

Intelligence Report

September 2021



Contents

Intelligence received

GP Intelligence.....	5
Dentistry Intelligence.....	11
Other Intelligence	11
Theme Breakdown.....	12
Hull Deaf Centre September Report.....	13
Cloverleaf September Data.....	14

Introduction

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

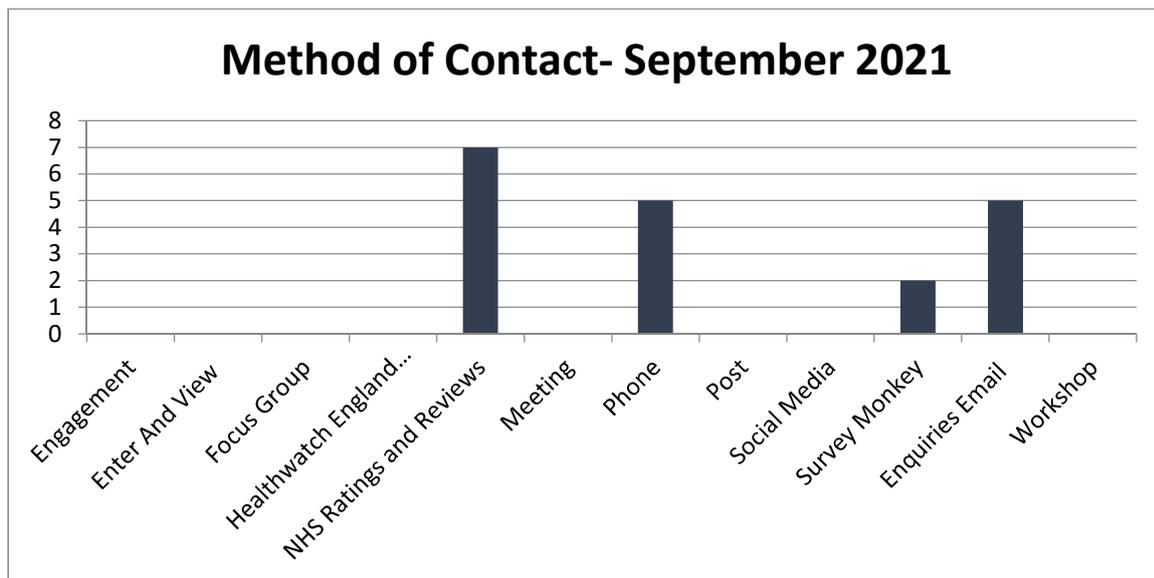
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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.

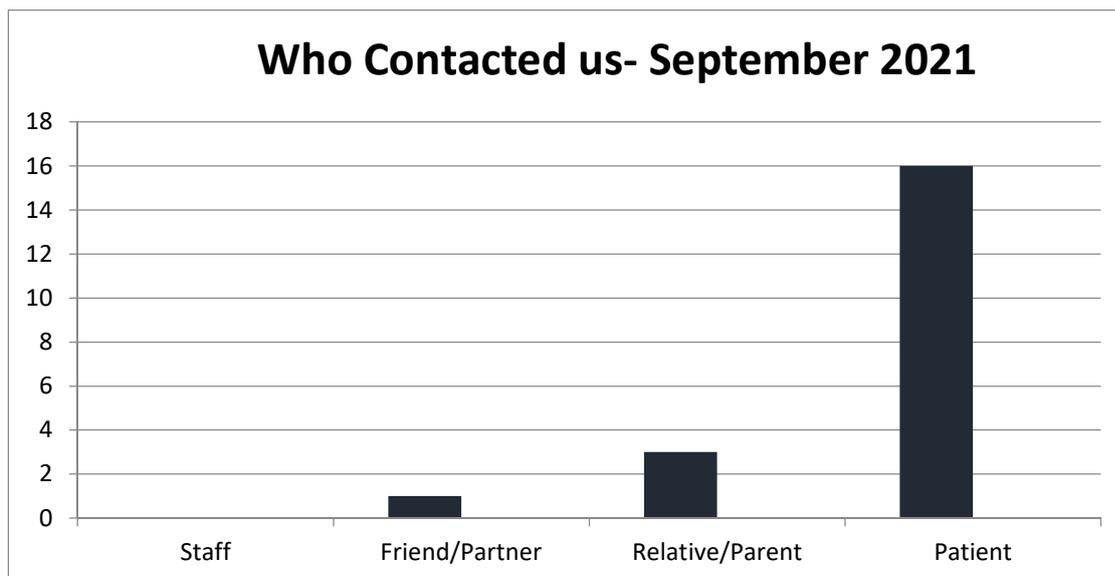
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire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

