

# healthwatch

East Riding of Yorkshire



# Intelligence Report

## April 2023

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# 1. Introduction

## What we do

Healthwatch East Riding is the independent consumer champion for health and social care. We have the power and influence to ensure people's voices are heard by those providing and commissioning local health and social care services. In addition to seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

Healthwatch also has a statutory power to 'Enter and View' local services; where we provide recommendations for improvement. To find out more, please visit: <https://www.healthwatcheastridingofyorkshire.co.uk/enter-and-view/>

Every month, Healthwatch gathers information from the public about local health and social care services; which is shared anonymously with the providers and commissioners of these services. This process allows for issues to be addressed as early as possible in order to prevent further escalation.

## This Report

The details in this report applies to **April 2023** and refers to the information Healthwatch has received and researched during this period. The report provides the nature of experiences, the intelligence and emerging trends during each quarterly period for a range of care types and providers.

### **The service areas highlighted in these reports are as follows:**

- Primary Care
- Secondary Care
- Urgent Emergency Care
- Mental Health Services
- Community Services
- Other Services

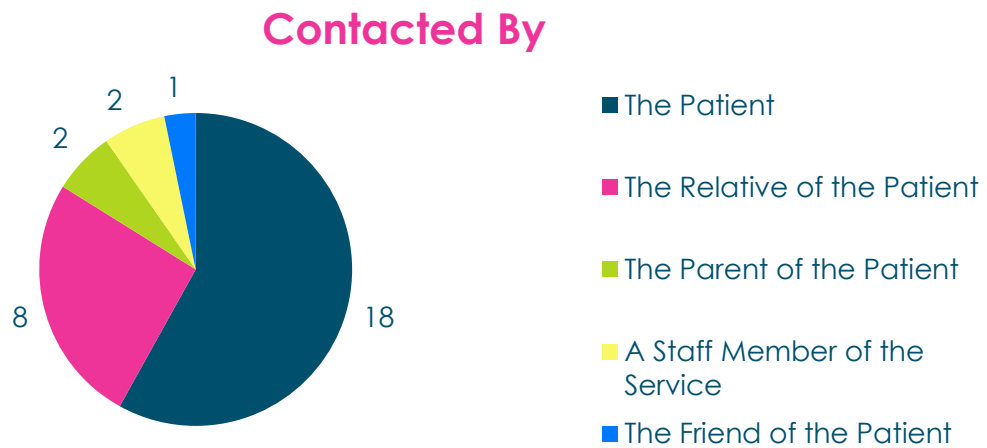
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

**Please note:** All experiences have been anonymised and where quotes are given they have been recorded as provided to ensure we capture the authenticity of the experience. All experiences in this report have been received and researched in good faith and where contact details have been provided, and if required, explored.

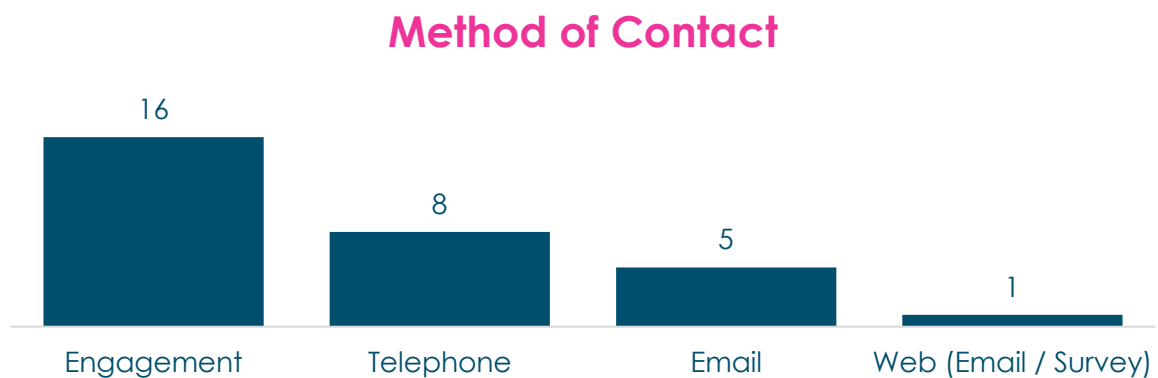
Following the publication of this report, we are happy to receive feedback from service providers using the [enquires@healthwatcheastridingofyorkshire.co.uk](mailto:enquires@healthwatcheastridingofyorkshire.co.uk) as it provides confidence to the public that their experiences are valued, acknowledged and acted upon.

## 2. Contact Statistics

During April we had **31** people contact Healthwatch directly to provide feedback or to ask for information/advice.



The most popular means of contacting Healthwatch this month is shown below.



We also conducted online research of local services, where we found a total of **44** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of March.

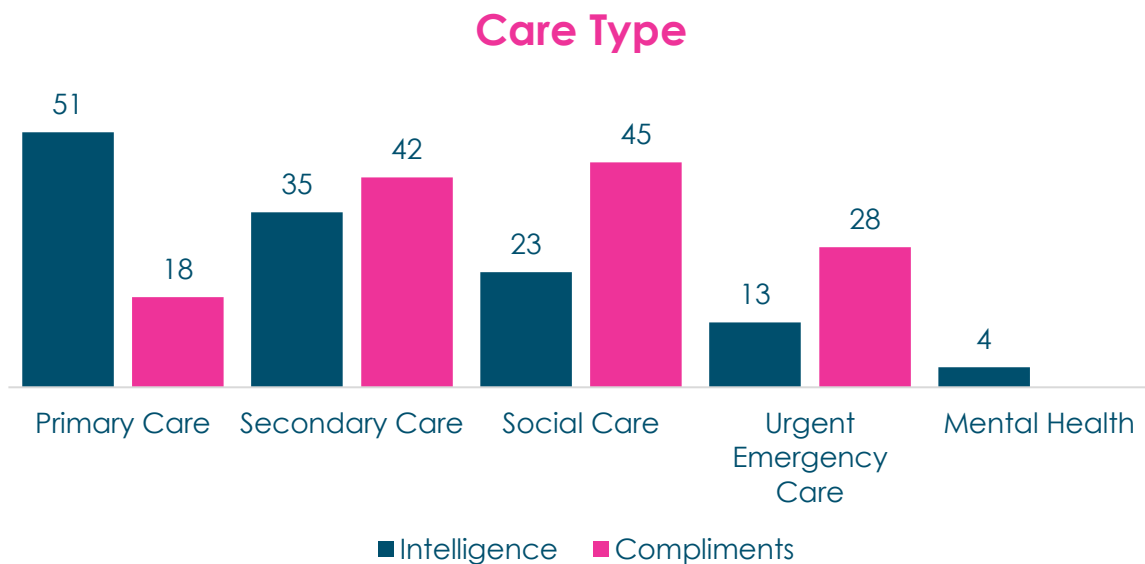


The total amount of information and experiences retrieved this month, through contact and research is **75**.

