weeks I started the medication and was uninterested, asked if I’d lost weight never asked why or how much. When my mental health issue and stresses from life was causing me to starve myself with the nausea from the medication as an excuse. I felt attacked, tired and drained after dealing with her. I also have other complaints about family I will be writing separately. I went from my first good day in a while to being really bad again. I said I had nausea so bad I couldn’t eat, my stomach rumbled during the meeting so she said ‘looks like you’re hungry again, it’s solved itself’

Healthwatch Action

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

"Trying to get through you ring and it says we only offer phone appointments, every day is fully booked"

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.

"I'm really struggling to get health care from my GP. I have a life long history of anxiety and depression. I have been suffering some nasty side effects taking SSRI medications for which I sought help from my GP. After a good 2-3 years of them messing around trying various different meds I am still no better off. I asked for a referral to see a psychiatrist 6 months ago to advise on what best to do as I'm suffering and the GP seems to just be stabbing in the dark. I feel I need specialist help which is not unreasonable. They have done a referral to the mental health team who don't really seem to be able to help. I have been through all of there talking services at some point. I have also had a random referral

to Psychiatry uk for an adult ADHD assessment. No body has ever mentioned ADHD to me before. My problem is that the GP has taken 6 months to actually make referrals. You can not get through to them on the phone unless you have two hours to wait in a queue, i work full time this is not an option. There online services do not let you make GP appointments. They take at least 2 days to answer any message on the NHS app. You never see the same GP twice and when I say see I mean talk to on the phone as they refuse to see any one face to face. I feel very disconnected from them and unable to seek help when I need it, such as in the last couple of days when I have been feeling increasingly unwell. I have also been trying to seek help for some other more minor health issues. I have bad allergies. And a traumatised fungal infected nail which is not responding to otc treatments. The toe nail which I have been trying to sort for a good year, they have said they can do nothing about as they cant test it as the lab won't perform the test due to covid. How is this still ok nearly a year down the line? The toe nail is sore and is infecting my other nails. I'm facing having to take a years worth of antifungals as it wasnt nipped in the bud at the start. My allergies I haven't even been able to speak to someone about. I work on the frontline NHS myself I know first hand how hard it has been to work through this pandemic. But my health shouldn't have to suffer. I know that I am not the only one having issues with this GP surgery. But since the merger of Hall gate and Chestnuts it seems they are failing in there duty of care to there patients. I have asked them who it would be best to speak to about my concerns and the have fobbed me off”

Healthwatch Action

We referred the individual to East Riding CCG PALS team and Cloverleaf Advocacy Service.

NHS Ratings and Reviews

“My wife has been suffering from a leg injury for several months. Due to Covid, she has been biting the bullet and waiting for more access to see a doctor. However, the pain is so bad now that she cannot sleep at night and is becoming very irritable. Today we decided to call the surgery and ask for a telephone appointment with a doctor. We rang at 08:00 hours and were 35th in the queue. At 09:10 hours we became number 1 in the queue. At this point the message said "sorry, we are unable to deal with your call, all appointments for a doctor are fully booked for today, please try tomorrow". Line then goes dead. The frustration caused by this is too hard to begin to explain. So, it's by pass the surgery and go direct to either the minor injuries unit or A&E. If this is the new route for patients, why bother even having a surgery? We would have taken this up with the Practice Manager but are unable to get through on the phone as we go into the same "You are number 1,000 in the call queue" routine. A very sad state of affairs when patients are treated like this”

Surgery reply:

We are sorry you have experienced this delay in getting through on the telephone. If you could contact the surgery (you can do this through the practice's website. On the home page click on contact details then click on "send us your comments or suggestions". This will electronically send a communication to the practice). We will then investigate your comments further. Alternatively if it is clinical care you still need, you could send an electronic consultation; again the link is halfway down the practice's home page on our website. If you click on there it will take you

through to the electronic consultation system. Please note this is for non-urgent clinical matters.

