

**Intelligence**

**Report:**

**December 2022**

# Contents

<b>Introduction.....</b>	<b>3</b>
<b>Contact statistics.....</b>	<b>4</b>
<b>Hospital Intelligence.....</b>	<b>6</b>
<b>GP Intelligence.....</b>	<b>7</b>
<b>Dental Intelligence.....</b>	<b>9</b>
<b>Theme Breakdown.....</b>	<b>11</b>
<b>ERY Independent Health Complaints Advocacy.....</b>	<b>12</b>

# Introduction

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

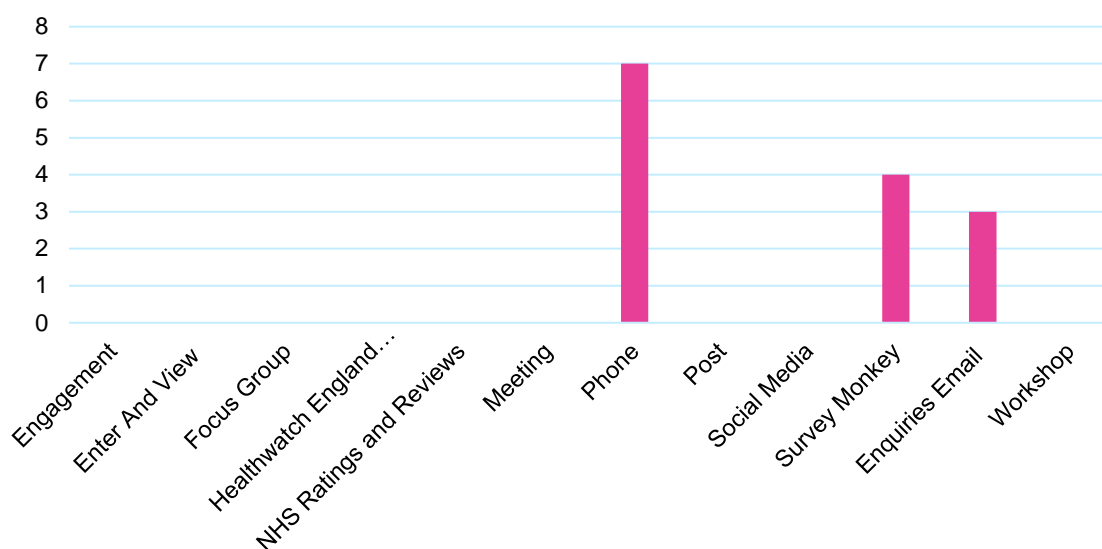
All data is anonymized and is based solely on the patient experience. For the purpose of this report, we have categorized the patient experience under appropriate headings and included direct quotations relating to the specific service.

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 December 2022.

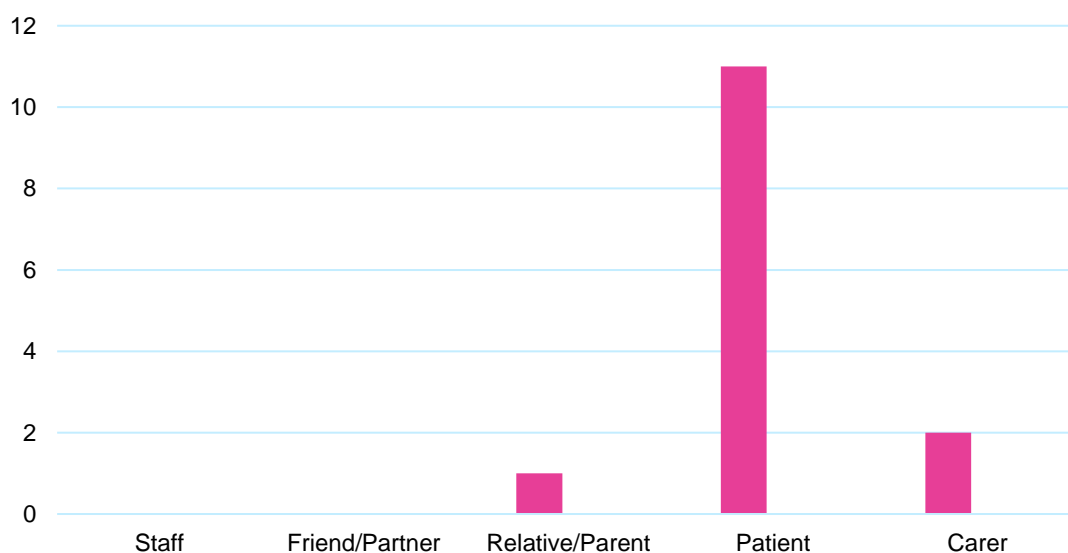
# Contact statistics

## December 2022

In the month of December 2022, we received a total of 14 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through phone contact.