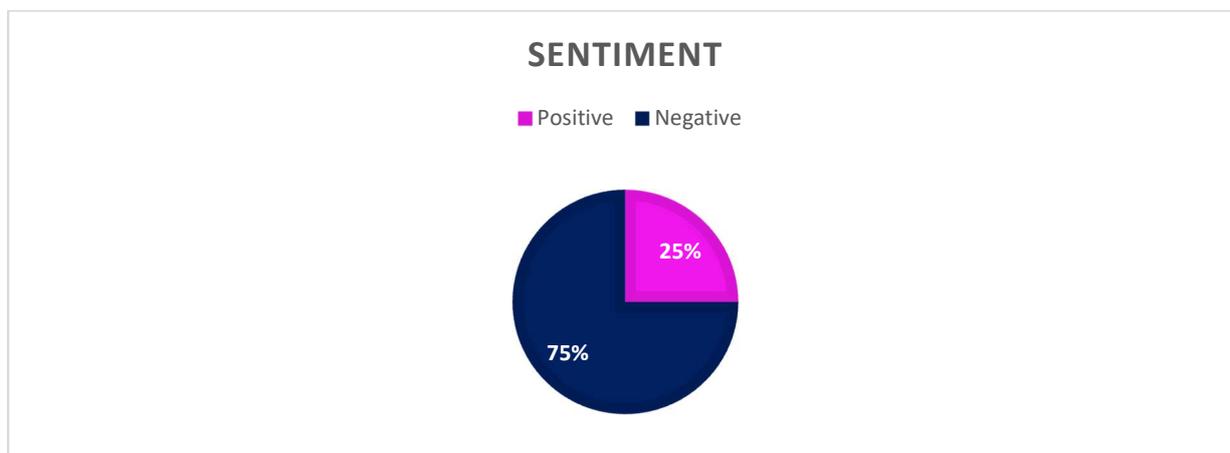
Contact statistics

In the month of September 2021, we received a total of 22 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 September 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	4
Unsatisfied with service	3
Difficulty obtaining an appointment with a Doctor	5
Lack of communication	2

What people told us:

"I'd like some help putting a formal complaint together against my GP. I am unsure of what bits of information I need to put in it. I fractured my ankle early May 2021 which wasn't shown on my first X-ray. Since then I am being bounced around between X-ray appointments and these coming back as a fracture and no further action being taken other than another follow up X-ray. I have had to buy a walking boot and an air cast off my own back. I am unable to walk my dogs or exercise - two things that are extremely important to me. I can barely get through a day's work and that is it. When I first contacted my GP practice wanting a second opinion and a referral to the fracture clinic at the end of May they told me it wasn't in their power to do that but they'd put in for another X-ray which has led to the cycle I'm in now. After speaking to them yesterday only upon me pushing further they've agreed to ask for a specialist's advice now. I was also told this wasn't guarantee and would have to call back next week to see if they had a response yet. I feel like I could have avoided months of discomfort and could be healed by now if only they'd have done this when I first asked?"

Healthwatch Action:

We referred the individual to Cloverleaf Advocacy Service, and the East Riding CCG PALS Department. We also gave the individual details on what to include within a formal complaint to their GP Practice.

“Experiencing difficulties with that she believes are her COPD symptoms. She had a scan from which the nurse suggested that these symptoms were instead caused by a threat infection, and she was then prescribed with anti-biotics and steroids. The ladies symptoms did not get better despite the use of this. The lady was angry that she has been unable to have a doctor who she knows opinion on the matter (when she did get a phone call from the Dr, they were a new doctor to her who did not know her or her history)”.

“Eastgate Medical Practice- Whilst I understand the need for great care I feel it is time for Doctors to go back to seeing patients. Everyone is complaining how difficult it is to get proper care and advice. Personally I have hardly had reason to contact the Doctors and when I have I have had help. But there are a couple of things I would like to discuss with my GP but as things are I cannot.

“Can’t get appointments easily- can’t get through to see a doctor. Husband had an accident with his vertebrae, went to see a nurse who referred him to physio. The physio said that they could not do anything due to it being more foot related. So eventually he managed to get another Drs appointment. It was in this appointment that the Dr noticed his swollen feet. The lady is worried that if her husband would have had to have a phone appointment that that would have been missed. Feels increasingly pressured and pushed to use online methods but does not want to.

