



Intelligence Report

October 2021



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Introduction

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

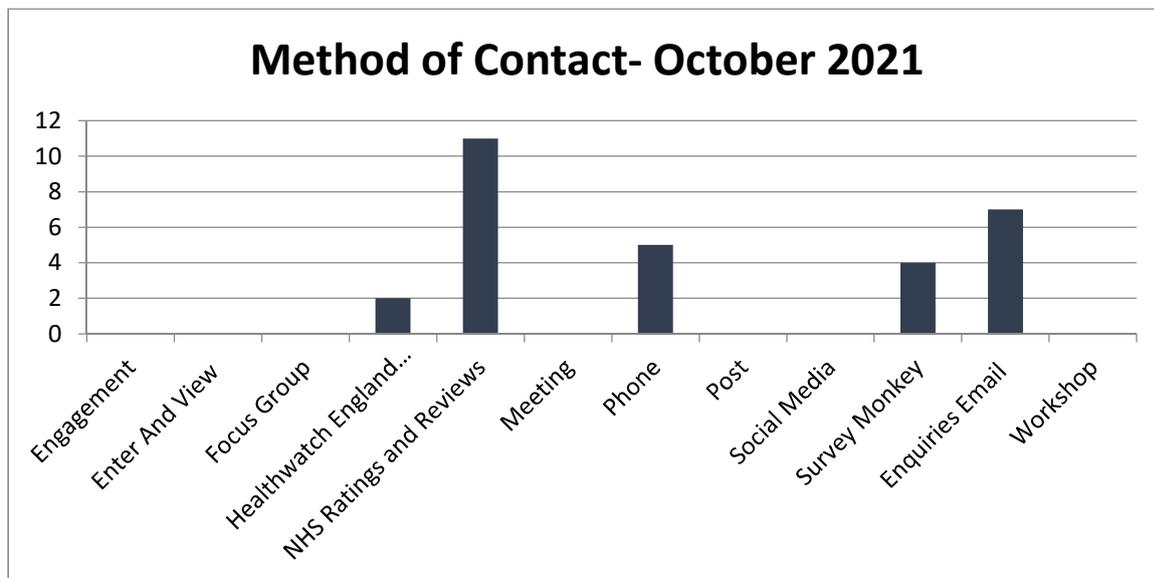
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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.

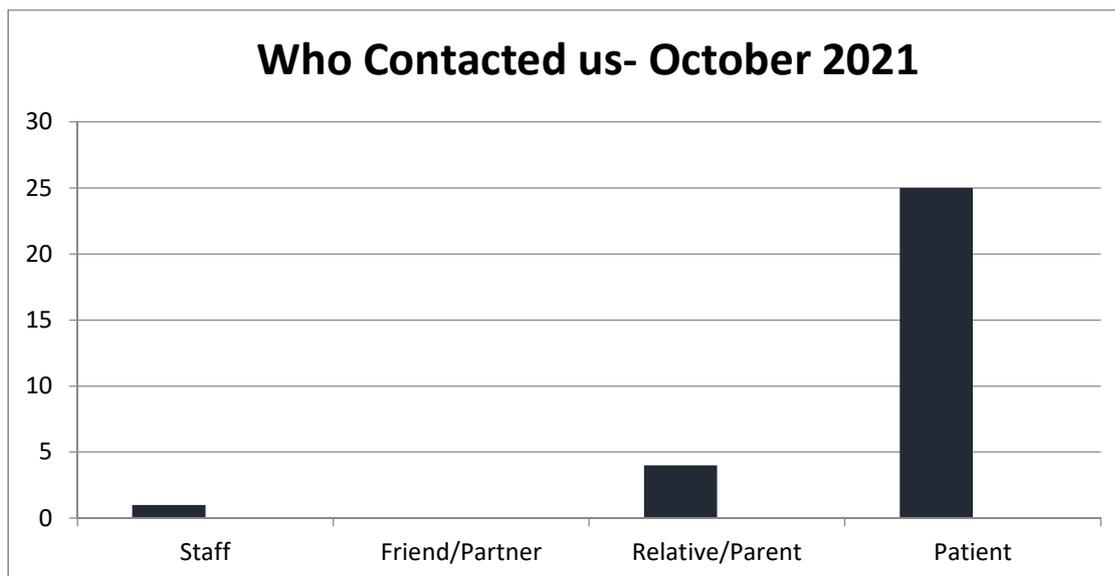
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire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

