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Intelligence Report: April 2022

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Introduction

The contents of this report refers to intelligence gained within the month of April 2022.

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.

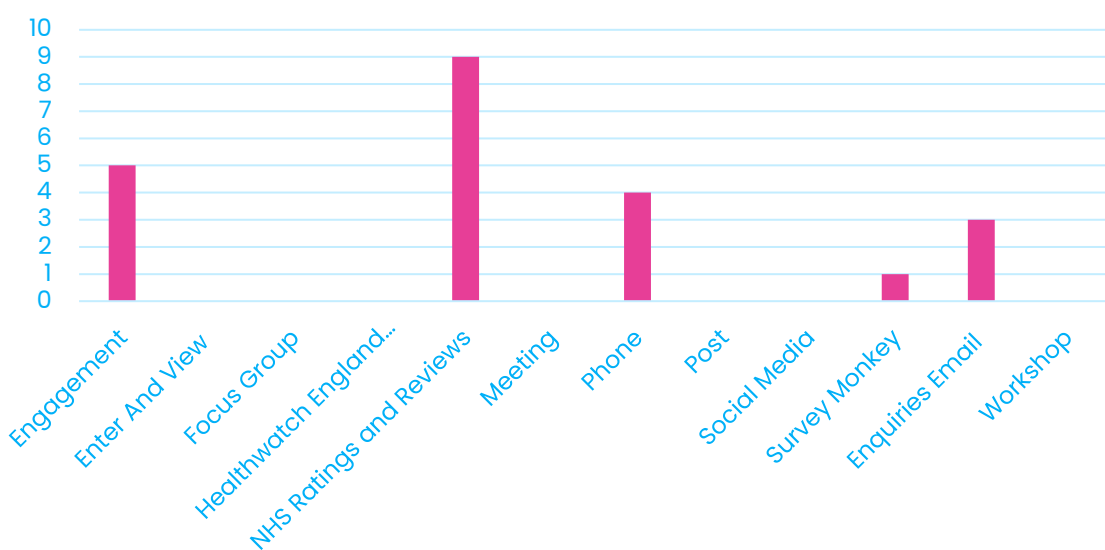
All data is anonymized and is based solely on the patient experience. For the purpose of this report, we have categorized the patient experience under appropriate headings and included direct quotations relating to the specific service.

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 2022.

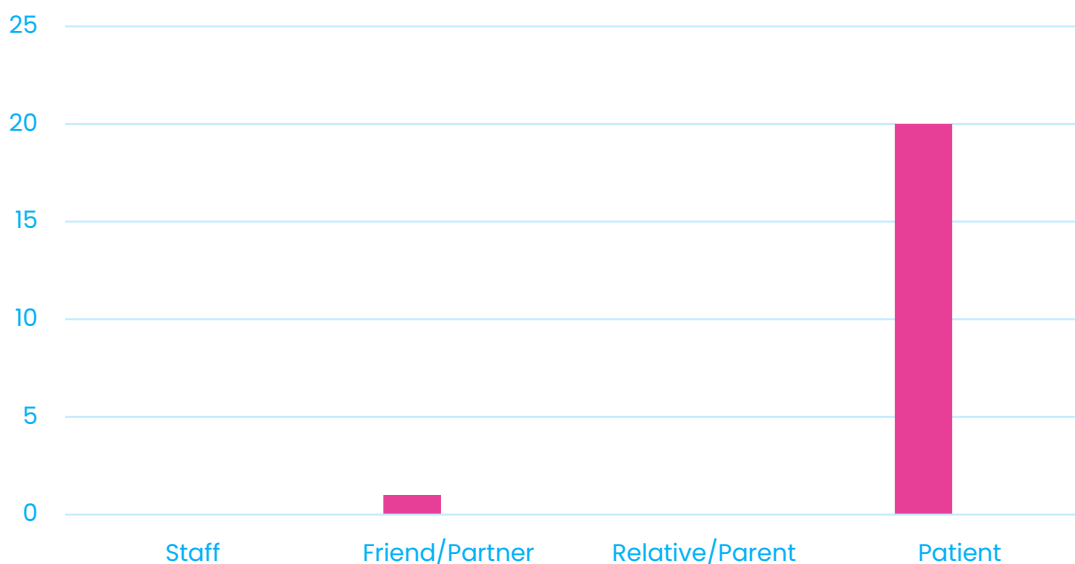
Contact statistics

April 2022

In the month of April 2022, we received a total of 21 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through email communication and over the telephone.

