

Intelligence

Report:

July 2022

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Introduction

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

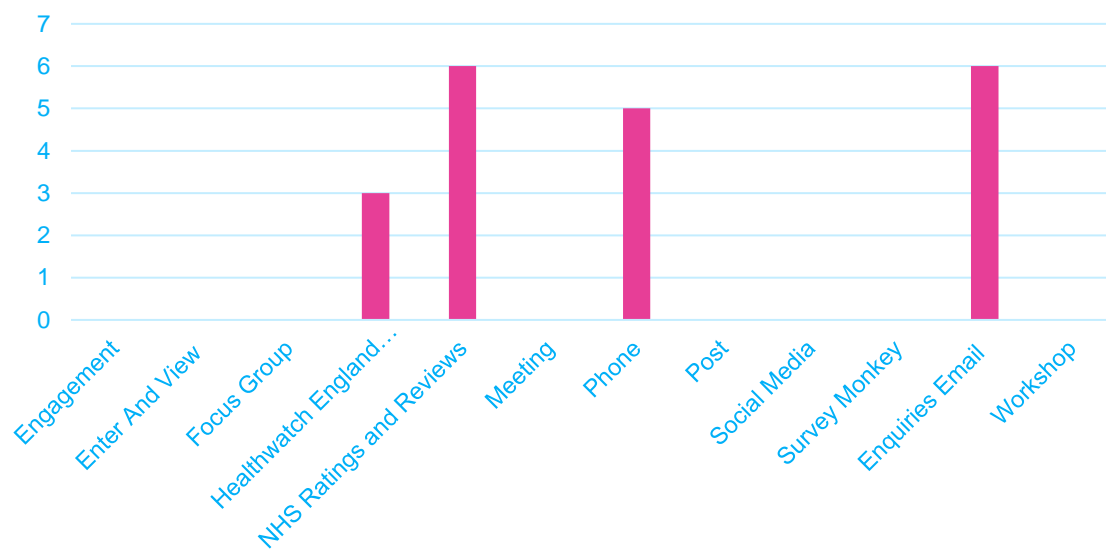
All data is anonymized and is based solely on the patient experience. For the purpose of this report, we have categorized the patient experience under appropriate headings and included direct quotations relating to the specific service.

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 July 2022.

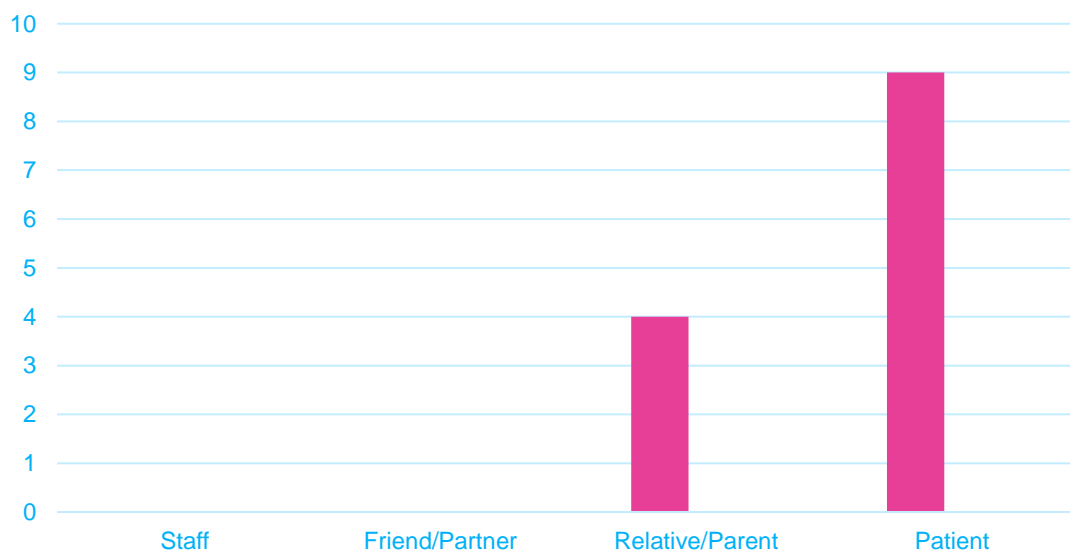
Contact statistics

July 2022

In the month of July 2022, we received a total of 18 contacts through various means as shown in the graph below. Additionally this report features 6 comments from the platform NHS Ratings and Reviews. As the graph presents, the majority of the intelligence was gained through email communication and over the telephone.