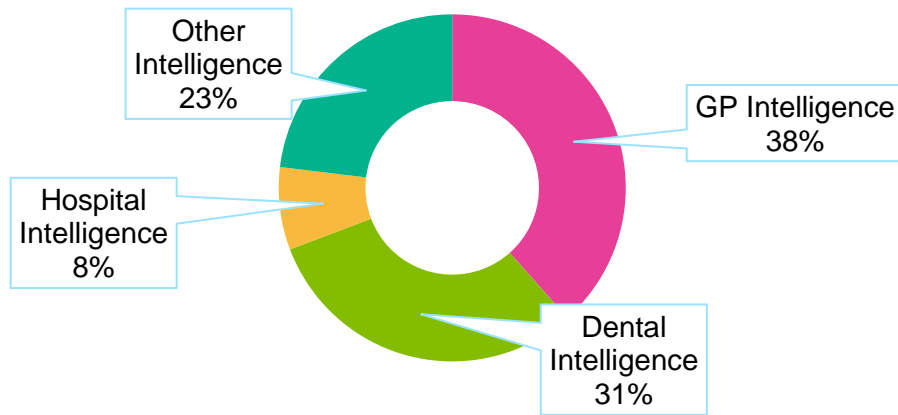


The graph below shows which demographics contacted us most during December 2022. As presented by the graph, this month most of those who contacted us were the patient themselves, though we did receive some enquiries from the relatives of patients and concerned carers.

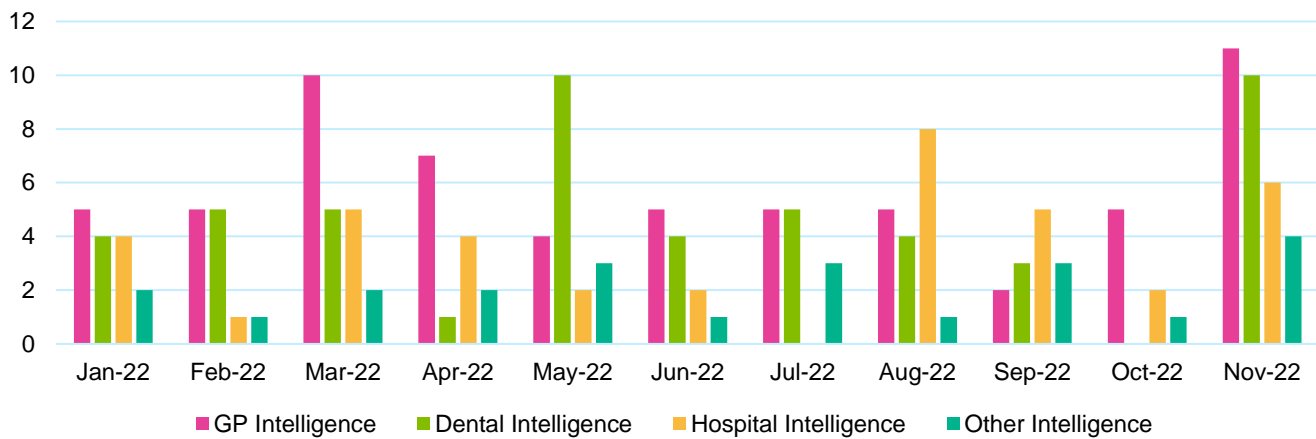


Below details what service the public have been feeding back on in the month of December. As demonstrated below we have received intelligence surrounding GP, Hospitals and Dental services this month.