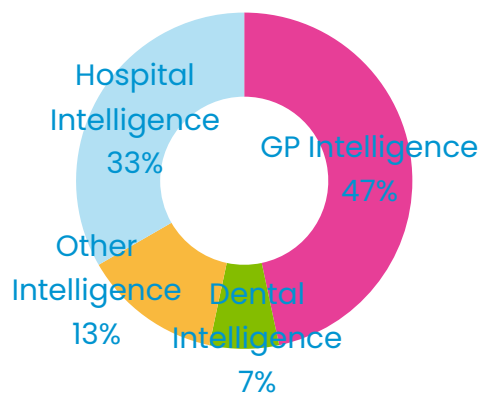


The graph below shows which demographics contacted us most during April 2022. As presented by the graph, this month most of those who contacted us were the patient themselves, though we did receive some enquiries from the partner of the patient.

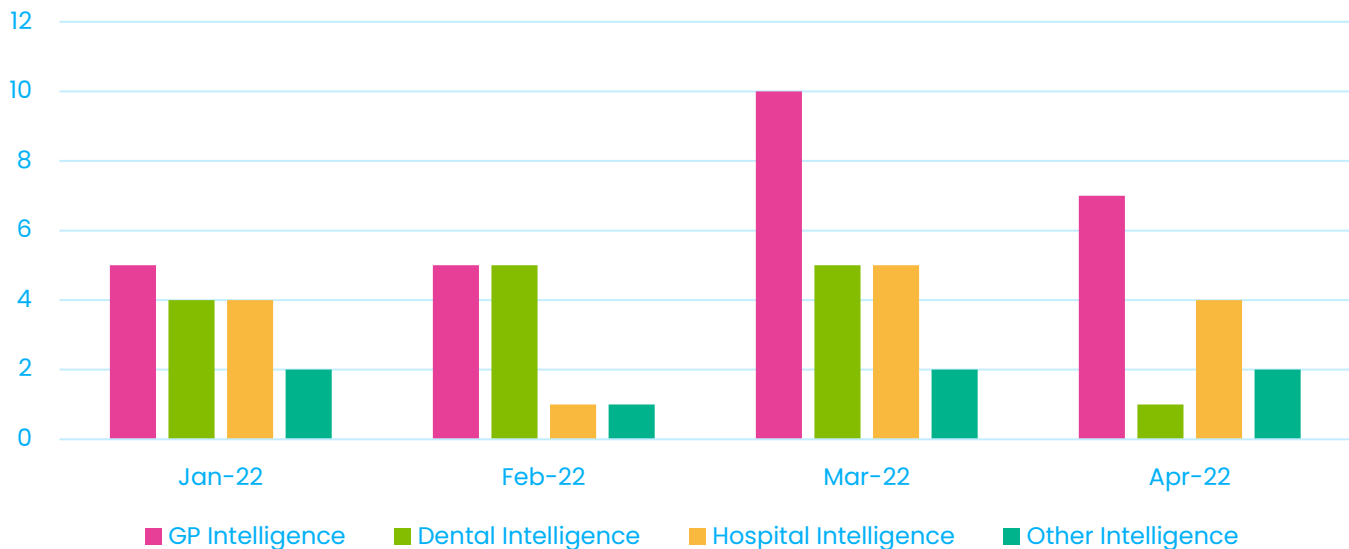


Below details what service the public have been feeding back on in the month of April. As demonstrated below it is intelligence surrounding GP Practices that has been most commented on this month, however the other areas of dental, hospital and other intelligence were also frequently commented on:

Intelligence received- April 2022:



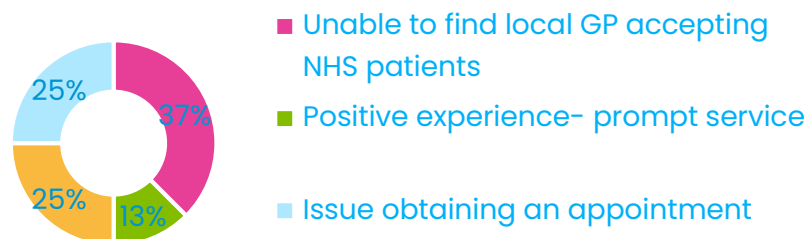
This can be compared to data received in the previous month:



GP Intelligence

Below details the intelligence Healthwatch East Riding received regarding GP practices in the month of April 2022.