“Receptionist it takes them forever to answer the phone I had to wait 33 minutes and when they do eventually answer they go out of there way to make it as unpleasant as possible, they act like gods and forget the only receptionists it's like the Spanish Inquisition. There's nothing nice about them even when you turn up to the surgery if you can get in there never smiling”

Surgery reply:

Thank you for your feedback. These are certainly not the standards of service we expect nor from feedback deliver. Vague and anonymous comments are so difficult to respond to without knowing any detail but if you are able to contact the Practice Manager he would be happy to listen to the phone call and provide feedback to you, the staff member concerned and the team as a whole if required. Thank you in anticipation.

“Most unhelpful arrogant unfriendly receptionist I have had the misfortune to meet, also I'm having to wait 33 days just for bp and bloods at the doctors request and this appointment doesn't require a doctor, on top of all this I was diagnosed with epilepsy over the phone last year, it seems cancer, heart disease and brain damage etc count for nothing, it's all about covid”

“Tried for 3 days to get a phone consultation for a repeat prescription only to be told no appointments available and to try again tomorrow. This is totally unacceptable, having to take tablets that were prescribed to me in 2018. Using Covid as an excuse for bad service but service was bad before Covid”

“Nurse is unprofessional and her tone is rude. Tried to speak to the receptionist about the matter but the receptionist was unresponsive. You can not complain to the practice manager as you end up with a removal of the surgery letter, they use the excuses of loss of trust or breakdown of relationship to cover up complaints. Please do not respond with the go to standard responses it's insulting towards the composer as it shows no interest in the actual matter”

“Since the practice moved to it's new-build premises I have encountered difficulties in accessing a GP and registered practice nurse upon a number of occasions. Recently, the on-line booking system did not have availability within a calendar month for me to book with the nurse - as directed by the surgery text-messaging me. So again, I was left with a telephone system where I had to wait for a 'Care Navigator' to answer the phone, and the inevitable 40+ minutes queue time was endured with an unreasonable £cost to my telephone bill; this was not for the first time, and I fear, won't be the last! On one occasion I was only number 6 in the queue, but still had a wait of over 40 minutes. It appears that call-handlers often work (solo) to cover routine appointments, test results,

all queries as well as managing health/illness calls; an ineffective triage. I have been allocated a new GP, after not been informed of the departure of my previous GP, but I have to say, that I have never met this doctor, and each time over the past 3 years that I have seen a doctor, it has been a different doctor (? locum) every time. There are also a few other issue. Unfortunately, my confidence regarding this practice's capabilities has diminished to a worrying level”.

Surgery reply:

Thank you for sending us your message through NHS Choices. We aim to provide a great experience for everyone who uses our services and I am sorry that we did not achieve this. If you would like to phone the practice to discuss this any further please contact myself, the Practice Manager or alternatively please contact PALS. Thank you for your feedback.

“I have been trying to find out what has happed to a referral. I just need 30 seconds of the doctor's time but last week was told I could not make an appointment that or the next day. Phoned at 8am to make an appointment and waiting for reply for 10 minutes before ringing off and trying again. When I got to reception I was told I should have phoned earlier for an appointment and was rudely not believed to have tried earlier. Was offered an appointment a week later. Finally got a phone appointment for later this week . I have depression and find all this very frustrating. Worrying about the consequences of delay do not help. I apologised to the receptionist for being so frustrated and realised it was not her fault. What has happened to the great National Health Service we used to have? It is not just covid - it was already terrible. Why not fit in a few more appointments every day????”

Surgery reply:

Thank you for sending us your message through NHS Choices. We aim to provide a great experience for everyone who uses our services and I am sorry that we did not achieve this. If you would like to phone the practice to discuss this any further please contact the Practice Manager or alternatively please contact PALS. Thank you for your feedback.

Positive

<u>Reason</u>	<u>Number of comments</u>
Good service	1
Praise of staff	2

NHS Ratings and Reviews:

“Helpful and friendly reception staff and clinical navigators, excellent empathetic doctors and nurses. Open and running and seeing as appropriate throughout the pandemic. Ability to solve many issues over the phone also helpful. Always able to get appointment when clinically needed. Thank you”

“I am in this practice from 2000 never had any problems, i had my overseas relatives for holiday and one of them needed some urgent test because of his medication we were served with no problems, fabulous duty of care. My daughter needed app while registered with uni doctor and she was home never problem!!!!The receptionist always very helpful and very pleasant what is very rare nowadays!!! My doctor which retired was fantastic and my new doctor is fabulous. Nurses always have a smile the very needed smile which makes you happy, Thank you to all of you for the fabulous job, I didn't want to miss anyone so secretary, house keeps and many more thank you again”