This month, Healthwatch took actions from the experiences received. Our most common action was Signposting.



Below details what service the public have been feeding back on in the month of April.



The graph below shows the comparison of data received in previous months.



### 3. Information Requests

## 4. Primary Care Intelligence

### 4.1 Experiences Breakdown – GP Intelligence

This month, Healthwatch recorded a total of 17 experiences for GP Practices. These experiences were broken down into 40 intelligence and 17 compliments.

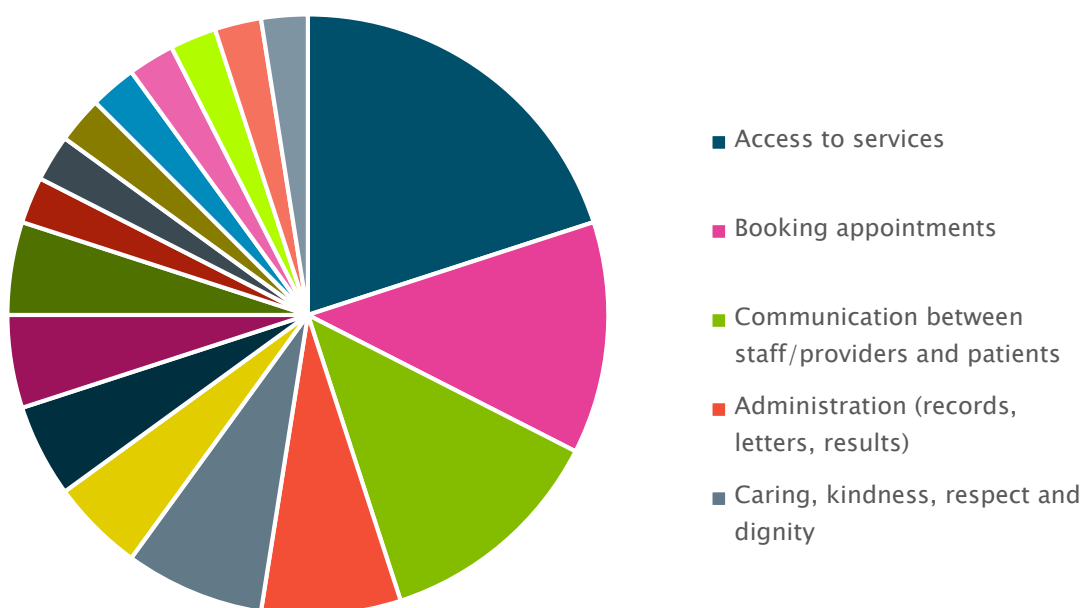
**Please note:** figures differ from the amount of intelligence gathered, because one experience can result in multiple intelligence and compliments.

### Theme Breakdown – GP Intelligence

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

- Access to services
- Booking appointments
- Communication between staff/ providers and patients
- Administration (records, letters, results)
- Caring, kindness, respect, and dignity

GP Areas for Improvements



## Lived Experiences

**Please note:** some experiences can have multiple intelligence or compliments and may contain both intelligence and compliments.

### Negative Experiences

Service Name:	King Street Medical Centre	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	9 April 2023
Experience:	"After telephone calls and eventually visiting the practice regarding a reoccurring problem I was finally referred to a specialist. The problem was they referred me to the wrong specialist who didn't deal with the problem I was experiencing. When I finally got to see another/correct specialist I thought it was game on and I would get answers. I waited for 5 weeks to get some information and after contacting the surgery several times, only to be told the specialist had not sent any info over yet I contacted the hospital and was told the information was sent to the surgery 3 days after I visited them. Again, I contacted the surgery and explained this to them and as if by magic they found it. I don't doubt for a minute that they try to be good at keeping patients informed but I found this appalling and the manner in which it was dealt with was pathetic. I wish I had stayed with my old doctor even though it was out of Cottingham where I lived 5 years ago. "		

Service Name:	Eastgate Medical Group, Hornsea	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	N/A Multiple Experience	Date Recorded:	12 April 2023
Experience:	Patient attending the eye hospital and travelled from Hornsea and took a taxi which costs them £30 - said that they were going to travel back by bus. Patient also mentioned that their GP Practice was increasingly difficult to get an appointment with and seemed to be a two week wait as least both face-to-face and telephone consultations which patient said was very frustrating.		

Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly intelligence report
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Service Name:	Willerby and Swanland Surgery	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	19 April 2023
Experience:	<p>"Always worried to ring this place for appointments as the reception team, (or somebody in particular) makes you feel unvalued. 'They' are Unbelievably rude and nearly left me in tears the way I was spoken too. So patronising and passive aggressive from reception. Awful behaviour when somebody is clearly ringing for an appointment as they are worried about themselves! This doesn't make people feel any better. This definitely needs to be sorted out, you shouldn't dread ringing your doctors because of how a lady in reception might speak to you."</p>		

Service Name:	Willerby and Swanland Surgery	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	19 April 2023
Experience:	<p>"Some of the GPs at this practice are absolutely outstanding. Some have a less than desirable bedside manner. What really lets the practice down though is all the staff who are not clinicians - so the secretaries and receptionists. They are rude, unfriendly and make you feel like you are a big inconvenience to them if you make a simple enquiry. Also, I've noticed that you now have to sit on hold for up to 30 minutes to get through to reception on the phone these days (not just at 8am when people are ringing for appointments). I've been with this surgery for over 30 years, and I feel that, sadly, it is slowly declining. The new building is very nice though (although patient parking can still be an issue at busy times)."</p>		

