

Intelligence

Report:

October 2022

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Introduction

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

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

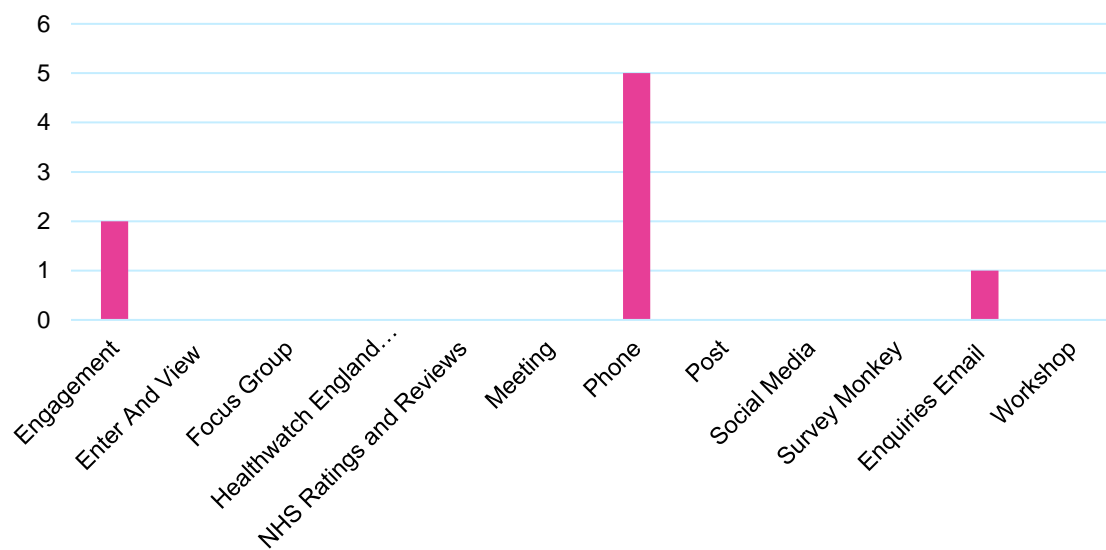
All data is anonymized and is based solely on the patient experience. For the purpose of this report, we have categorized the patient experience under appropriate headings and included direct quotations relating to the specific service.

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 September 2022.

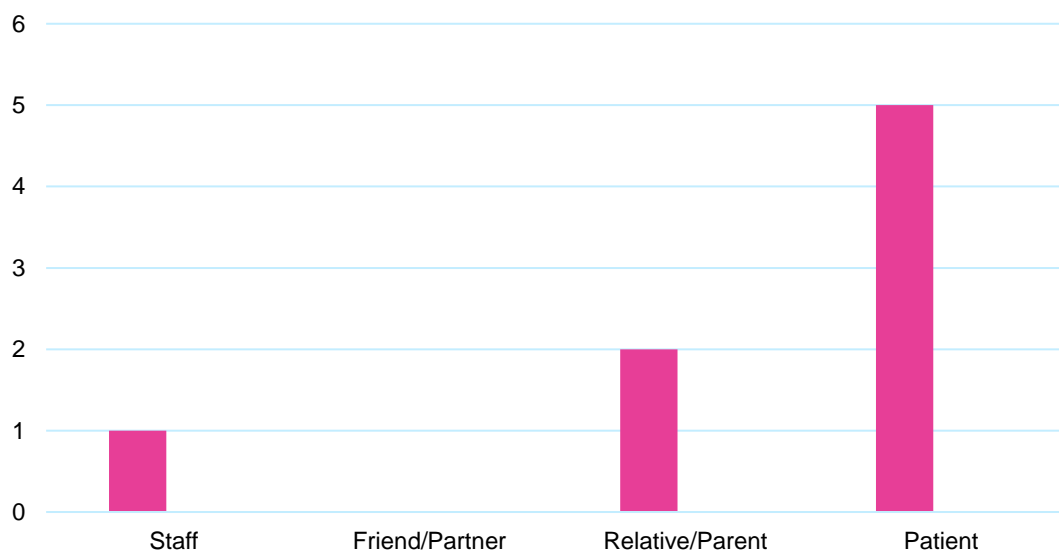
Contact statistics

October 2022

In the month of October 2022, we received a total of 8 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.