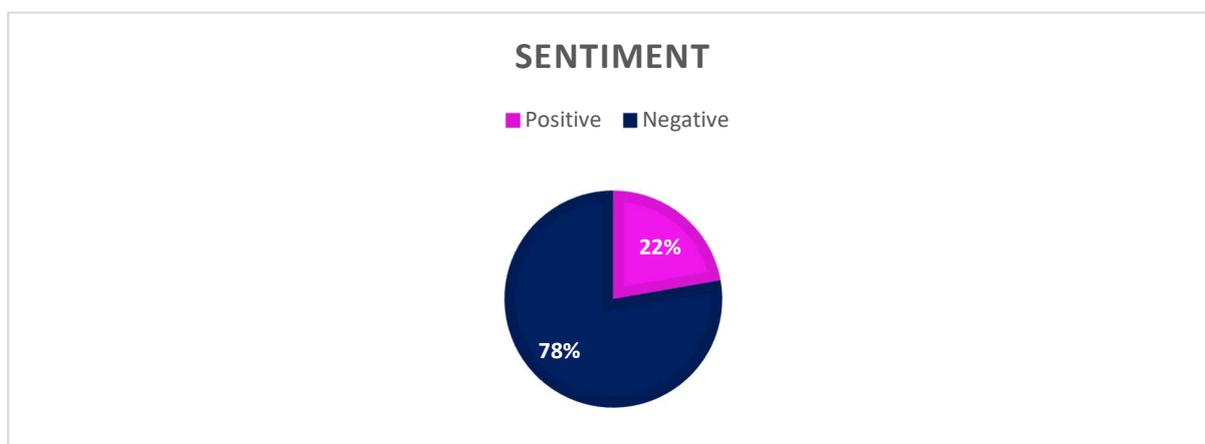
Contact statistics

In the month of October 2021, we received a total of 30 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 over the telephone.



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



GP Intelligence**Sentiment:****Negative:**

<u>Reason</u>	<u>Number of comments</u>
Wanting to make a formal complaint	1
Unsatisfied with service	6
Difficulty obtaining an appointment	6
Lack of communication	1
Query	1
Difficulty accessing appointment location	1

What people told us:

“I writing to put complaint in about Withernsea surgery I was on the telephone for hours where upon I ended up getting out my sick bed going to the surgery on my scooter I have COPD and asthma other things wrong with me .I arrived at the surgery where upon I found two receptionist talking about things in general not doing the phones the surgery was empty I wasn't impressed at all I had to make appointment over the counter then return home please can you forward this on to the relevant”

Healthwatch Action

We informed the individual of the complaints process if they are wanting to make a complaint about GP practice, and ensured them that we will record in our monthly intelligence report.

“Surgery phoned from 08:00 on Four (4) consecutive days, line busy signal, Eighty-Five (85) redials, eventually put on hold for Fifteen (15) minutes. When the call was answered I was informed there were no more GP appointments available that day, and to phone 111, which is a whole new issue, that still did not result in a GP appointment. This has recurred every day for four days, and have lost all confidence in the NHS which no longer provides a service we can rely on, and leaves us with nowhere else to turn”.

Healthwatch Action

As this was a piece of intelligence out of Healthwatch East Ridings area, we referred the individuals local Healthwatch to the individual.