Service Name:	Greengates Medical Group	PCN:	Beverley PCN
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Identified By:	Telephone	Date Recorded:	21 April 2023
Experience:	<p>Person who is a carer for his mother, who has advanced dementia, called to make us aware of ongoing concerns about lack of support (and initially diagnosis) of his mum's condition. His mum was initially diagnosed with cognitive impairment but has since deteriorated. The son was initially concerned about the GP not referring her for a formal diagnosis of her dementia. He reported the GP becoming annoyed. The son has requested ongoing support from the same lady GP for continuity as this is a long term condition. The last time he spoke to this GP she made him feel uncomfortable by suggesting that he was taking up too much of her time and that his mother should be in a care home. He said this has left him uncomfortable to contact the surgery again in the future and is not happy about this. Carer said they have various adaptations to the home and have some support from carers and a sitting service.</p>		
Actions Taken: (Healthwatch)	<p>HW Project Officer listened and took down contact details so that I could send the son information and make enquiries about possible extra support from ER Carer's Support who have specialist Dementia Carer support now. Made enquiries on carer's behalf and sent information over 3 emails.</p> <p>Also looked into alternative medical support provision for him and his mum.</p> <p>Strongly advised carer to join a carer's support group/dementia support group as he doesn't feel listened to and he and his mum seem very isolated.</p>		

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	24 April 2023
Experience:	<p>"Just tried to ring to get some antibiotics but I was cut off, rang 111 the lady was very nice, but I had to go through all the speel. This was then referred back to GP. Would like to know why I was cut off from GP surgery in the first place. Doesn't appear to have changed for the better"</p>		

Service Name:	Market Weighton Practice	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	25 April 2023
Experience:	"I booked an online appointment and also received an option of a phone call after hours. Went for my appointment which had been cancelled due to the phone call being booked. Received no phone call. I cannot rely on this GP practice. "		

Service Name:	Market Weighton Practice	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	12 April 2023
Experience:	"Using the "patients knows best" charter I eventually convinced the surgery (3 x doctors) to send me for an ultrasound. I was referred on 05.12.22. Not heard anything by 12.04.23, phoned the number up on referral letter surprise no answer only an e mail to contact. Contacted by e mail today received a reply that my doctors were informed that the referral cancelled by them on 08.12.22. I have had no knowledge of this so decided to contact the surgery by phone was placed on hold for 16.51mins then cut off? Thanks, great service? I would like to think that this will be acted on unfortunately will just get the same old reply from this very poor surgery. If all businesses were run this way the country would go bust. Have phoned again now on hold for 29 mins as we speak."		

Service Name:	Walk in GP service		
Identified By:	Engagement	Date Recorded:	25 April 2023
Experience:	Lady rang on behalf of her friend to ask if there was a walk in Health Centre in Beverley. HW project officer suggested Beverley Urgent Treatment Centre or if this wasn't appropriate going to the Story Street Drop-in Centre in Hull.		
Actions Taken: (Healthwatch)	HW Project officer gave the lady information and contact numbers so they could access the appropriate service if necessary.		

Service Name:	West Hull Hub		
Identified By:	Telephone	Date Recorded:	26 April 2023
Experience:	<p>Patient's mum rang to say that her daughter's pharmacy team had just changed at their local pharmacy (Boots, Willerby Square). She and her daughter who has learning disabilities are very worried about this as the old team knew her daughter (patient) really well and her regular prescriptions. They have huge difficulties contacting the surgery for appointments or to get repeat prescriptions, so the patient had been given 6 months of prescriptions up-front which the pharmacy then dispensed each month without the patient or her mum needing to contact the surgery. Patients mum explained that the last prescription would be issued in May and her daughter then had a medication review in June. They were worried that she might not be able to access her medication in the meantime as the team had changed. Patient's mum had been into the surgery to ask if her daughter's medication review could be brought forward and if they could see a GP about this but had not been able to do this.</p>		
Actions Taken: (Healthwatch)	<p>HW Project Officer rang the West Hull Hub. Took an hour and 20 minutes to get through on the phone. Started out 15th in the queue. 20 minutes later I was 30th! Eventually got through to Care Navigator. Explained about the difficulties the patient's mother was experiencing with trying to get through on the phone. I explained the patient and her mum's fears about being without meds. Care Navigator said they would never do that. I explained that because getting through on the phone was such an issue this was why they had had pre-arranged prescriptions with the pharmacy but that the pharmacy team had changed (so they could understand the patient and her mother's difficulties). Care Navigator was helpful. She explained which options to choose so that she wouldn't be waiting so long. I tried to get them an appointment but there were none left even in a couple of weeks, so she suggested that mum come to the surgery next week to ask for an appointment in a couple of weeks to discuss their concerns. HW Project officer rang patient's mum back to let her know what the Care Navigator had said about how to get through on the phone and that she could come into the surgery and make an appointment. (Mum had previously been told she couldn't do this, although it may</p>		

	have been that there just were no appointments available at that time).
Actions Taken: (Provider)	Care Navigator explained how best to get through to the repeat prescription line so not waiting so long and that it was possible to come to the surgery to make an appointment if not possible to get through on the phone.

Service Name:	Dr Reddy & Nunn	PCN:	Bridlington
Identified By:	Telephone	Date Recorded:	28 April 2023
Experience:	Relative was in the surgery the other day and was told that to make an appointment for a GP she would need to phone on the day as they are offering same day appointments, and these cannot be booked in advance. Has been on the phone for over half an hour and can't get through, has tried twice. This has cost her money. She doesn't have internet access so not sure what to do next.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence Report		

Service Name:	GP Surgery		
Identified By:	Website Submission	Date Recorded:	28 April 2023
Experience:	Patient reported "I have had problems with all of them. Cannot get an NHS Dentist. Trying to get a GP appointment when you actually need one is near dam impossible. Hospital appointments or treatment can and does take over a year. The Ambulance service is so understaffed and overstretched that it is easier to drive to A&E rather than wait for an ambulance. Then you are left waiting to see a doctor for up to 14 hours. My Granddaughter has a mental health problem which started over a year ago and she is still waiting for support. There are enough so-called illegal immigrants waiting for their asylum applications to be considered, I am sure amongst them there		

	must be qualified Dentists, Doctors, Nurses Paramedics, Care workers and other disciplines. Maybe without the required UK certification. But they could fill the gap while waiting for their applications. And it would make their life so much more worthwhile rather than lounging in a compound.
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence report