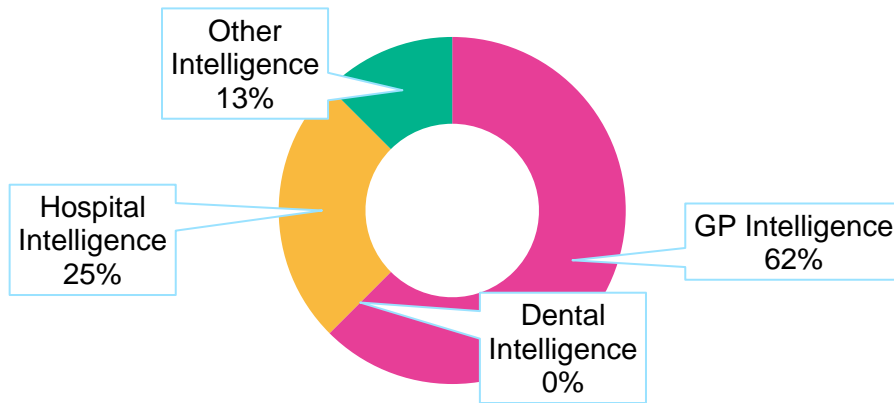


The graph below shows which demographics contacted us most during October 2022. As presented by the graph, this month most of those who contacted us were the patient themselves, though we did receive some enquiries from the relatives of patients and one directly from a carer.

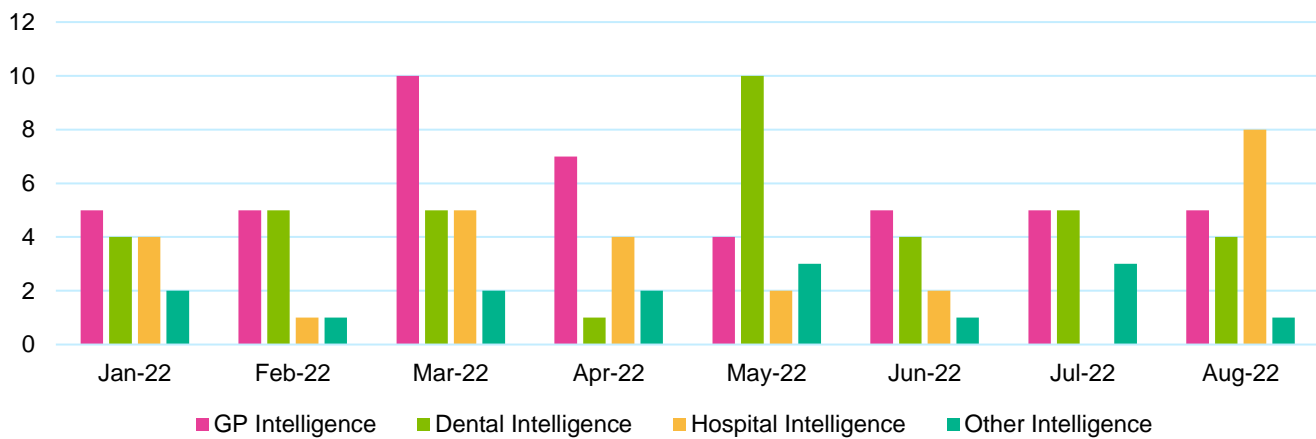


Below details what service the public have been feeding back on in the month of October. As demonstrated below we have received intelligence surrounding GP, Hospitals and Social Care this month.