“Earlier this year in June I had a consultation with Mr Lee spinal surgeon in neurosurgery, after which he wrote to my GP in this letter he stated that I faint and fall and lose consciousness also that I experience the room spinning none of this is true as I have never had any of these symptoms. Therefore I sent an e-mail to his secretary requesting he amend my records correcting the inaccuracies. Not receiving a reply I sent another e-mail and received an e-mail stating that she had passed my e-mail to Mr Lee and that she had also received a letter from my GP on the same subject, this was some time ago and I am concerned these inaccuracies remain on my records”

Healthwatch Action

We referred the individual to Hull University Teaching Hospital PALS department, and gave details of Cloverleaf Independent NHS Advocacy service.

“I would like to make you aware of a doctor who has been messaging me privately on social media about symptoms I rang my GP about”.

Healthwatch Action

We referred the individual to NHS England’s customer care department and supplied them the details for Cloverleaf Independent NHS Advocacy service.

“My Family member is visiting from abroad (is staying for 2-3 months) and are wanting to temporarily register during their stay, and get access to the COVID vaccine. Therefore trying to temporary register at a GP but the GP have asked for an NHS number in order to do this”

Healthwatch Action

Recommended they contact East Riding CCG Patient Advice and Liaison Service to discuss obtaining the vaccine whilst visiting the UK.

Healthwatch England

The below pieces of intelligence have been passed to us by Healthwatch England, and therefore have not undergone the same escalation process:

“I have recurrent urinary tract infections. Most often they are not picked up so I suffer unnecessarily”

“Unable to have simple Procedure at the place where it is usually undertaken, I am being asked to travel to a 19 miles away. This takes an hour by public transport, it is 19 miles away this is not equitable for women. I have been trying to get an appointment since July and it is unlikely that the surgery will be able to accommodate me for this procedure well into December why can't they employ a locum for these procedures at Pocklington Group Practice”

NHS Ratings and Reviews:

Negative

The Wolds Primary Care Practice:

“On two separate occasions I have felt forced to make a formal complaint against this surgery. Rude and unorganized is a understatement. Yesterday my medication ran out ordered a prescription was told by the receptionist should be done today with the pharmacy tomorrow if not you will be fine to get a emergency prescription as it's not on repeat to cover the one day, Apparently it's my fault that I didn't receive a call or have a message left that the doctor wants to see me first ? However no available appointments so how on earth is that going to happen ? So going forward today's receptionist tells me she will send it back to the doctor and to ring after 5pm. When the chemist will clearly be closed”

Old Fire Station:

“After being with the surgery for a number of years, I am completely shocked at how they are with their patients now. Numerous mess ups with my children’s prescriptions, constant chasing to see why medication hasn’t been sent across. Doctors not being consistent, one minute they are happy to see my son whom has a lot of medical needs and under consultants, the next they refuse to see him and be rude on the phone and send him to an appointment instead. Receptionist staff (besides a few) really rude and unhelpful, they never seem to be bothered about helping or do not even look properly until you want to speak to the practice manager. Utterly appalled at the service my family has received recently. Such a shame after 28 years of being with them”.

“I understand they are shorthanded, but they still need to provide care. I had a serious issue and called on a Monday morning for an appointment. I was 28 in the queue, and was on hold for *2 hours 40 minutes*. When someone finally answered, she suggested I should contact the pharmacy first and tried to get rid of me. (And have to be on hold over 2 more hours when I called back??) I was able to explain the pharmacy couldn't help with this, and she agreed to speak with a GP about my symptoms. She called back twenty minutes later to say the GP recommended I go straight to

A&E. There is also a constant problem of my repeat prescriptions being delayed. Currently, they received my latest prescriptions on 18 Oct, and as of 25 Oct, they are still not approved. Every time I have to interact with them, there is some kind of mistake. I am very frustrated”.

Hedon Group Practice:

“Tried numerous times to register for this GPs however have been on hold for 20+ minutes each time to no avail, even on the general enquiries line. Not sure how we are supposed to register for health care if we can't even speak to a receptionist? Terrible customer service”.