Service Name:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Research	Date Recorded:	30 April 2023
Experience:	"Just had a text message from a doctor informing me my medication has changed without any consultation from myself, if the doctor concerned had reviewed my notes, they would have read their recommendation that I have experienced problems with this latest review of medication in the past. what's gone wrong with this practice a GP used to be called a General Practitioner since HH have taken over I call then Ghost Practitioners when a patient's medication is going to be amended surely, they should be consulted first not just told especially when it's a doctor you have never seen before"		

## Compliments

Service Name:	GP Surgery		
Identified By:	N/A Multiple Experience	Date Recorded:	12 April 2023
Experience:	Patient visiting Hull Royal Infirmary for the Eye Clinic. Says the actual wait time between seeing her GP and then getting her appointment at Hull Royal was very quick. Says she was referred "a few days ago" by her GP. Patient says that she was very surprised by how quick this was.		

Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence report
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Service Name:	Dr Reddy & Nunn	PCN:	Bridlington
Identified By:	Research	Date Recorded:	21 April 2023
Experience:	<p>"I have been seriously ill, and this was spotted by my GP who at once sent me to hospital, had he not done so I wouldn't be here to tell the story. It can be a complicated and frightening thing when very serious illness is suspected and yet you have to wait and wait for test results. Today I spoke to the most helpful and understanding person I could have possibly wished for who told me exactly what the results of my tests were showing even though the news wasn't very good that kindness shown to me was simply outstanding, wonderful only something I shall never forget. I cannot praise this practice enough and whoever I spoke to, thank you from my heart."</p>		

Service Name:	Dr Reddy & Nunn	PCN:	Bridlington
Identified By:	Research	Date Recorded:	11 April 2023
Experience:	<p>"I have had reason to ring twice this year, since being transferred from practice one. First time I was 2nd in phone queue, and I had a doctor's telephone appointment within 5 hours. 2nd call I was 7th in telephone queue and saw a doctor within 2 hours. Thank you. Since then, I have several secondary appointments and 2 follow up calls to check on my progress. I am very impressed with the service and all the staff, including the reception staff."</p>		

Service Name:	King Street Medical Centre	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	31 April 2023
Experience:	<p>"Once again I can only praise staff involved with my appointment. The nurse involved was extremely /reassuringly knowledgeable &amp; patient /thoroughly explaining issue &amp; course of action. My only negative being they are, understandably,</p>		

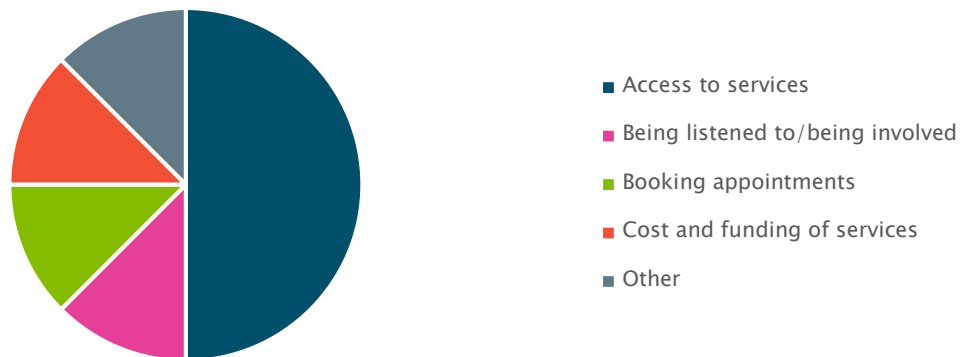
moving onto an even greater role- well deserved! Thank you & good luck."

## 4.2 Experiences Breakdown – Dental Practices

This month, Healthwatch recorded a total of 7 experiences and 1 compliment for Dental Practice Intelligence.

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

Dentist Areas for Improvements



### Dental Intelligence – Area for Improvements

- Access to services

### Lived Experiences

**Please note:** some experiences can have multiple intelligence or compliments and may contain both intelligence and compliments.

Service Name:	{my}dentist, Southgate, Hesse		
Identified By:	Telephone	Date Recorded:	15 April 2023
Experience:	Parent informed us a vulnerable patient had been removed off the dentist list as she had failed to attend appointments during Covid and after. This patient has MH issues and was currently in need of emergency care. They had been in touch with the practice to see if they could get help but access to NHS dentistry was unavailable. Patient currently in hospital so also wanted to know who was accountable for ensuring they got help as currently in pain.		

<b>Actions Taken:</b> (Healthwatch)	Healthwatch found a new dental provider who deals specifically with patients who require specialised support.
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<b>Service Name:</b>	Dentist		
<b>Identified By:</b>	Engagement	<b>Date Recorded:</b>	25 April 2023
<b>Experience:</b>	Relative's grandson had severe dental pain. Phoned NHS 111 but were sent to Harrogate for treatment. Parent of the child was a working-adult who was unable to travel this far.		
<b>Actions Taken:</b> (Healthwatch)	Recorded for monthly intelligence report		

<b>Service Name:</b>	Dentist		
<b>Identified By:</b>	Engagement	<b>Date Recorded:</b>	25 April 2023
<b>Experience:</b>	Bridlington resident stated that they cannot get access to a NHS dentist anywhere in the area. Can't drive, so can't travel. Reported the situation is ridiculous.		
<b>Actions Taken:</b> (Healthwatch)	Signposted		

<b>Service Name:</b>	Dentist		
<b>Identified By:</b>	Engagement	<b>Date Recorded:</b>	25 April 2023
<b>Experience:</b>	Patient reported that a lack of dentistry in the area is affecting people's mental health. They themselves are struggling as they are embarrassed by their rotten teeth.		
<b>Actions Taken:</b> (Healthwatch)	Signposted to MH services and NHS 111 for dental enquiry.		