Intelligence received- October 2022:



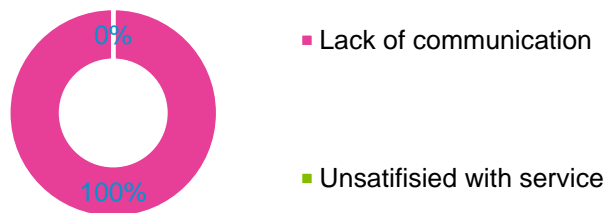
This can be compared to data received in the previous month:



Hospital Intelligence

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

Hospital Intelligence:



What people told us:

We received a query regarding being charged for NHS services without first being made aware. Patient reported that they had recently received an invoice from Castle Hill hospital. They are a UK Citizen who works abroad on short term contracts. They returned home for medical treatment for a recurrent medical issue first treated whilst they were resident in the UK at Hull Royal Infirmary. The same issue had not been treated properly hence return visits to the UK. The patient reported that they had not been informed that they could be charged for NHS services at the time of treatment. Patient then received an invoice three months later requesting a large sum of money. The patient was referred by their GP to the hospital.

Healthwatch Action

We enquired to Cloverleaf Advocacy Service to see if this case was appropriate for referral to them and received confirmation that it was. Patient referred to Cloverleaf.

Patient complained to PALS about NHS treatment. Patient has still not heard back after 5 months.

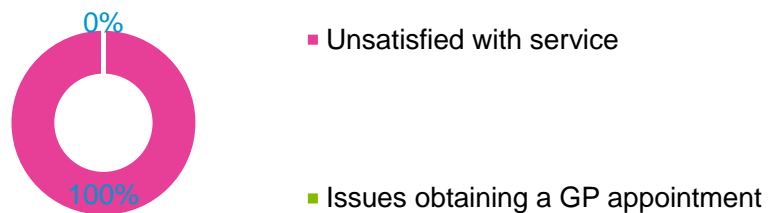
Healthwatch Action

Patient given details for Cloverleaf Advocacy Service.

GP Intelligence

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

Themes of Intelligence



What people told us:

Patient was sent for head scan by their GP. After 2 weeks patient was sent a report but they wanted further information and were not able to find a reliable source for this online. They wrote to their GP to ask for further information but have heard nothing back. Patient felt they were left confused and wondering what to do.

Healthwatch Action

Healthwatch suggested making an appointment to see GP and asking them directly for information.

Paid carer reported that they have concerns around GPs refusing to come out to an elderly lady who was coughing up, what was described as lots of blood. Carer reported that they just prescribed antibiotics and then when rang again on the patient's behalf as they were still coughing up lots of blood they refused to come out again and just said to keep taking the antibiotics. The carer couldn't understand why the GP would not attend when this elderly lady had such worrying symptoms.

Healthwatch Action

Informed individuals that this issue would be recorded within our monthly intelligence report.

Patient suffered a blocked salivary gland approximately 6 years ago so recognised symptoms when this recurred. Patient was prescribed antibiotics when this happened before. Patient became unwell and was in pain. When patient rang the surgery and asked to speak to a GP as he needed antibiotics he was told by the care navigator that he needed to see the dentist. He then asked to speak to the practice manager. The doctor rang him back and prescribed antibiotics. When he saw his dentist the following week for a check-up the dentist saw that there was a mass there and told him he needed to go to A&E.

Healthwatch Action

Patient wanted this issue to be recorded within our monthly intelligence report and didn't want to complain further.

Patient complained that they only found out that their GP practice had been taken over by 'The Ridings' because they rang the surgery. No information had been sent out by the practice letting patients know that this change was happening.

Healthwatch Action

Patient wanted this issue to be recorded within our monthly intelligence report and didn't want to complain further.

Patient rang the GP surgery in extreme pain with her back. She asked for an appointment to see a GP and was told there were no appointments available for 2 months. Patient's husband rang the surgery back to say that it was totally unacceptable that his wife, who was in considerable pain and distress, had to wait so long for an appointment. Patient's husband told that there were emergency, same day, appointments available and the best way to access them was to ring back when the surgery opened in the morning. The patient turned out to have 2 fractured discs in her spine.

Healthwatch Action

Patient wanted this issue to be recorded within our monthly intelligence report and didn't want to complain further.

Dental Intelligence

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

Themes of Intelligence

0%

- Unable to find dental provision accepting NHS patients

What people told us:

We have received no intelligence this month around dental practices.