“I had blood tests for my diabetes on the 14th October with a follow up call from nurse on 25th October, was told by receptionist that it would be first call of the day 8.30 - 9.00, it is now 14.20 and still no call back. I have tried 3 times today, wait time 20mins, 30mins and another 30mins. This is not fit for purpose and if I could move to another doctor I would. Have been with this surgery for over 30 years”.

St. Nicholas Surgery:

“I have only lived here for 18 months, and have had three occasions when I had to contact this practise. The communication between each other and the patients (customers) is dire. It results in frustration and wasted time, not to mention people not receiving medical attention in a timely fashion. I will not state my personal experiences with the staff. But I hope they can take this criticism in the nature it is intended and stop using the COVID situation as a excuse and get back to what they are paid for. The health and wellbeing of the public!”

Surgery Reply:

Thank you for your feedback. We are sorry to hear that you have experienced difficulties with communications within the Practice. If you would like to contact our Patient Services Manager, will be able to discuss your concerns in more detail. If you would like any further information please contact us directly so that we can address your individual concerns.

The Willerby Surgery:

“Have an elderly mum the one thing I dread above everything else I do for her is ringing her GP surgery. You can never get thorough and when you do the reception team are rude and quite arrogant. I fear very much that at times I let my mum suffer as I dread calling her GP surgery so much something needs to change there so badly people will suffer rather than contact them I myself a practitioner would be horrified if one of my patients or there representative was treated in this way. Some higher body needs to take control”

Surgery Reply:

Thank you for your feedback

I am sorry that you feel we have failed with the level of service you receive when calling the practice. As a practice we are attempting to manage patient demand as best as we can reasonably do. Currently the demand for any healthcare appointment is at an all time high. Recently, many patients wanted to protect the NHS by not attending for a new condition, or it could have been that many hospital departments did not see any patients for numerous months or it may be for a number of any other reasons, but now, we are seeing those patients whose conditions have worsened and as such they now need more NHS resources. This will not be a quick fix, but we are working extremely hard to try and help you. I am sorry that you are not happy with aspects of our service and I would welcome the opportunity to speak to you directly and allow me to investigate your feedback further. We are here to help and want to continue to do so in these exceptionally busy times

Bartholomew Medical Group

“Tried to make a routine appointment for my annual review. (Received the letter this am). Spent 45mins this morning and a further 50min this afternoon listening to the mind numbing music. Still haven't managed to get through to anyone. I cannot believe at 3pm there is such a long queue. Perhaps the doctors would like to have a go, perhaps then they may try to make it easier to speak to someone (although, perhaps that's asking too much!!!)”

Positive sentiment:

The Snaith and Rawcliffe Medical Group:

“Always treat courteously by all of the staff, every stage, aspect of treatment explained fully. As in my header headline 'cannot fault’”

Surgery Reply:

Thank you so much for your kind comment. I have shared this with the team who will appreciate the feedback.

Hessle Grange Medical Group:

“Hessle Grange Medical Practice provides outstanding services to my family. Despite pressures, the phone is answered in a timely manner - and I help them by ringing outside busy periods for non-urgent matters. My daughter has a wide range of medical problems and we always get the correct type of appointment. Yesterday she was seen face-to face-by an advanced nurse practitioner within 2 hours of the call. I have been with the practice from birth and they have been outstanding throughout. My GP has a superb manner and explains everything in an empathetic and kindly

manner. I have full confidence in his expertise. The practice nurses, phlebotomists, secretaries, administrative team and receptionists are all good-humoured and always helpful. The place is functioning effectively in my experience -with proper COVID measure giving confidence to attend. I am 73 and my daughter is vulnerable - so this is important. Having been an NHS manager for 27 years, I fully understand how a practice should work and recognise outstanding service when it is encountered. Congratulations to the Practice Manager and the partners for leading this exceptional service. To everyone at Hessle Grange Medical Practice, I would like to say a sincere thank-you for all your hard work over the years - but especially during this pandemic”.