<b>Service Name:</b>	Dentist		
<b>Identified By:</b>	Web Submission	<b>Date Recorded:</b>	27 April 2023



Experience:	<p>My NHS Dentist sent a letter to all their patients telling us they were closing. Since then, we have been trying with no success to get on the books of other NHS Dentists up to 100miles away. We have out of necessity had to go to a private Dentist for treatment which in total so far has cost nearly £1000 between us. I keep seeing adverts for dental insurance, but they will only pay out a very limited amount for the work we have had done and we simply cannot afford the insurance costs as we are pensioners. My wife had a bad fall last year and as result hurt her shoulder. She has been to our GP and has just been pushed from pillar to post. She has asked for a scan but all they do is refer her to someone else. It seems as if they do not want to know. Nothing is going well. Because we are both receiving pensions which just goes over the threshold limit for financial help, we are not eligible for any support whatsoever, either through social services or Local authority support.</p>		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Dentist		
Identified By:	N/A Multiple Experience	Date Recorded:	28 April 2023
Experience:	Patient reported, "I have had problems with all of them. Cannot get an NHS Dentist.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence report		

## Compliments

Service Name:	Community Dental Service		
Identified By:	Telephone	Date Recorded:	15 April 2023
Experience:	Healthwatch spoke to the Community Dental Service with regards to a vulnerable patient. They were extremely helpful and supportive and ensured that the query was passed on to the appropriate people. Great customer service.		

Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence report
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## 4.3 Experiences Breakdown – Pharmacy

This month, Healthwatch recorded a total of **1** experience Pharmacy Intelligence.

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

### **Pharmacy Intelligence – Area for Improvements**

- **Access to services**

### Lived Experiences

**Please note:** some experiences can have multiple intelligence or compliments and may contain both intelligence and compliments.

Service Name:	Lloyds Pharmacy- Cottingham		
Identified By:	Engagement	Date Recorded:	25 April 2023
Experience:	Partner of the patient travelling from Withernsea attending Castle Hill Hospital (Queens Centre) and says that the pharmacy is the biggest issue. Says that the minimum wait time they've experienced is 45 minutes however usually takes just over an hour for the prescription.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly intelligence report		

### Compliments

No pharmacy compliments have been received this month.

## 4.4 Experiences Breakdown – Opticians

This month, Healthwatch recorded a total of **1** experience Pharmacy Intelligence.

### Compliments

Service Name:	Spa Medica		
Identified By:	Email	Date Recorded:	25 April 2023
Experience:	Had both cataracts done at Spa Medica in Willerby. Staff were very good and polite, and the quality of treatment was excellent.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence Report		

## 5 Hospital Intelligence

This month, Healthwatch received a total of **30** experiences. These involved experiences of East Riding residents with regards to Scarborough Hospital and have been shared with Healthwatch North Yorkshire.

### Theme Breakdown – Hospitals

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

#### Hospital Intelligence

- Failed discharge
- Staff's responses and mannerisms when dealing with patients enquiries

### Lived Experiences

**Please note:** some experiences can have multiple intelligence or compliments and may contain both intelligence and compliments.

### Hull Royal Infirmary

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	28 April 2023
Experience:	Patient reported, "Terrible hospital but the new fancy modern entrance looks nice. The money should have been spent sorting out the abysmal wait times".		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	28 April 2023
Experience:	Relative of the patient reported, "Got there early hours of the morning, my partner had bad chest pains. Was told it would be an 11 hour wait, hadn't managed to bring money with us so was unable to get food that whole time. Not enough available toilets (1 men, 1 women, 1 disabled) for the whole of the emergency department. In the disabled toilets there was no emergency pull cord either which is a big issue if a disabled		

person had an accident in the toilet. Then people was repeatedly called through the night, not just once or twice but nearly every hour on the hour when it was obvious they had left. Overall, I understand people are there that could easily be seen elsewhere but those that can be seen elsewhere should be turned away at the reception. Patients who can eat should be offered some biscuits or a sandwich at regular intervals".

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	25 April 2023
Experience:	<p>Patient previously been on ward at Hull Royal and on numerous amount of medication. Patient's medication can't be taken near to food. When Patient was on a ward at HRI the nurses told him he has to have his food and then medication even though patient was telling the nurse he can't eat near his medication. Also had another incident at both Hull Royal and Castle Hill where patient had fallen out of wheelchair and on the floor in the disabled toilets however the red pull chord for assistance was wrapped around the handlebars making it hard and painful for him to reach.</p>		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence Report		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	12 April 2023
Experience:	<p>Patient who lives in Beverley at Hull Royal Infirmary for Rheumatology. Says the actual service is very good. Patient said that in the past two months has spoken to three consultants in which she said the most previous consultant has been the best but with the first two consultants, the patient felt as though they were, "Very rude," to her. Patient also mentioned that from the first two consultants, she received, "Very mean," letters from them.</p>		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence report		

Service Name:	Eye Clinic		
Identified By:	Engagement	Date Recorded:	12 April 2023
Experience:	Patient attending the eye hospital and travelled from Hornsea and took a taxi which costs them £30 - said that they were going to travel back by bus.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence report		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	12 April 2023
Experience:	Patient here for the audiology department and says that it's inconvenient that the area does not have a reception desk to check in. Patient says that in order for the doctor to know a patient has arrived the doctor must go out of the room and check. Patient says sometimes doctor doesn't come out for a while and patient doesn't know if the doctor is already with someone or not.		
Actions Taken: (Healthwatch)	When speaking to the receptionist right next to the audiology department, they said that the audiology department don't have a reception and just have to wait until the doctor comes out. Healthwatch also reported to the patient that they would share this experience anonymously in their monthly Intelligence report		

Service Name:	Hull Royal Infirmary		
Identified By:	Telephone	Date Recorded:	3 April 2023
Experience:	Son of the patient rang to inform us that his father was treated very poorly when he was taken into Hull Royal Infirmary. He said it started when he had his Covid booster in which the patient then couldn't perform normal tasks that he could before and started to lose his balance and some of his basic functions. The patient was taken into Hull Royal where he was never properly given a diagnosis of the issue. Patient was later discharged a few weeks after staying in hospital as they said he was acting normal. However, the patient's children said he wasn't normal. 10 days after being discharged the patient collapsed in which		

	<p>he was taken to hospital again. The patient soon passed, and doctors said they were "50% sure" he died from a specific illness, and the family of the patient were never given a definite answer to the cause of death. Before the patient passed, the son of the patient saw something on the internet saying cancer patients have bad reactions to Covid booster, when telling the doctors this he felt he was completely ignored.</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Healthwatch have referred this patient to Cloverleaf Advocacy.</p>

## Castle Hill

Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	28 April 2023
Experience:	Patient reported "U may need to walk or bus, parking is appalling".		

Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	28 April 2023
Experience:	<p>Patient reported, "After waiting since last August for a knee x-ray appointment. I finally had the x-ray in mid-March. Now it's April, I contacted my GP Surgery and they are still waiting to receive my results. I am 79 years old and my knee pain has been getting worse over the past 18 months. I am originally from the States (I moved here in 1965), and am so very grateful for our NHS. It saddens me greatly that the system seems so broken. The wait has been very frustrating and it looks like the wait time for knee surgery is up to a year. I had my x-ray at Castle Hill Hospital Cottingham, East Riding of Yorkshire".</p>		

Service Name:	Oncology		
Identified By:	Telephone	Date Recorded:	14 April 2023

Experience:	Patient has been given a cancer diagnosis and is concerned about the length of time it will take to be treated. Currently, they are experiencing discomfort from a catheter and are struggling as he is a carer for his wife who has a Parkinson's diagnosis. The patient said that there was a mention of going outside the area but wasn't sure if they had been clear about wanting to accept this.
Actions Taken: (Healthwatch)	Healthwatch have contacted PALS and reported that they would share this experience in their monthly Intelligence Report

Service Name:	Queen's Centre		
Identified By:	N/A Multiple Experience	Date Recorded:	25 April 2023
Experience:	Patient had an incident at both Hull Royal and Castle Hill where patient had fallen out of wheelchair and on the floor in the disabled toilets however the red pull chord for assistance was wrapped around the handle bars making it hard and painful for him to reach.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence report		

Service Name:	Breast Care Unit CHH		
Identified By:	Post	Date Recorded:	13 April 2023
Experience:	Patient needs a breast screening and told she has to travel from Bridlington (where she lives) to Castle Hill Hospital. This lady doesn't drive and has informed us that she would have to take the bus which she doesn't want to do. Patient requested an appointment closer to Bridlington but was informed that the mobile unit was in Hull and has no intention of being moved "anytime soon". Patient sent a letter to the Breast Unit at Castle Hill but did not receive a reply		
Actions Taken: (Healthwatch)	Patient was referred to PALS in which they informed us that there is a mobile unit travelling through Yorkshire and stays in a location for 2-3 months at a time. During this period, they ensure that they see every patient that needs to be seen. This has been shared with the patient. Healthwatch also reported that they would share this experience in their monthly Intelligence report		



## Other Hospital Intelligence

Service Name:	Hospital		
Identified By:	N/A Multiple Experience	Date Recorded:	28 April 2023
Experience:	Patient reported, "Hospital appointments or treatment can and does take over a year. The Ambulance service is so understaffed and overstretched that it is easier to drive to A&E rather than wait for an ambulance. Then you are left waiting to see a doctor for up to 14 hours. There are enough so-called illegal immigrants waiting for their asylum applications to be considered, I am sure amongst them there must be qualified Dentists, Doctors, Nurses Paramedics, Care workers and other disciplines. Maybe without the required UK certification. But they could fill the gap while waiting for their applications. And it would make their life so much more worthwhile rather than lounging in a compound".		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence report		

Service Name:	Hospital		
Identified By:	Engagement	Date Recorded:	19 April 2023
Experience:	HRI discharged patient with dementia to a care home that the patient and his wife had said they did not want him to go to. This was agreed at the meeting when the wife was present, however after his wife left hospital staff persuaded the patient to accept the care home place at the home they'd previously said they didn't want. HRI staff did not inform his wife that they had transferred the patient to this care home and his wife only found out where her husband was when the care home rang her to say he had arrived safely. The patient's wife was extremely upset and angry with the hospital about this.		

<b>Actions Taken:</b> (Healthwatch)	Incident recorded on CRM so can be fed back to services in Intelligence report
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<b>Service Name:</b>	Bridlington Hospital
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<b>Identified By:</b>	Email	<b>Date Recorded:</b>	28 April 2023
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<b>Experience:</b>	<p>Wife of the patient contacted to inform us that her husband has had a negative experience with Bridlington hospital. Patient, who is also a terminal cancer patient, was admitted to Scarborough hospital due to a UTI but was soon transferred to Bridlington hospital. Not 24 hours after being in the hospital patient caught E-coli. The Patient was so unwell that the wife of patient said that he couldn't stand and that he wasn't himself. Whenever the hospital staff had anything to do with him, they were in full PPE (gowns, masks and gloves) and said the wife of patient must do the same as her husband was contagious. The following day patient was discharged even though wife of patient said she didn't have any PPE. Patient was discharged and was taken home in an ambulance with only one worker who was driving. Due to this patient struggled to get in his house because he couldn't walk (was able to walk before he went into hospital) and ambulance worker struggled to help and elderly wife couldn't provide much help to had to get the neighbours to help get him inside. Wife of patient said before patient went into hospital, he could go to toilet on his own but now elderly wife is now having to be his carer. Wife of patient said there was no communication as said the hospital barely contacted her to give her updates.</p>
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<b>Actions Taken:</b> (Healthwatch)	Family of the patient were referred to Cloverleaf Advocacy. Healthwatch also informed family of patient that this experience will be shared in their monthly Intelligence report
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<b>Service Name:</b>	Hospital
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<b>Identified By:</b>	N/A Multiple Experience	<b>Date Recorded:</b>	26 April 2023
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<b>Experience:</b>	<p>"NHS 111 are useless as they don't phone you back in less than 8 hours... what good is that? Completely useless - is it any wonder people turn up at A and E - they may have to wait but it will be less than 8 hours and at least they know they will be seen!" can't get parked at the hospital except far away - so no good if you're ill!!! And then it is hard to navigate how to pay!!! - just</p>
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	seen so many things to make it well impossible to access services".
Actions Taken: (Healthwatch)	Healthwatch informed patient that this experience will be shared in their monthly Intelligence report

## Compliments

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	28 April 2023
Experience:	Patient reported, "Amazing ICU saved my life and gave me treatment and care I needed which was above and beyond what I expected. I would not be here today if not for there early treatment".		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	28 April 2023
Experience:	Patient reported, "Visited yesterday. Ambulance staff excellent and all A and E efficient, caring, and pleasant".		