Other Intelligence

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

What people told us:

Carer's mum (96) had been in hospital for 6 weeks with a swollen knee and septic toe which had turned into Sepsis. Carer said she had not been assessed before discharge so they'd had to take her to their home to look after her. Carer said he'd needed to buy a wheelchair and hoist as his mum was unable to weight-bear. Carer had had to make alterations to the house where he and his wife lived so that his mum could live downstairs. Carer and his wife live upstairs. They are now caring for her every day now and have been for over 9 months. Carer said they had contacted East Riding Social Services many weeks ago but not heard back. .

Healthwatch Action

Healthwatch contacted East Riding Social Services and spoke to a lady at the Carers' Support Service who directed us to the Community Wellbeing Team (which is the right place to go to for direct support). Healthwatch rang the carer and let them know the number they should ring and to ask for the Community Wellbeing Team.

Theme Breakdown

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

Hospital Intelligence

- Patients unhappy with a lack of communication and being charged for services, complaints not being dealt with in a timely manner.

GP Intelligence

- Individuals detailed feeling dissatisfied with the service they have received, wanting more information but not obtaining it, dissatisfied with responses and a lack of communication.

Other Intelligence

- Patient unable to access the correct support and information from services.

ERY Independent Health Complaints Advocacy- Themes for October:

ERY Independent Health Complaints Advocacy Themes October 2022

Client 1

Nature and Substance of complaint:

Client is a prisoner in HMP Full Sutton. His complaint is regarding him receiving the appropriate pain relief medication for spinal issues. Client states that the pain clinic have approved the use of Gabapentin providing there is an exit strategy which client states there is. Client is having issues getting this medication prescribed.

Who delivered the care to patient?

Spectrum Healthcare CIC

Date of incident?

July 2022

Client 2

Nature & Substance of complaint:

Details are to be confirmed. Client's complaint implicates both Hull University teaching Hospitals Trust and City Healthcare Partnership. Client submitted her complaint and has just received a response which she will share with me soon.

Who delivered the care to patient?

Hull University Teaching Hospitals Trust and City Healthcare Partnership CIC.

Date of incident?

To be confirmed.

Client 3

Nature & Substance of complaint:

Client is raising a complaint regarding the care and treatment afforded to her late husband in the lead up to his death from suicide.

Who delivered the care to patient?

Humber NHS Foundation Trust.

Date of incident?

To be confirmed.

Client 4

Nature & Substance of complaint:

Client broke his leg last year and underwent emergency surgery. Client experienced post-surgical infection which wasn't picked up by the hospital and he was discharged. Unhappy with his recovery, client sought private consultation. Client had stitches in his wound which had been missed causing infection and gangrene in his leg. Client underwent further surgery with sections of the bone being removed and skin grafts. Client suffered further post-surgical infection and he is now at risk of having to have his leg amputated.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

October 2021

Client 5

Nature & Substance of complaint:

Client underwent a procedure at Hull Royal Infirmary for issues with his liver. Client is registered with a local GP, who referred him for treatment, and has a local address. After the procedure client disclosed to a nurse that he worked abroad on short term contracts and wasn't currently living in the UK. The nurse stated that this would not be a problem as he has a permanent UK address and has a local GP. Client has since received a bill for nearly £2000. Client argues that any questions should have asked prior to the procedure and any fee agreed in advance.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

June 2022

Client 6

Nature & Substance of complaint:

Client's complaint is regarding a suspicious mole on her leg which she sought specialist treatment for. The mole was diagnosed as a wart and non-suspicious. As time passed client became more concerned. After further consultations the mole was finally diagnosed as cancerous and client had to undergo surgery and therapy. Client argues why the wart could not have been removed as a pre-emptive action.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust

Date of incident?

July 2020

Client 7

Nature & Substance of complaint:

Client daughter has multiple and profound learning and physical disabilities. She was recently admitted to Hull Royal Infirmary with constipation. Client questions nursing care and clinical decisions made without consulting herself as the expert in her daughter's conditions. Client questions whether the ward was able to meet her daughter's complex needs.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust

Date of incident?

September 2022.

Client 8

Nature & Substance of complaint:

Client has issues with the appointment booking system at her local GP.

Who delivered the care to patient?

Willand Surgery, Anlaby.

Date of incident?

October 2022.

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