Practice 3, Bridlington

“Arrived for our COVID boosters on 3 Nov 21. We care for a 60 year old gentleman with Downs Syndrome and also regrettably dementia. From the moment we arrived they could see that he was distressed and immediately moved us to the front of the queue to speed the process up. Unfortunately he couldn't or wouldn't wear a mask and was becoming even more agitated. Rather than send us away they found a solution whereby we went around the back of the building to quieter area and gave him his booster outside one of the surgeries. The staff were incredibly thoughtful and made the process a little simpler for us for which I am incredibly grateful. This is period of time where people are overworked and stressed and their attitude was nothing but positive and helpful. Thank you”

“I telephoned for an appointment and was asked to attend the surgery in a polite kind and courteous manner. I was seen at the surgery within one hour due to the nature of my illness and was attended by a very friendly, polite, courteous, fully trained nurse who examined me and tested me thoroughly and who took the results to a very calm professional and kind doctor who I see on a regular basis and he explained the nature of my problem thoroughly and in a very professional kind courteous and knowledgeably reassuring manner about which I could have asked no more. I was told what to do and arrangements were made promptly for further tests promptly and in a kind, caring and compassionate manner. The staff are working under unparalleled stress and pressure and are showing a great deal of human kindness, care and compassion often missing in medical scenarios nowadays, especially during these deeply emotionally draining times we are all living in. I cannot praise them highly enough and only wish that we can all show each other such human care kindness and compassion. I highly recommend the surgery”.

Dentist Intelligence

"Lady rang from Beverley Manor Road Dentist. She was on the waiting list for 8 months now. Upcoming appointments has been cancelled. Unable to access NHS appointments anywhere".

"I'm really struggling to find a NHS dentist, could you help"

"I can't get into a dentist anywhere in Beverley"

Healthwatch Action:

For all 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

"Hospital visiting mum in HRI. The daughter went, now the son can't go nor grandchildren. They are allowing a swap but it has to be permanent- 3-6 months. They won't give any info over the phone only face to face"

Healthwatch Action:

I understand your concern is the lack of communication with the Ward. It may be helpful for you to contact the Patient Advice and Liaison Service (PALS) "

"I feel very neglected by the health visiting team. I ask for help and they are not bothered. They don't come to see me, they don't ask how my baby is, I really don't know why they exist. What is there job? A year since having my baby. They've seen me twice, over 9 months ago. "

Healthwatch Action

The individual did not want to escalate the issue, but wanted it to be recorded.

"We have a 12 y/o whom is classed as clinically vulnerable with lots of mental and physical disabilities. He is entitled to two vaccines and should of been notified by 23rd August. This was missed due to the doctors systems being wrong in regards to my son. Even after this was raised several times. I have spoken to CCG as they moved us to this doctors back in February but they do not help or get back to us. Joshua, my son is in the at risk groups and had been missed completely for vaccines. We received a letter from NHS England in march to say Joshua is classed as clinically vulnerable. My wife and I had our jabs back in march based on this. So how come Joshua, whom has these conditions and most important one of family, been completely missed. Told there are no clinics available to take Josh to have it done. I don't believe that as there are clinics all over available".

Healthwatch Action

As this individual had already communicated their complaint to their GP and CCG, we referred this individual to Cloverleaf independent NHS Advocacy service to help resolve this issue.

Theme Breakdown

GP Intelligence:

- The main theme that emerged from the intelligence we received, was that individuals were having consistent issues trying to having, trying to obtain an appointment at their GP practice. Many individuals attempted to ring their practice several times to no avail, and are frustrated at the existing system of booking appointments.
- Many individuals contacted us to voice were generally unhappy with the service they have received, and wanted to enquire about the complaints #
- This being said, we did receive some comments praising the staff and the service they received from the surgery.

Dental Intelligence:

- Similarly than previous reports, individuals contacted us about a lack of treatment available in their local area. Individuals detailed not being able to access NHS treatment at all, or in the cases they did find dentists accepting patients, they are faced with years long waiting lists.