Service Name:	Ward 50 – Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	28 April 2023
Experience:	Patient reported, "Excellent care from Ward 50. All the staff are very professional and attentive at all times. Nothing is too much trouble. The ward is immaculately clean. The food is good - the staff ensure that you have what you want to eat and drink. Nursing staff are the tops".		

Service Name:	Hull Royal Infirmary		
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Identified By:	N/A Multiple Experience	Date Recorded:	25 April 2023
Experience:	Partner of the patient says that he's very impressed with the quality of the appointment in how they don't just check the actual brain tumour but the patient's general wellbeing and how the patient is doing overall. Partner of the patient says that the neurosurgeon that the patient sees at Hull Royal focuses on her mental health and wellbeing in which the patient had issues with her mental health a few months ago but the neurosurgeon was very good and very helpful.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their Monthly Intelligence report		

Service Name:	Eye Clinic		
Identified By:	Engagement	Date Recorded:	12 April 2023
Experience:	Patient visiting Hull Royal Infirmary for the Eye Clinic. Says the actual wait time between seeing her GP and then getting her appointment at Hull Royal was very quick. Says she was referred a few days ago by her GP. Patient says that she was very surprised by how quick this was.		

Service Name:	Ward 12		
Identified By:	Research	Date Recorded:	28 April 2023
Experience:	Patient reported, "I've had many dealings with the NHS over the past few years, some good some not so good but my recent visit to the Urology Ambulatory Ward 12 was first class. The staff were brilliant from the student nurse and the two other nurses I was treated by, credit where credit is due I found them to be calm, collected, knowledgeable, professional and friendly, I was put at ease given quality treatment plus given the time to ask questions without feeling rushed. Please pass on my thanks to the staff for their efforts, they were and are everything that is great about the NHS, once again thank you again".		

Service Name:	Castle Hill Hospital		
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Identified By:	Engagement	Date Recorded:	25 April 2023
Experience:	Partner of the patient says that he's very impressed with the quality of the appointment in how they don't just check the actual brain tumour but the patient's general wellbeing and how the patient is doing overall. Partner of the patient says that the neurosurgeon that the patient sees at Hull Royal focuses on her mental health and wellbeing in which the patient had issues with her mental health a few months ago but the neurosurgeon was very good and very helpful.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence report		

Service Name:	Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	11 April 2023
Experience:	Patient at Bridlington Urgent Treatment Centre said she finds it very helpful that she can book an appointment before she goes so she doesn't have to sit for hours waiting to see someone.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence Report		

Service Name:	Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	11 April 2023
Experience:	Patient said he's here due to his arthritis and said he never has any issues. Said all the staff that he speaks to are always lovely - including the staff in the canteen. Patient said the quality of the appointment is normally very efficient and organised.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their Monthly Intelligence report		

Service Name:	Beverley Urgent Treatment Centre		
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Identified By:	Research	Date Recorded:	28 April 2023
Experience:	Patient reported "receptionist was lovely and couldn't apologise enough for the wait, even made us all cups of tea".		

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Email	Date Recorded:	28 April 2023
Experience:	Patient reported "I visited the Beverley urgent care centre for the first time yesterday. I had rang ahead and the receptionist advised me on timings etc. She really put me at ease and was courteous throughout our conversation". - "my experience with checking in, triage assessment and the nursing team was excellent throughout".		

## Experiences Breakdown – Yorkshire Ambulance Service

### Lived Experiences

Service Name:	Yorkshire Ambulance Service		
Identified By:	N/A Multiple Experience	Date Recorded:	28 April 2023
Experience:	Patient reported "The Ambulance service is so understaffed and overstretched that it is easier to drive to A&E rather than wait for an ambulance. Then you are left waiting to see a doctor for up to 14 hours".		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence report		

Service Name:	Yorkshire Ambulance Service		
Identified By:	N/A Multiple Experience	Date Recorded:	28 April 2023
Experience:	Patient was discharged and was taken home in an ambulance with only one worker who was driving. Due to this patient struggled to get in his house because he couldn't walk (was able to walk before he went into hospital) and ambulance		

	worker struggled to help and elderly wife couldn't provide much help so had to get the neighbours to help get him inside.
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence report

## Compliments

Service Name:	Yorkshire Ambulance Service		
Identified By:	Research	Date Recorded:	28 April 2023
Experience:	Patient reported "when my 85-year-old husband had a Transient Ischaemic Attack, the Yorkshire ambulance service was outstanding. Service was speedy, both from the ambulance responder and the ambulance; great kindness, empathy, skill and the highest standards of professionalism, patience and thoroughness in undertaking checks were shown throughout; they ensured he received all possible care. We are very grateful because all this led to a happy conclusion. Such staff and such service deserve nothing but praise".		

Service Name:	Yorkshire Ambulance Service		
Identified By:	Research	Date Recorded:	28 April 2023
Experience:	Patient reported "huge thankyou to the crew that attended myself. They were compassionate, professional and explained everything in detail to me".		

## Experiences Breakdown – NHS 111

### Lived Experiences

Service Name:	NHS 111		
Identified By:	Email	Date Recorded:	26 April 2023
Experience:	"NHS 111 are useless as they don't phone you back in less than 8 hours... what good is that?? completely useless		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence report		

## Experiences Breakdown – Mental Health Services

### Lived Experiences

Service Name:	Mental Health Services		
Identified By:	N/A Multiple Experience	Date Recorded:	28 April 2023
Experience:	Relative of Patient reported "My Granddaughter has a mental health problem which started over a year ago and she is still waiting for support".		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence report		

Service Name:	Let's Talk		
Identified By:	Engagement	Date Recorded:	5 April 2023
Experience:	Patient had to fill out form on Let's Talk but patient said that the form was very long and goes into a lot of detail. After she had filled the form out she had a phone call with a worker at Let's Talk but said that she had to repeat everything that was on the form and didn't see why the worker could just simply look on the form.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence Report		

Service Name:	CAMHS		
Identified By:	Engagement	Date Recorded:	5 April 2023
Experience:	CAMHS scheduled a blood test for the patient but failed to tell the patient. After the patient had missed her appointment, GP rang her and told her that she had one scheduled but missed it and would have to reschedule. Patient believes there is a lack of communication between CAMHS and her GP.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly Intelligence report		



## 6. Experiences Breakdown – Care Homes

This month, Healthwatch recorded a total of **27** experiences for Care Home Intelligence.