Themes of Intelligence



What people told us:

"I have just moved to the area and I can't change to a GP surgery in the catchment area nobody is taking on new patients. What do I do?"

Healthwatch Action

We provided the individual with the contact details for the East Riding Clinical Commissioning Groups Patient Advice and Liaison Service.

"Poor service at Park view surgery- incompetence, reading blood results wrong, lack of communicating

Healthwatch Action

The individual did not want this complaint to be escalated but wanted it to be recorded.

"We moved to UK in March and we went to our local GP, (the Bartholomew Medical Group) to make registration for our family. Nobody responds us when I call Bartholomew Medical Group, We need a GP."

Healthwatch Action

After contact between ourselves and the patient and the practice it was established that the patient was in fact correctly registered at the surgery and therefore was able to access treatment.

"My surgery will only book any appointment (routine or urgent) by filling in an online request form between 8am - 9am. The online form is only available between those hours. Yesterday, I spent an hour on the phone trying to get through to no avail. I went into the surgery to be told that this was their new system. What do people without access to the internet do? The receptionist said that she was not allowed to book appointments anymore."

Healthwatch Action

We contacted the surgery who were able to explain their current procedure regarding booking an appointment, and relayed back to the individual that they are able to still book over the telephone.

"I can't find a GP in Hessle"

Healthwatch Action

We provided the individual with the contact details for the East Riding Clinical Commissioning Groups Patient Advice and Liaison Service.

"I rang Hessle Grange Medical Practice on Friday requesting to speak to the emergency GP on duty. The GP rang back within 20 mins and advised he would do a home visit within 40 mins. Antibiotics prescribed and advised to ring 111 or an ambulance if no improvement. Follow up phone call on the Monday from practice. I think we are an exception as immune suppressed and always a fear of sepsis should we have a temperature or very poorly. Just wanted to give some positive feedback".

NHS Ratings & Reviews:

Practice 2- Bridlington:

"I've been at this surgery for 15+ years now. From around 18 months ago I used to have to have monthly appointments due to bad mental health, this has now completely stopped. No explanation no warning just no appointments every time I phone. Even after sitting on hold for over an hour some mornings. A couple of times I get to position 1 in the queue and the phone is then put down on me which is very frustrating and I then have to sit in a queue again. I also had an appointment scheduled in 2019 for another issue which again was cancelled and not followed up. I personally have always found the reception staff to be very rude and not compassionate at all to any patients.

Unfortunately I'll now be having to move GP, to get many issues that have built up (over the time of not being able to get an appointment) dealt with."

The Wolds Primary Care Practice:

"Waited 5 weeks for a telephone appointment, doctor who called didn't appear to know anything about my medical history told me to make another appointment. I am really struggling mentally and physically doctor was very rude and very unprofessional I am now going to pay for private treatment even though this is the last thing I can afford to do nowhere else to turn to".

Hedon Group Practice:

"I was recently given a prescription which was to be reviewed after 6 weeks with a view to making it a repeat prescription. I used klinik to arrange a review, but was given another prescription and told to arrange a telephone appointment for the review. I did this and received a call from one of the GPs this evening as arranged. The GP then told me he was unable to give me a repeat prescription during

an evening call. I now have to try telephoning (nigh on impossible to get through) or go online for a third time for the same reason. The whole experience is extraordinarily time wasting and frustrating for all concerned. If only there were another option locally"

"I have been with this surgery for 40 years and honestly can say it's the worst it's ever been. I am trying to get an appointment as have a lump I want checking out. I sat waiting for 55 mins on the phone thought this is crazy so requested someone to contact me (via the online app) no one rang me so guessing that's a no as well. I would like to ask the management do they allow their staff to leave their duties to call for appointments because that's what you're expecting your patients to ask their employers. Don't know why I'm filling this in really no one cares that patients are struggling to get appointments. I'm going to try going into the surgery to book an appointment reckon they'll tell me off for that"

The Park Surgery:

"I was hospitalized by Covid and on discharge the hospital notified my GP who asked me to make an appointment which I did. A telephone appointment was arranged. The GP called me on my mobile but due to poor service where I live, the call went straight to voicemail. The GP didn't call my landline (which they've had on record for years) but left a voicemail asking me to call back but didn't give a direct dial number. My only choice was to call the generic surgery number which, because this was an 0730 appointment, went to voicemail telling me to call back after 0800 when the surgery opened. I called back at 0800 and was told I was 47th in the queue! I gave up. Why didn't the GP call my landline? Why didn't the GP leave a direct dial number for me to return the call? Poor administration resulting in unnecessary extra demand on an already stretched service".