“I wanted to thank the very kind doctor at Holme on Spalding Moor surgery, for the consultation he gave me and for his care and advice. I also wanted to thank all the staff at the surgery, for being there for us”

Surgery Team:

Glad to hear about your recent consultation with us. thank you for taking the time to leave us a review. Our Staff really appreciate the positive feedback. Many thanks

Dental Intelligence

"I am struggling to find a dentist in the local area who is accepting patients. I worked outside of the local area prior to 2019 and struggled to make appointments because of the distance so was unfortunately de-registered by my dentist. I relocated back to the Hull area at the end of 2019 intending to find a dentist, however the covid outbreak prevented me from being able to do this as most dentists in the area were closed even for their registered patients. I had a temporary filling at the end of November as I sought help from an emergency dentist but have never been able to get this replaced as I haven't been able to register with a dentist. I also have a problem with one of my front teeth which seems to indicate that I may need an extraction and would need a denture/bridge and cannot access this type of treatment via an emergency dentist. I have spent a significant amount of time ringing round dentists in the area and after a long wait in the queuing system I have been consistently told that they are not accepting new patients and I really struggle to make calls when at work because I am a key worker. My fear is that with dentists catching up on check-ups and treatments for their registered patients they are unlikely to want to accept new patients. I'd really appreciate some advice about how to proceed with this. I am leaving my job in a few weeks so can't afford to pay for treatment privately."

"I am trying to find an NHS dentist that is accepting new patients in Hull and surrounding areas, but with no luck. I know that all of them. Are catching up now with appointments that their existing patients missed during the pandemic. But the issues I have got is that my front tooth developed a nasty infection few months ago and I really need to extract it and get a replacement. I know I could try to get an emergency app as it is painful and might result in infection spreading , but that would mean it would be extracted and I would be left with no front tooth. I would not be able to get out anywhere in public and keep looking for a job (I am trying to find a job now.my little one is at the nursery) As a single parent on universal credit I cannot afford private treatment and I am really getting worried about it all"

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:

Social care

"Carers couldn't have been any better but it appears that the office for the staff are causing problems making the support to the carers more difficult. Making changes to rotas; making travel time between visits so short they are unable to achieve times stated for visits. Not being able to give the client freedom of choice which they claim to give on their website and telephone messages and asking clients to leave because of it"

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

Theme breakdown

GP

- Many of the comments we gained regarding GP practices were around difficulties obtaining a doctors appointment, especially due to issues getting through on the phone to firstly book the appointment, or appointments simply not being available. Many comments also referred to having a negative experience with the practice, citing negative staff interactions or having difficulties obtaining their medication. This being said, we did receive several comments praising staff attitude and quick and effective service.

Dentistry

- Most of the intelligence we received regarding dentistry referred to a lack in local amenities, meaning that individuals have been unable to source a dentist within their local area accepting patients with some stating that their local dentists have waiting list over a year long. Other comments we received explained how many individuals were unable to have their dental issue resolved even after contacting NHS 111, as their issue were not deemed enough of an emergency. Many we spoke to said how they felt without any other option but to go private, however for some this is finically not something they can afford.

ERY Independent Health Complaints Advocacy Themes May 2021

Client 1

Nature and Substance of complaint:

Client had a stent put in due to angina. Dr asked a trainee (without client's consent) to put a second stent in. Client states he didn't want a second stent until his heart had had time to recover. Client's fitness and health have gone very much downhill since then. Dr has not provided adequate explanations in the follow-up clinical appointments as to what has caused the problem and the lack of aftercare.

Who delivered the care to patient?

Hull University Teaching Hospitals Trust.

Date of incident?

August 2018

Client 2

Nature & Substance of complaint:

Client went for first coronavirus vaccination and due to the length of queue it took from 12.30 to 3.55pm. Client feels that provision should have been made for physical needs due to disabilities. Whilst queuing client needed to sit down so ended up in someone's garden.

Who delivered the care to patient?

Leven GP Surgery

Date of incident?

March 2021

Intelligence Report

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