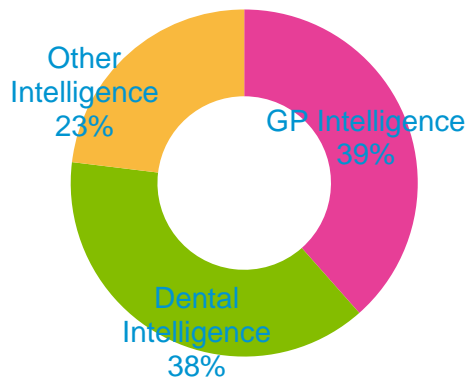


The graph below shows which demographics contacted us most during July 2022. As presented by the graph, this month most of those who contacted us were the patient themselves, though we did receive some enquiries from the relatives of patients.

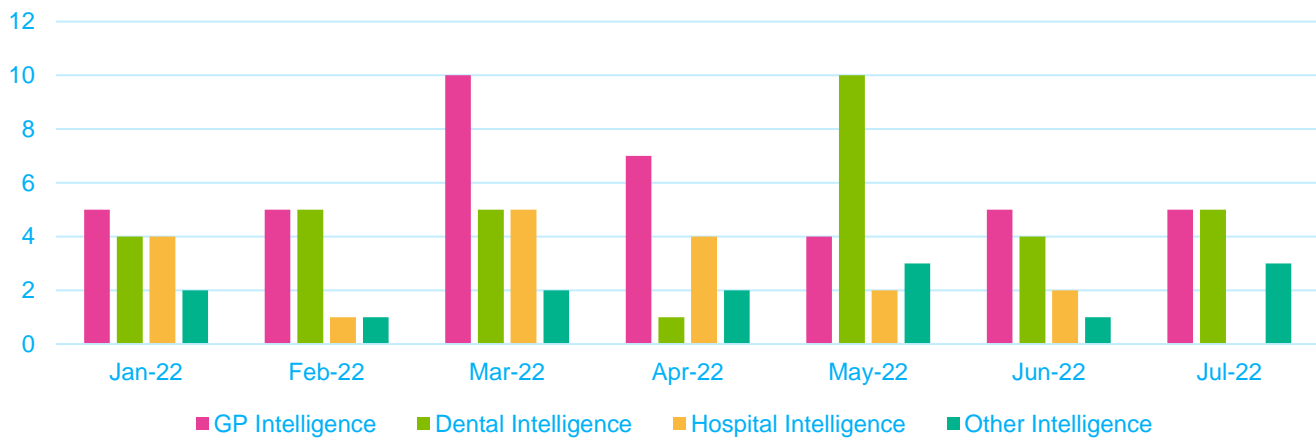


Below details what service the public have been feeding back on in the month of July. As demonstrated below it is intelligence surrounding GP Practices that has been most commented on this month, however the other areas of dental, hospital and other intelligence were also frequently commented on:

Intelligence received- July 2022:



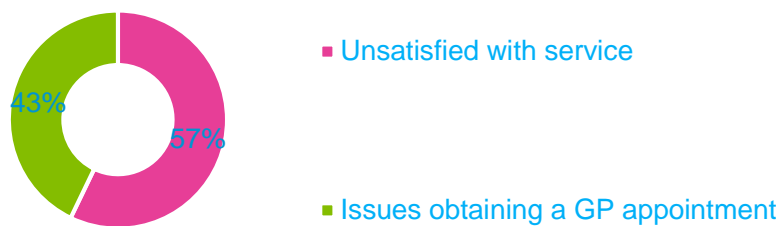
This can be compared to data received in the previous month:



GP Intelligence

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

Themes of Intelligence



What people told us:

"Getting past the receptionist is almost impossible. I don't want to discuss my illness with somebody that's not medically trained"

Healthwatch Action

This feedback was provided to us via the Healthwatch England feedback form and therefore has not undergone the same escalation process.

"Patient has been removed off surgery books due to change in catchment area. GP claims that the patient was informed of this via letter 30 day before patient never received this so when they went to make an appointment they found that they were not registered. The patient is currently having health difficulties, meaning that they urgently need GP care"

Healthwatch Action

We provided the individual with a list of practices that are accepting patients within their catchment area. We also advised the patient to contact East Riding CCG PALS department and NHS England, to enquire about registering with a new GP in an area convenient for them.