Healthwatch Action

For the above comments, the individual did not want to escalate the complaint but did want their feedback featured within our intelligence report.

“The individual is diabetic, He has been on tablets for it for years. Since diagnosed he has been seeing the Doctor every three months for Blood Checks and other checks to do with Diabetes and has been on this medication. This has now stopped since Covid and the surgery hasn’t been in touch for two years nor has he been checked. There has been no contact from the GP. Usually contacted with a letter but again, nothing has been received”.

Healthwatch Action

We made communication with the surgery and were able to establish that the individuals review was upcoming that month, and were able to give them assurances that tests would be carried out in that appointment and they would have chance to discuss any medication concerns.

“My local GP’s don’t listen or understand that my health issues are so bad now that I can’t walk or even take one step without horrific agonising pain in my legs .mainly my left leg /hip/knee/ankle and medication I take doesn’t help me. I have told the doctors I’m almost 100% my symptoms are MS or something very similar. They sent me for a MRI for lesions and it came back clear so they have done nothing else to help me with my issues.im in constant daily pain and struggling with every daily task like washing, dressing etc. My diagnosis from the doctors are fibromyalgia, pinched nerves in my lumber spine,

vertigo, depression. I have had a referral to a neurosurgeon only to be sent back to my doctors two years ago. Now I have had a referral to neurology to also be sent back to my doctors. I feel that what is happening to my body is very serious and will only end up with me in a wheelchair or worse like end of life. I feel my body is failing me and it's going to be too late before someone actually listens to me"

Healthwatch Action

We referred this individual to Cloverleaf Independent NHS Advocacy Service, and outlined the procedure of making a formal complaint to your GP practice.

"Want to make a complaint about my GP surgery. Wanted to enquire on how to begin the formal complaint process"

Healthwatch Action

We outlined the complaints process to the individual and sent over some guidance on this.

"I am exempt from wearing masks however when I went to my GP they insisted I wear one. She said that the government guidance said that masks are no longer mandatory however the doctors disagree. I want to make a complaint"

Healthwatch Action

We gave the individual the complaints procedure and the contact details for East Riding Clinical Commissioning Group CCG and Cloverleaf NHS Advocacy Service.

"Despite being told they should restore face to face appointments without prior triage this is not happening - certainly not in my practice in Drifffield. There are no pre-bookable appointments so everyone needing an appointment has to phone at 8.00 am to go on the list to be phoned. It takes a minimum half hour hanging on to just get through to a receptionist, whom you have to tell why you are wanting an appointment (which I find unacceptable) to be phoned back at some point later in the day by a GP. (it can be at any time, until closing so you have to stay by the phone, which is restricting). They are treating things they should be seeing patients face to face for, on the basis of a phone call & it is potentially dangerous and only a matter of time before something serious is missed. You get no choice of whom you see/ speak to - it's just who is on duty and no choice about timing. Consequently there is no continuity for ongoing issues and you have to deal with different GPs for the same thing, which turns into a game of Chinese Whispers, with actions being missed and issues being distorted or misinterpreted by different clinicians involved. Most of the GPs see, to be locums so you get even less continuity and they are unfamiliar with local systems. Direct access to specialist nurse practitioners has gone by the board for minor ailments When you attend the surgery there are no patients in the waiting areas, because they are not being seen. The situation is dire and patients are at risk, while GPs sit at their desks taking phone calls, without the inconvenience of seeing patients. This may have been appropriate in the early days of Covid, but when most other restrictions have gone, this is a service that should be back to normal and the lack of

doing so is dangerous. Much of diagnostics is observation of the patient which can't be done on the phone”

Healthwatch Action

We informed the individual that we will record their feedback within our intelligence report, and also forwarded them the survey that we are currently undertaking regarding experiences of primary care in the after effects of Covid, so that they can share these views.

“My grandmother died some time ago and the GP is not releasing the death certificate. This is causing distress and meaning things cannot progress”

Healthwatch Action

As the individual was calling on behalf of a family member and did not know the details of the GP practice, we advised them refer the person they were calling on behalf of to the GP's practice manager to discuss this. We also gave the individual the details for East Riding CCG PALS department.

NHS RATING AND REVIEWS

Negative sentiment:

St Nicholas Surgery- Holderness Health:

“Almost impossible to get through on the telephone. I've been trying for 3 days for up to an hour at a time. This is an impossible ask when people also have a job to do”.