### Intelligence received- December 2022:

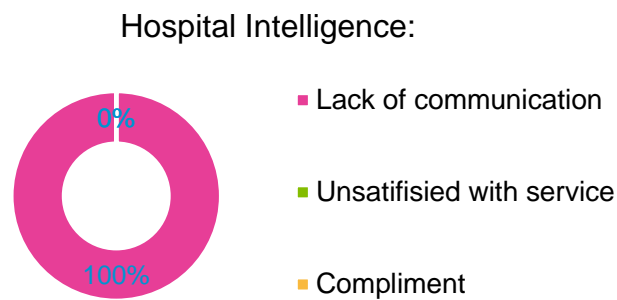


This can be compared to data received in the previous month:



# Hospital Intelligence

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



## What people told us:

Patient rang. Explained he lived in Beverley but was currently in the Royal Brompton Hospital London, for specialist heart surgery. This had been a success but unfortunately he had had a stroke which had affected his mobility and eye sight. His specialist said he could be discharged from the Royal Brompton subject to being referred for a neuro-ophthalmology appointment to check his sight following his stroke. The patient said that initially he had been told that they were referring him to a hospital in Leeds where they have this facility. However he was then told that this was not happening because he lived in Beverley and that stroke services are postcode driven according to the local area where you live. The patient was upset and frustrated as he felt he was now stuck in the Brompton hospital in order to comply with the specialist's requirements so that he didn't miss out on a necessary test.

### Healthwatch Action

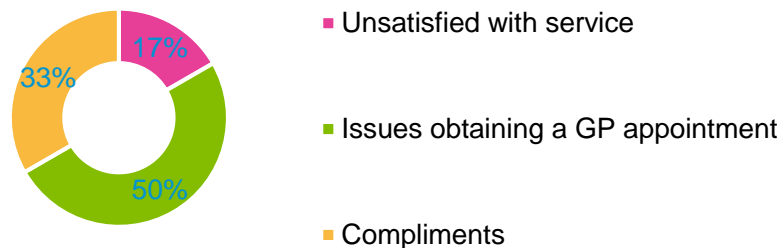
Healthwatch emailed Quintina Davis to request advice. Quintina provided up to date information regarding access pathways. This information was emailed to the patient and it was suggested that they or their family call the patient relations team so they can, with consent, talk to the Trust. Numbers have been provided. The patient wanted this including in our intelligence report.

# GP Intelligence

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

## What people told us:

Themes of Intelligence



Patient reported being Number 29 in a queue. Very put out by the fact that the message said, "We will get to you shortly!"

### Healthwatch Action

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

Patient reported being Number 50 in a queue.

### Healthwatch Action

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

Carer phoned as she was very upset as she was told that daughter's medication from Feb can only be ordered online. They have no access to online services. Lady was not offered an alternative and was told that the option of calling for a repeat would be withdrawn from Feb. Lady reported that dealing with the surgery is incredibly difficult and the receptionist is very unfriendly and rude and that all these changes are affecting her mental health.

### Healthwatch Action

Healthwatch phoned the practice to request an update as to what happens with regards to repeat prescriptions when patients do not have access to online services. Healthwatch too experienced the unfriendly manner of a care navigator. Healthwatch representative emailed the practice manager who provided the information required and has offered to speak directly to the carer and agreed to discuss concerns with staff with regards to rudeness.

Patient reported no appointments available but agreed that they could bring a sample in to be tested. Patient reported that upon arrival the receptionist was incredibly rude and abrupt and demanded quite loudly to know what the sample was for. When the patient explained the care navigator was very rude. Patient waited to be contacted and rang at 4:30pm and they said they would chase it up and someone would be in touch soon. The surgery closes at 6pm. At 5:45pm no one had contacted the patient so they rang the surgery. They were on hold for 15 minutes only to be disconnected at 6pm when the surgery closed.

**Healthwatch Action**

Informed individual that this issue would be recorded within our monthly intelligence report. Emailed details of how to make a complaint directly to the practice or indirectly if they wish to do so.

**Compliments:**

Needed an urgent appointment with a GP, attended Cottingham Medical Centre surgery at 5:15pm. Where I was given a next day (morning) appointment. Good service, polite and professional.

**Healthwatch Action**

Informed individual that this compliment would be recorded within our monthly intelligence report. Have been unable to get through to the practice directly to share the compliment.