Long Term Effect of COVID- October 2021 East Riding of Yorkshire data

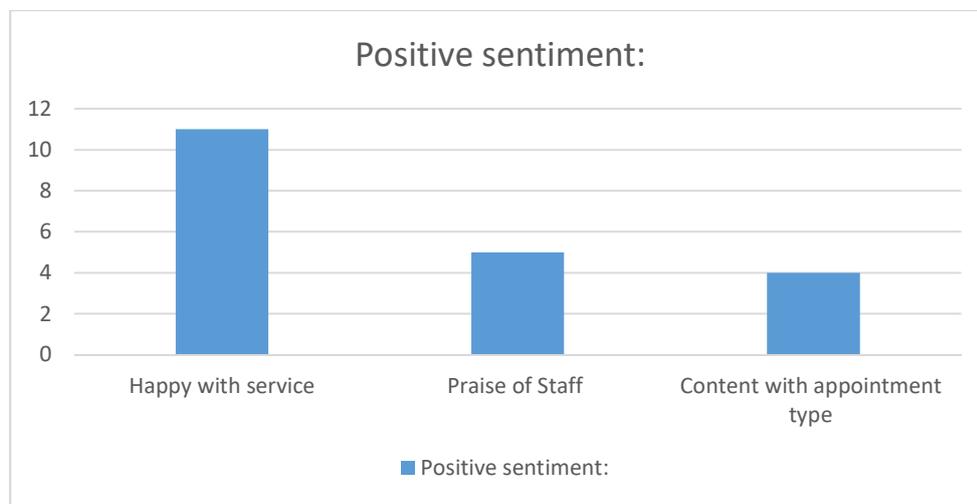
The Healthwatch Humber Network is a collaboration of the four local Healthwatch teams (Healthwatch Hull, East Riding, North Lincolnshire & North East Lincolnshire), that delivers projects and community engagement on a collective basis where there is equal need and benefit to each local community.

The Healthwatch Humber Network are currently gathering views on all aspect of Health and Social Care that have affected people during the Covid-19 Pandemic. As well as gathering views on changes that have been introduced as a result of the pandemic and finding out about people’s experiences of services they have accessed; we are also looking to hear from people who are currently awaiting treatment and from those who may have delayed accessing care during this time.

Below details the monthly summary of what data we have received for the East Riding of Yorkshire for the month of October.

Experiences of GP services:

Positive Sentiment



What people told us:

“Montague practice do remarkably well with a big patient list and 3 Drs”.

“Have had an excellent service throughout the Pandemic ,our regular GP is always available when at work and always rings if requested or if there is a reason to contact my mother to inform her about something, she is also offered a face to face appointment if needed. I have nothing but praise for the GP and the staff at the surgery”