Surgery response:

Thank you for your feedback. We are sorry to hear that you have experienced difficulties accessing our services via the telephone. Did you know can you access service through the Klinik portal available our website. If you would like to contact our Patient Services Manager, Jo she will be able to talk you through the process. We are working hard to recruit additional staff to our Patient Services Team to improve the telephone answering response times and we hope to have additional staff in post over the coming months. If you would like any further information please contact us directly so that we can address your individual concerns.

“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 well being of the public !”

Surgery Feedback:

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, Jo she 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.

Positive sentiment:

Brough Surgery- The Ridings Medical Group:

“I had my first telephone consultation with my chose GP this morning, the appointment was made using the Online Service (which is excellent btw), and was very pleasantly surprised. The call was made on time, by the very friendly and professional GP. After explaining my concern, and responding to questions from the doctor, I was asked to send a photo in. A secure site was texted to me immediately, and I uploaded the photo very easily. Within minutes I was called back by the GP and given an appointment for a further test, along with an reassuring explanation of what the diagnosis may well be. My fears were allayed, an appointment quickly made & texted through to me. The whole experience went like clockwork. I didn't have to leave home. I could speak to my chosen GP and ask any questions I had. I am sure it saved time for the busy practice too, and helped it to offer an excellent service during our continuing pandemic. My health was not compromised by having to sit in a waiting room, although the newish waiting room is very spacious and socially distanced. continue to be a very satisfied patient at The Ridings, and as a more elderly patient I am sure I will continue to be a regular user. With thanks to all the staff. Your work and dedication is appreciated.

Surgery Response:

Thank you for taking the time to leave such a lovely review of the service. I have passed this onto our team. They really do appreciate the feedback. It sounds like you have been a model patient in engaging with our system for uploading photos.

Holme On Spalding Moore- The Riding Medical Group

“Just joined several months ago after moving to the area. Heard bad reviews of a more local GP, so selected this one instead. I have not been disappointed so far. My emails are

responded to promptly and I was made to feel really comfortable during my first appointment”

Surgery Response:

Glad to hear that you hear that you have received good service from us. Thank you for taking the time to leave a review.

Rawcliffe Medical Group- The Marshes

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

Surgery Response:

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

Hessle Grange Medical Practice:

“All staff at the practice from the Nurses, GP's and Admin staff have been really helpful and caring when I have called or visited the practice. They take the time to speak with you and answer any questions or queries you have. Even through COVID the same care and attention has been given. Thank you to all the staff!”

Dental Intelligence

“As I have been shielding for two years, and the dentist said that she was still on the waiting list. However the lady later called regarding a broken tooth, and the dentist said they would only be able to treat the broken tooth and would not perform a check up on hr due to covid”

“I am struggling to find a dentist who is taking on NHS patients. Previously I have gone private but due to losing my job I am no longer able to afford their charges. I'm in desperate need of a couple of extractions and dentures”

“myself, my mother and father are all trying to find a dentist in our local area of Driffield on the NHS so far it best we have found is a 3 year waiting list to join . This is a joke no wonder the world laugh at us for our teeth there must be a solution. I have tried everything and now I'm emailing yourself to help us”

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 :

Hospital

“Waiting time in ambulance outside Scarborough hospital & then in a packed corridor in A & E. 6/9/21 just before lunchtime”

Flu Jab

“ Received a letter from her pharmacy inviting her to receive her flu jab. She then rang the chemist and they said they are currently not taking appointments for flu jabs due to shortages of the serum (she believes due to COVID/ BREXIT- importing the serum into the country is difficult)”

Healthwatch Action

For the above comments, the individual did not want to escalate the complaint, but did want us to record within our intelligence report

Theme Breakdown

GP Intelligence:

- Most of those who came to us regarding their experience of accessing their GP practice, wanted to complain about the difficulties they were experiencing in obtaining a face to face appointment with their doctor. Patients said that they were having to try several times to get through to their GP Practice, and then have several stages to go to until they could physically see their doctor. For many we spoke to, they said this felt inappropriate for the health issue they were suffering with.
- The second most common reason individuals contacted us, was to enquire about how to write a formal complaint, and what the overall complaints process is.
- 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 year's long waiting lists.