My son and I recently transferred to Willand Primary Care Centre. What a difference! Previously, I would regularly wait for over an hour for a call back and sometimes found it difficult to get appointments. Every time I've called Willand, my call has been answered promptly and the staff have been friendly and helpful, scheduling appointments around my son's school day.

**Healthwatch Action**

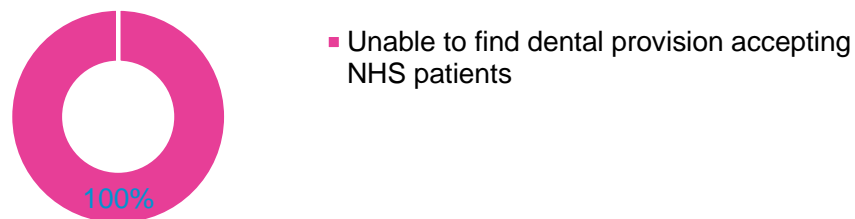
Informed individual that this compliment would be recorded within our monthly intelligence report and contacted the practice directly to compliment them.



# Dental Intelligence

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

## Themes of Intelligence



## What people told us:

Bridlington patient in pain with badly corroded teeth needing urgent dental treatment. Can't get in with a dentist.

NHS Dentist leaving in South Cave. Cancelled appointment. Whole family now without a dentist.

Patient in the East Riding has been trying to get a NHS dentist for nearly 3 years and is on numerous waiting lists. Patient reported having a lot of discomfort and pain as needs at least two fillings and also their gold crown has come out. Patient reported being desperate for a dentist.

### **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

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

## **What people told us:**

Patient rang regarding volunteering opportunities as she struggles with mental health and has a bipolar diagnosis. Wanted signposting to services.

### **Healthwatch Action**

Healthwatch representative signposted her to services that could support.

Fuel crisis makes visiting autistic son to check in and support difficult and parent carer has had to reduce support.

### **Healthwatch Action**

Individual wanted this recording within our monthly intelligence report as concerned over the impact of the cost of living on care.

# Theme Breakdown

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

## **Hospital Intelligence**

Lack of joined up communication

## **GP Intelligence**

- Access to appointments via the phone
- Concerns with regards to digital exclusion
- Staff's responses and mannerisms when dealing with patients enquiries

## **Dental Intelligence**

- Unable to find dental provision for NHS patients.

## **Other Intelligence**

- Signposting to services
- Cost of living impacting people's ability to provide care.

# ERY Independent Health Complaints Advocacy- Themes for December:

## ERY Independent Health Complaints Advocacy Themes December 2022

### Client 1

#### **Nature and Substance of complaint:**

Client's complaint is regarding a historical allegation that she was abused and blackmailed by a now deceased GP. Client states that since she has raised her complaint the surgery have discriminated against her and she is being treated with hostility by some of the staff.

#### **Who delivered the care to patient?**

Leven and Beeford Medical Practice

#### **Date of incident?**

2007

### Client 2

#### **Nature & Substance of complaint:**

Client's complaint is regarding issues and delays in treating a prolapsed bowel. Client also has a small aneurysm which she has been told could get worse and impact on any future surgery.

#### **Who delivered the care to patient?**

Hull University Teaching Hospitals NHS Trust.

#### **Date of incident?**

June 2022

### Client 3

#### **Nature & Substance of complaint:**

Client's complaint is regarding alleged delays in treating an infection in his foot which resulted in a lower-leg amputation. Client is a diabetic and argues that he should have treated more urgently.

#### **Who delivered the care to patient?**

Hull University Teaching Hospitals NHS Trust.

#### **Date of incident?**

August 2021

### Client 4

#### **Nature & Substance of complaint:**

Client's complaint is regarding the care afforded to her daughter by the local Community Mental Health Team (CMHT). The CMHT have stated that they are discharging the patient back to primary care. Client does not agree with this decision and states she has support of the GP.

**Who delivered the care to patient?**

Humber NHS Foundation Trust.

**Date of incident?**

November 2022

**Client 5**

**Nature & Substance of complaint:**

Client's complaint is regarding issues with a double mastectomy operation which was postponed three times for different reasons. Client states that this has impacted on their mental health.

**Who delivered the care to patient?**

Hull University Teaching Hospitals NHS Trust.

**Date of incident?**

September 2022

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