"Very difficult to get an appointment at the Willerby GP clinic"

Healthwatch Action

We provided the individual with the details for East Riding CCG PALS department and cloverleaf. We also provided them with the procedure when complaining to your GP.

"Impossible to get appointment - then when you do get through to receptionist - you have to tell the receptionist your symptoms before they will give you an appointment - so loss of confidentiality...then doctors won't take you seriously....and the adverts made by NHS on TV about seeing your GP if you are worried are as if they are mocking you...as no one I know is able to get an appointment to see someone at all...so the adverts are a joke!!! and highly offensive "

Healthwatch Action

This feedback was provided to us via the Healthwatch England feedback form and therefore has not undergone the same escalation process.

"12 weeks of pain with badly swollen feet , misdiagnosed over the phone ,told I had cellulitis and given antibiotics. Eventually saw a nurse who said it wasn't cellulitis, more likely a problem with blood flow . Booked in for a Doppler test but not for 2 further weeks . Had test, no one rang me so I got in touch to be told results were ' worrying' for my left leg, I needed to see a Dr but as that wouldn't be for 2 weeks I must ring for an ambulance if I experience any shortness of breath or pain higher up in my leg. The nurse saw me and said yes, the legs and feet were badly swollen, she couldn't understand why, would give me 2 weeks 'water tablets ' but couldn't guarantee they would work .booked in for blood test in 4 weeks, why? Saw my Podiatrist who was concerned and advised me to see a vascular consultant, when I rang my surgery about this the receptionist snapped that we don't deal with Podiatrists" they are experts so why? Anyway after another week I receive a call to say I have been referred though they couldn't tell me which hospital or doctor. I have rang my local hospital, no referral has been received yet, having written all this I now realise what a ridiculous situation I am in. We seem to have a poorer service than we had 20 even 30 years ago and I can't understand why."

Healthwatch Action

This feedback was provided to us via the Healthwatch England feedback form and therefore has not undergone the same escalation process.

NHS Ratings & Reviews :

Practice 1- Medical Centre Bridlington

"I only joined this practice a few months ago. Phoned Tuesday got a appointment today. The receptionist was very polite. And the nurse was exceptional she made me feel very comfortable and she was very professional. Was very impressed. Great practice".

Hedon Group Practice

"Been twice this year and now have two specialist appointments. The Staff and Doctors were lovely. I think there is a shortage of Doctors not the poor staff who are left with all the Abuse".

"This practice (before the merger) was absolutely amazing. However, the majority of those original patient focused and responsive GPs are no longer there. Interestingly they haven't even responded to the feedback/comments left on this website, which surely suggests a total disregard for the community they support. It's impossible to secure an appointment, you ring at 8am, but fall immediately into a queuing system, with a call back option. I have held on the line from 8am (35 minutes) to be told "no appointments today, call again in the morning" I've also used the callback at 8am, one hour later it comes through with the same response. If you work you stand no chance of ever seeing a GP, they seem to forget that you may also have shifts to cover, meetings to attend and important calls to make, it is not always possible to be sat by your phone all day waiting to see if they ring (I think they also adopt a four ring strategy so if you don't pick up immediately your out of luck - slightly ironic that the answer machine says at 8am "if we haven't called back by 6pm, ring again tomorrow". There is a total lack of continuity of care, meaning you repeat yourself and your case history over and over, then understandably you get a different opinion and course of action. This cannot be time efficient, if you know the health concern the next step planning is easier and consistent. This will result in less frustration for patients and time saved for the GP. Something needs to change at Hedon Group Practice,

this cannot be allowed to continue. HEY Clinical Commissioning Group, NHS England and Care Quality Commission this practice needs help to be more effective and responsive to local needs".

King Street Medical Centre

"Once again I can only praise staff involved with my appointment. The nurse involved was extremely /reassuringly knowledgeable & patient /thoroughly explaining issue & course of action. My only negative being they are, understandably, moving onto an even greater role- well deserved ! Thank you & good luck".

DR Robert Mitchell Surgery

"We got registered same day, had the doctor call us and then take an immediate look at one of our infant twins in the evening. Fantastic, amazing surgery. Gave me clarity as a parent, helped me cope up with my own anxiety! Surreal experience honestly. I can trust them blindly with my kids- for they will prioritize, diagnose & treat with utmost diligence. Don't have enough words to thank them"

Brough Surgery- Ridings Medical Group

"I had my first ever medication review by the surgery's clinical pharmacist. I didn't know what to expect but was very pleasantly surprised. The pharmacist reviewed my current prescriptions and discussed my most recent one in detail, questioning my symptoms, the benefits of the meds and advising on future steps. He really listened to my thoughts, gave his professional advice. I was also given the opportunity to discuss any other concerns I had, which was very useful to me. I found the whole appointment very interesting and helpful, conducted by a committed community pharmacist. I'm glad our surgery has him as a member of staff".