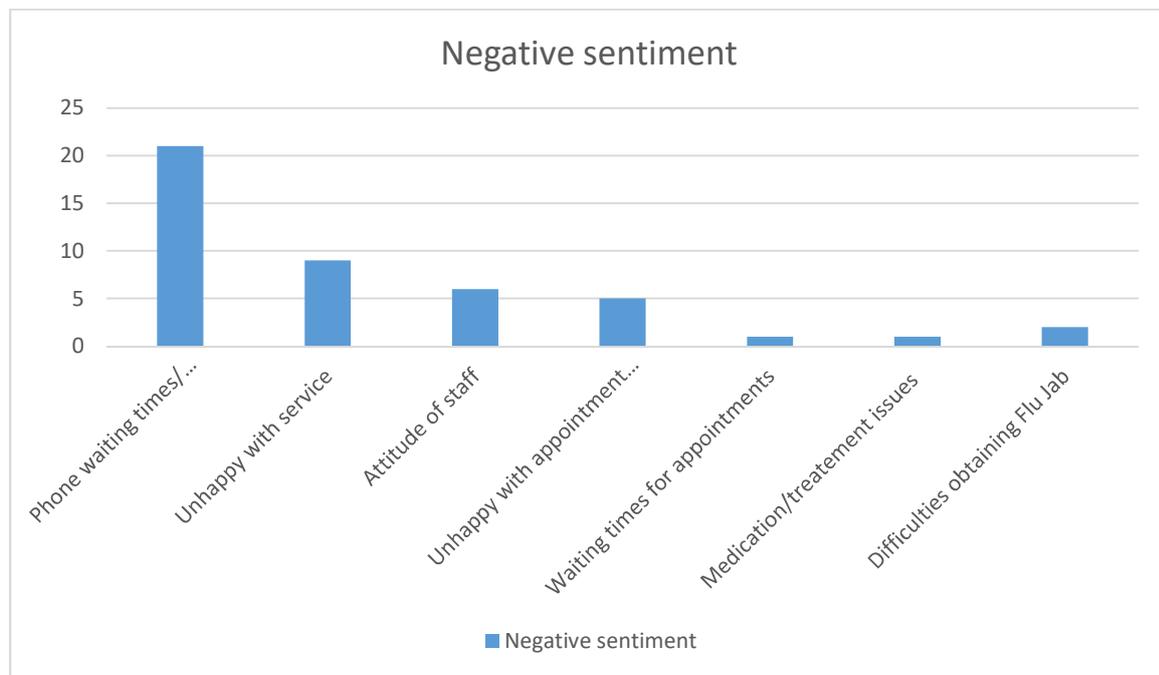
“The text service is BRILLIANT and fast however it wouldn't work with more personal issues or perhaps for the elderly”

“Always very polite and helpful on the phone. Having to ring at 8 for on the day appointments is tricky though. Great that you can request repeat prescriptions via email. Phone consultations have been great too - good time saver all round, and having the ability to send a picture of ailment is useful too”

“I like the text service. I had a response fairly quickly. However luckily my issue i was ok to photograph to send to the doctor. If it was something more personal that wouldn't have been appropriate”

“Telephone appointments are great. Please keep these”.

Negative Sentiment:



What people told us:

“Service is appalling. You ring them and get a message saying they have reached their capacity of 100 callers and don't even put you in a queue”.

“Before COVID you could book you appointment online. Now you can only book smear tests online, you have to phone up and battle for a face to face appointment”

“To make an appointment you have to ring at 8am or at 12 o'clock to get through to reception. As it is always engaged, you have to keep trying and, once you get through, if you are lucky, you get a telephone appointment”.

“It's the booking an appointment that is the problem. Four weeks to get a telephone appointment is totally unacceptable, can only have telephone spot first before a face to face spot. Lives are being put at risk as our local GP surgery has unacceptable waiting times”.

“I phoned the surgery for 3 days and 3/4/5 times each day but the phone wasn't answered. This was concerning a prescription enquiry. In the end I had no option but to visit the surgery, where I did as immediately told off by a young male receptionist (who I'd never seen before) who said I should ring them. When I told him I'd repeatedly tried and no one answered, he told me off again. We had 3 exchanges along the same lines until I said I needed an answer. When I left he told me not to come in again and to ring. It was so frustrating and annoying, but I did get my query sorted”.

“Ques over 100 not accepting calls, happens regular “

“I understand how busy they are and under pressure but things were like that before the pandemic, local surgeries merged under one umbrella and it hasn't improved GP access as intended, it's made it worse”.

“Reception staff can be real gatekeepers, and the surgery insists on calling on the day, but it is very difficult to get through. Plus, calling in the morning on the off chance of maybe getting an appointment doesn't really work for patients who also work full time. I recently had a skin problem and was told to phone back the next day as all appointments were full. I couldn't be given an appointment for the next day, despite saying I suspected cancer”.