Sept 2021

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

Various hospital appointments _ Hull resident

There is a lady who is 30 weeks pregnant with her second child. She is Type 1 diabetic and her first pregnancy ended in an emergency C-section at 30 weeks. She has multiple appointments weekly between diabetic nurses, antenatal, US and also recently diabetic eye screening. It's a nightmare getting her interpreters, because these appointments are made during appointments for the next week... as in, nurses make them for her to come back the following week, as she needs monitoring, but we cannot find interpreters at such short notice so she is becoming increasingly frustrated that appointments are getting moved and times are changing continuously... eg: she was booked in to the eye clinic for Thursday 16th at 4pm, however there was no interpreter free for then so the appointment was moved to Friday 17th ... nobody told the patient, so she went on the Thursday, she was informed it was changed and agreed to go back the next day, on arrival the following day with the interpreter the receptionist told her "oh sorry we don't have that clinic today you should have come yesterday"... so you can imagine her frustrations. The interpreters are bending over backwards to accommodate these appointments, yet it clearly isn't working. What we need is for the departments to book her in for the next few weeks so we can make sure interpreters are booked but they won't! I received a call from a midwife at Hull W&C who said that this lady had turned up adhoc as she had an issue. The consultant was seeing her however they couldn't get the iPad to work, initially they didn't know which app it was and then they didn't know the password? I asked them to contact PALs they set up the systems... this shouldn't be this hard!

Various Out-patients Appointments -

I am being contacted more and more by interpreters that are arriving for appointments and the patient does not need a BSL interpreter! I am reporting each one to PALS.

My issue is that, if there is either a program, system or person that is seeing that these people are flagging up as Deaf or Hard of Hearing and automatically booking them an interpreter, which is great! Why then is this not happening for all Deaf people and why is it so difficult to actually book at interpreter, and virtually impossible for a Deaf person to do.

Flu Jabs - Various residents across Hull & East Riding

I am having multiple people asking me and my colleague to book them in for Flu jabs as they have had text alerts telling them to call their relevant surgeries. It is firstly not appropriate for a GP to ask a Deaf person to "call them" in a text message, and if they don't know they are Deaf, why don't they know, they are their GP! It's also impractical for the Deaf Centre to spend the hours on the phone with various GPs for each individual person, especially when we are told things like "oh you will have to call back" or "all the

bookings have gone now, you will have to call again when more are released” I have asked Healthwatch if they can facilitate having a nurse on site here at the Hull Deaf Centre to hold a Flu Jab clinic and we can get as many in as possible. As the NHS has no system in place for the Deaf community to book their own flu jabs in, I think this would be the most cost effective solution.

ERY Independent Health Complaints Advocacy Themes September 2021

Client 1

Nature and Substance of complaint:

Client requested support to change her GP due to issues experienced over a couple of years. Client was signposted to ERY CCG.

Who delivered the care to patient?

Springhead Medical Centre

Date of incident?

October 2019

Client 2

Nature & Substance of complaint:

Client raised a complaint with the NHS due to his disabled daughter being denied an appointment with an audiologist due to their refusal to wear a face mask. Client wanted support in order to speed up the process and receive a quicker response. Once I had informed him this was not in my power he stated he would go legal and agreed to have his case closed at Cloverleaf.

Who delivered the care to patient?

Bradford Hospitals NHS Trust

Date of incident?

July 2021

Client 3

Nature & Substance of complaint:

The client has been left in pain following her operation and does not think she has been supported properly by her NHS consultant. She does not think they have communicated effectively. The client has written complaint letter but has held off from sending them as she is concerned about how she will be treated and what her rights are.

Who delivered the care to patient?

Castle Hill Hospital

Date of incident? May 2021

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

Complaint is regarding healthcare received in HMP Full Sutton and a reduction in pain killing medication.

Who delivered the care to patient?

HMP Full Sutton delivered by Spectrum Healthcare CIC

Date of incident?

May 2021

Client 5**Nature & Substance of complaint:**

Client's complaint is regarding the postponement of surgery to treat her cancer. Client is left worried and anxious that her cancer may have spread as a result of these postponements.

Who delivered the care to patient?

Castle Hill Hospital

Date of incident?

August 2021

Client 6**Nature & Substance of complaint:**

Client is having an issue with obtaining her medication through her GP. Every month her GP are consistently not sending over the medication. Health has seriously deteriorated since being with the GP.

Who delivered the care to patient?

Montague Medical Centre

Date of incident?

Not yet specified.

Client 7**Nature & Substance of complaint:**

Complaint is regarding outcomes from a previous complaint not being actioned by Humber NHS, namely an end-to-end case review involving professionals involved in patient's care and explorations for funding for counselling support.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust Date of incident? October 2019



Intelligence Report

September 2021



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