Surgery reply:

Thank you for taking the time to leave a review. We have passed this onto the team. It is great to hear when the service has been appreciated and made a difference.

Themes of Intelligence



Dental Intelligence

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

What people told us:

"I was just wondering if you are aware of any dental practices taking on NHS patients"

"At the start of this year, we were sent a letter to say my children's 6 monthly dental appointments had been cancelled"

due to their dentist leaving. I have since called on several occasions to try and get an appointment for my children with no success and no offer of an appointment option”

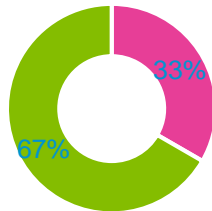
“Patient called NHS 111 and been told that the only available appointment is in Manchester and they are unable to get there. Patient has called dentists who state they are taking NHS practices on their website, only to find the waiting list is 5 years long”

“Unable to obtain dental treatment in the Withernsea area- NHS 111 cannot help as I need specific treatment and not extraction”.

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

Other Intelligence:



- Lack of communication
- Unsatisfied with service

pain, swelling or serious dental issues then they should contact NHS 111 who will refer them onto emergency treatment.

commission dental services throughout the UK and are responsible for the provision of such. We also informed the individuals that if they experience any

Other Intelligence

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

What people told us:

"Lack of communication from PALS complaint process regarding formal complaint"

Healthwatch Action

Healthwatch enquired with CCG PALS, learnt the status of the complaint and contacted the patient to inform them of the next steps.

"Elderly individual received an appointment at Castle Hill Hospital who was then unable to get to the appointment. The Medibus were unable to help due to the appointment time and date".

Healthwatch Action

The patient just wanted this situation to be reported on as patient services in the East Riding are getting more difficult to access.

"Please advise me on how to make a claim for my poor NHS treatment."

Healthwatch Action

We sent over guidance on legal complaints against an NHS organisation, and advice on alternative methods of complaints such as Cloverleaf, Citizens Advice Bureau and the Health and Social Care Ombudsman.

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.
- Patients described experiencing difficulties in obtaining a GP appointment at their practice, in most cases facing difficulties with having to discuss their issue with the receptionist who will then decide if the patient must see the doctor.
- Patients also experienced a lack of communication with their practice, and described 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.

ERY Independent Health Complaints Advocacy- Themes for April:

ERY Independent Health Complaints Advocacy Themes July 2022

Client 1

Nature and Substance of complaint:

Client's complaint is regarding her being unable to access her GP service due to her being a single mother who is wheelchair dependent. Client is left waiting for hours for the phone to be answered and then is given an appointment for that day which she is unable to attend as she is unable to arrange childcare and transport. Client states that the surgery is unwilling to book her an appointment in advance and she is told to call back on the day she wants an appointment. Client also states that the local surgery closed and she now has to travel much further at greater cost to her in taxi fares.

Who delivered the care to patient?

Swanland and Willerby GP Surgery.

Date of incident?

From December 2021

Client 2

Nature & Substance of complaint:

Client's daughter was taken to A&E on the advice of the staff at the nursery she attended. A&E doctor alerted social services and the daughter and her brother were placed in care due to alleged abuse. They spent two months in care. Client went through the necessary legal process to get her children back and prove neither had been abused.

Who delivered the care to patient?

Hull Royal Infirmary

Date of incident?

October 2020

Client 3

Nature & Substance of complaint:

Client has issues regarding treatment he received which he did not consent to.

Who delivered the care to patient?

Royal Hallamshire Hospital, Sheffield.

Date of incident?

July 2020

Client 4

Nature & Substance of complaint:

Client's complaint is regarding care afforded to her son by CAMHS, delays to treatment and the lack of inpatient beds.

Who delivered the care to patient?

Humber NHS Foundation Trust

Date of incident?

September 2020

Client 5

Nature & Substance of complaint:

Client's complaint is regarding laser eye surgery which went wrong. Client states that there was a fault with the machine that wasn't picked up until the procedure was already underway. Client states that this has left him with worse eyesight than before.

Who delivered the care to patient?

Hull Royal Infirmary.

Date of incident?

August 2020

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