“Fortunately, the next day I did get an appointment, and the doctor was excellent - but it isn't helpful to have to phone every day, often having to keep redialling (the record is 75 times) just to get through. They don't do online bookings at all - not even via the NHS App”

“Dreading ringing up for an appointment, wait times are so long to get through and even longer wait to actually get an appointment. Modality taking over and COVID has made the service dramatically worse - more like a business now”.

“I feel it is very strange that whilst the majority of the country is now working as normal GP's are not. During the pandemic urgent care centres and hospitals were accessible when your doctor was not seeing patients. Even now it is very difficult to get an appointment.

Some people may prefer remote appointments but some people simply do not and for some it just isn't appropriate. Remote appointments are being promoted as time saving for the doctors but how can this be when they've spoken to you on the phone and then if they deem fit see you in the surgery, this is two appointments in the time scale of their day!! Face to face appointments are invaluable for e.g. mental health conditions, conditions that cannot be assessed over the phone or described adequately over the phone when you are ill thereby raising the possibility of serious misdiagnosis”

“ It meant I could no longer have my VitB12 injections every 2 months and was prescribed daily tablets instead, but I totally understand that was caused by the pandemic. As nurses are now seeing patients again, I would hope the surgery could reintroduce the injections soon”

“I think access is reasonable but info provided by reception is often unclear. I think reception are a little defensive and don't answer questions very clearly for fear of upsetting patients. For example it took some time to establish that booking appointments via the NHS App was not available at the moment rather than that all appointments were just full”.

“They say they have changed their phone system but it doesn't seem a lot better, can be on hold for ages, moving up queue, then cuts off with no warning”.

“The GPs are excellent, as are the nurses and community health people (such as phlebotomists), - but the customer service from reception is highly varied, from excellent to poor”.

“I rarely need to see a GP. When I needed a recent appointment for a flu jab, nothing available. Went to a pharmacy instead”.

“Long wait times. Told to try again next week. Bad attitude from staff. No MOT check ups anymore and they really helped me. Please chase that up. Is it to do with age? COVID?”

“Sometimes I get the medication that I don't need or it can be missed off/out of stock - meaning I have to make a second trip out to collect them. I am 80 years old and this is really difficult for me”.

Experiences of Dental services:

What people told us:

“Not been able to register with one“

“Had a 6 monthly appointment due in June 2020. This was cancelled by my surgery in April 2020. I was advertised to buy a temporary kit to repair 2 crowns. The surgery remained closed and changed hands and I could not get an appointment until July 2021 by which time my teeth had decayed without crowns and I had to have two teeth extracted. I was referred to another dentist to see if a nerve could be removed from one tooth but the tooth could not be saved. A very painful and costly experience”.

“Dentist appointment cancelled, nothing quicker given/available to me, over 2 years without one by the time I get to my scheduled appointment”

“I've been forced to switch to a private dentist to be seen”

“Only been able to get urgent treatment”

“Need to get back to more normal appointments”

“I had regular appointments with the surgery for over 20 years until the pandemic and feel very let down”.

ERY Independent Health Complaints Advocacy Themes October 2021**Client 1****Nature and Substance of complaint:**

Yet to be determined. Possibly a complaint regarding social care in which case will have to signpost elsewhere.

Who delivered the care to patient?

Undetermined.

Date of incident?

Undetermined.

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

Client moved to the area in March 2020. She has multiple diagnosis which is complex. Client states that since moving the Trust she is now under has not requested her medical records from her previous hospital and argues that she is now being treated at the beginning of the treatment pathway. She states she has been prescribed medication that she knows doesn't work for her.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

Ongoing from March 2020.

Client 3**Nature & Substance of complaint:**

The client complains that her mother suffered post-operative issues and infection following a knee replacement operation.

Who delivered the care to patient?

Bridlington Hospital

Date of incident?

October 2021

Client 4**Nature & Substance of complaint:**

Complaint is regarding the attitude of the medic administering the COVID 19 vaccine.

Who delivered the care to patient?

Nimbus Care

Date of incident?

October 2021

Intelligence Report

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Healthwatch East Riding of Yorkshire

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