"Booked telephone appointment, GP phoned back when expected. Medication prescribed. Drove to surgery and parked with ease,

picked up prescription from surgery which was clean and no queue. Felt a lot better. Great service, great practice”.

Willerby Surgery:

“This practice is excellent. All of the staff, admin and medical are helpful and accommodating and provide an excellent standard of care. I’ve been a patient there for over 7 years and couldn’t speak more highly of them all

Hessle Grange:

“Not really a regular surgery goer, but on the odd occasion I do go, I am greeted by a receptionist with no manners whatsoever who thinks she is a qualified doctor. You then sit in the waiting area watching her speak horribly to elderly people that are not very good with signing in on the touchpad telling them that it’s so easy to use- Yes it’s easy for you because you work there, not so easy for the elderly as they aren’t used to technology. Need to get on a customer service course ASAP as the way they speak down to people at that practice is unacceptable.

Brough Surgery- The Ridings Medical Group:

“Could the persons answering the phone at Brough please be more pleasant and understanding, and tell the Patient who it is they are speaking to”

Surgery reply:

Thank you for feeding this information back. It is certainly something we feel that we need to improve on. Over the coming months we will be doing some training with the team to remind them of the importance of letting the person know who they are talking to and also working with our staff to improve the customer care on the phones.

Dental Intelligence

Below details the intelligence Healthwatch East Riding received regarding Dentists in the month of April 2022.

Themes of Intelligence



- Unable to find a local dentist accepting NHS patients

"My dental practice, Bupa in Bridlington, are no longer doing check ups for NHS patients only emergency work. They haven't informed patients .You can't get them on the telephone I visited in person and was told the above."

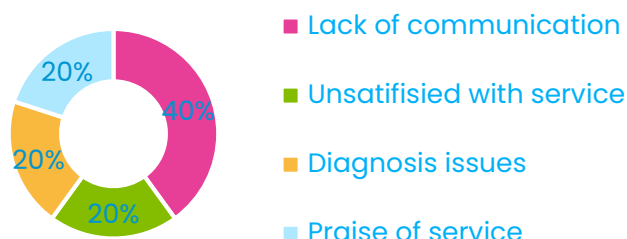
Healthwatch Action

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.

Hospital Intelligence

Below details the intelligence Healthwatch East Riding received on hospital services in the month of April 2022.

Hospital Intelligence:



What people told us:

“I went to attend my appointment at Castle Hill. There was no parking meter or any attendant to ask how to pay for the parking. I later found that this may be done via an app. I feel this is inaccessible for those who do not have the technology to access this”.

Healthwatch Action

This was fed back to the hospital, who were able to clarify what the situation is, which we were able to feedback to patients.

“Individual had a back injury, had a scan at castle hill hospital. MRI scan showed it was a fracture, and not what had previously been diagnosed as muscular”

Healthwatch Action

We referred the individual to Cloverleaf Advocacy Service.

“My experience at Hull Royal Infirmary outpatients- worked like clockwork. Appointment was very efficient”

"I called for an ambulance which did not arrive for almost 5 hours on two separate occasions. Several negative experiences in hospital".

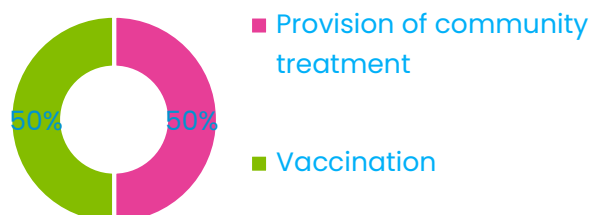
Healthwatch Action

This individual just wanted this issue to be recorded, we did also provide the individual with the typical complaints procedure and contact details for Cloverleaf Advocacy Service.

Other Intelligence

Below details the intelligence Healthwatch East Riding received on other services in the month of April 2022.

Other Intelligence:



What people told us:

"I took my next door neighbour for her 4th jab to the racecourse yesterday for a 10:30 appointment. The car park was full to capacity and there was a long queue outside the place where they were doing the jabs. The weather was horrible with snow and hail showers and the wind was bitterly cold. We joined the back of the queue which was all outside the buildings and were told that there was an hour's wait. My neighbour is elderly and cannot walk well but there were few if any wheel chairs for the public to use. After about 30 minutes one of the volunteers took pity on her and helped her to get a seat to wait inside the room, but I had to stay in the queue until it was her turn which was in reality about 50 minutes. There were 4 people doing the injections and they were quick and efficient once you got that far. There seemed to be too many people in the queue or too many appointments for them to process at pace. There were not enough helpers for the people and there seemed to be no plan as to how to cope with the numbers in such poor weather especially as most were elderly and several brought their own wheelchair, walker or seat on wheels. It seemed very inappropriate to keep such an elderly or compromised group standing out in the cold"

Healthwatch Action

The individual did not want to escalate the complaint, however did want the issue to be recorded.

“Feel abandoned by the Humber trust mental health services. Several problems with various orgs such as the council, hospital services, mental health units and their GP. `”

Healthwatch Action

We recommended that the individual should contact Cloverleaf NHS Advocacy Service, due to the individual already going through the Trusts PALs process.

Theme Breakdown

Below highlights the main themes from this month's intelligence:

GP Intelligence

- Similar to the previous month's data, we have received enquiries regarding difficulties in registering at a GP practice in a location convenient to the patient.
- Individual's notes having issues surrounding obtaining medical treatment for their condition, struggling to access appointments with their practice and being overall unsatisfied with the service.

Dental Intelligence

- Similar to the previous months report, individuals contacted us about a lack of treatment available in their local area.

Hospital Intelligence

- The main themes from the intelligence received are around a lack of communication between the service and the patient, and patients being unhappy with the service that has been given to them, difficulty accessing the service and diagnosis issues.

ERY Independent Health Complaints Advocacy- Themes for April:

Client 1

Nature and Substance of complaint:

Client's complaint is regarding the care her late husband received for cancer treatment and the care in his final inpatient admission.

Who delivered the care to patient?

Hull Royal Infirmary

Date of incident?

February 2022

Client 2

Nature & Substance of complaint:

Client is complaining about lack of consistency with information she received from her GP practice regarding her treatment for Pernicious Anaemia. Client was given differing information about the medication she was to receive for her condition by her GP and practice nurses.

Who delivered the care to patient?

Practice One, Bridlington

Date of incident?

March 2022

Client 3

Nature & Substance of complaint:

Clients complaint relates to the care she is receiving from her GP practice. Client has problems with her knees and although she has had multiple blood tests and seen/spoken to her GP practice on a number of occasions informing them of her problems, she is not getting anywhere with regards

to a diagnosis. Client said this has impacted on her physical and mental health.

Who delivered the care to patient?

Manor House Surgery

Date of incident:

March 2022

Client 4

Nature & Substance of complaint:

The client's complaint relates to the death of his wife whilst in the care of Scarborough Hospital. The complaint relates to medication the client's wife was given for COVID which is recommended not to be given to individuals with certain health conditions which his wife suffered from.

Who delivered the care to patient?

Scarborough Hospital

Date of incident:

December 2021

Client 5

Nature & Substance of complaint:

Client's suffered with severe back pain and was told by various services it was muscular and suggested exercise. It was later discovered the client had a fracture in her back and low-level lymphoma. Client felt more should have been done earlier with the symptoms she presented with.

Who delivered the care to patient?

NHS Physiotherapy Service, Beverley Community Hospital and Beverley Health Centre (Manor Road).

Date of incident:

September 2021

Client 6

Nature & Substance of complaint:

Client complaints to her father's care following a stroke. Ambulance was meant to be sent on blue light priority but took over an hour to arrive. No communication from Hull Royal Infirmary was given to client's family following his admission so they did not know what was happening. Client's father was then transferred to Bridlington Hospital but this was not

communicated to the family and during stay poor communication continued.



Who delivered the care to patient?

Ambulance service, Hull Royal Infirmary and Bridlington Hospital.

Date of incident:

March 2022

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