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

### **Care Home Intelligence**

- **Concerns raised over lack of sufficient notice to arrange alternative care**
- **Good communication with relatives from helpful pleasant staff**
- **Attentive caring staff providing good care**

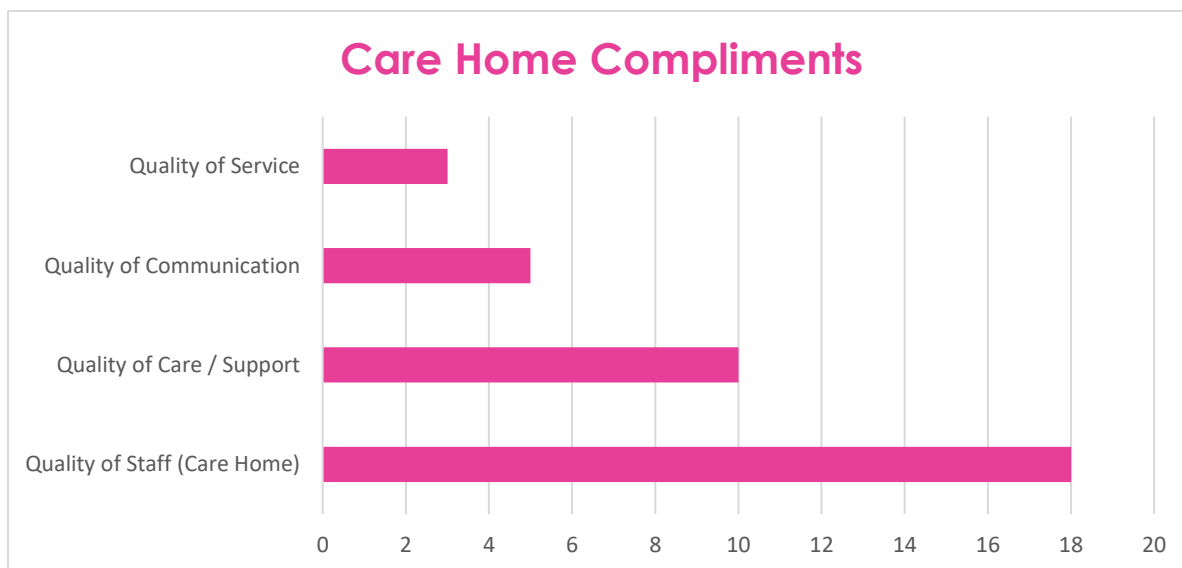
### Lived Experiences

#### 6.1 Areas for Improvement

**Please note:** some experiences can have multiple intelligence or compliments and may contain both intelligence and compliments.

Service Name:	Bessingby Lodge		
Identified By:	Telephone	Date Recorded:	25 April 2023
Experience:	Relative called to inform us that her mother who had Vascular Dementia and was currently in a Care Home with a 1:1 Care Provider and 24/7 care in place had been given notice to leave with very little notice. The home had emailed the lady's social worker a 7 day notice as they were struggling to cope. Relative was not happy as they had not received the amount of written notice they expected. Family given no time to make alternative arrangements.		
Actions Taken: (Healthwatch)	HW ASC Project Officer emailed daughter information about how to make a complaint about a care home. Also contacted Adult Specialist Services to see if they could support or make any suggestions about mum's ongoing care. Spoke to a service manager from ERYC to make them aware of the situation.  Service manager said they were working with the family.		

## 6.2 Compliments



Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	12 April 2023
Experience:	"We have found The Olde Coach House to be well managed with a caring team. Staff are always aware of my father's needs and communicate well with us, particularly after a GP review. Staff are always available for visitors and are very attentive to residents. We are very confident that The Olde Coach House meets his care needs. The environment is very homely and relaxed. "		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	17 April 2023
Experience:	"Like the staff."		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	17 April 2023
Experience:	"I have been in the place for over ten years, food is very good."		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	18 April 2023
Experience:	<p>"The Olde Coach House is exactly the right environment to meet the current needs of my mother-in-law. In terms of size and facilities, it has enabled her to transfer from home to assisted living. Providing excellent care for the safety, security and support with all personal care and regular meals and encouragement of fluid intake. There is always someone to provide reassurance and ensure all health needs are met. The staff are friendly and welcoming, this has helped us to adjust to these changes for Mum."</p>		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	18 April 2023
Experience:	<p>"This care home has exceeded our expectations. My mother has kind of settled in, although she is not sure about the future. We do have to reassure her that she is safe and that she decided to move here. We are happy that the home communicates with us - whenever we ask questions we are given appropriate responses. We are relaxed."</p>		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	18 April 2023
Experience:	<p>"The staff are very friendly and helpful. Mum says she is well looked after."</p>		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	18 April 2023
Experience:	<p>"My mum has been in The Olde Coach House for eight weeks. She is well looked after and is happy. The staff are very helpful and pleasant. They inform me of how Mum is doing and take the time to speak to me."</p>		

Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	11 April 2023
Experience:	"A friend of mine was admitted here recently after suffering a tragic and life-changing accident. I looked at several homes but was particularly impressed by the number of trained staff on the nursing side of the home."		

Service Name:	Magnolia House		
Identified By:	Research	Date Recorded:	18 April 2023
Experience:	"My uncle has been in Magnolia House since December 2022, he was very unhappy in his previous care home and seems to have settled into Magnolia well."		

Service Name:	Magnolia House		
Identified By:	Research	Date Recorded:	19 April 2023
Experience:	"When I first looked around this care home I was very impressed. The rooms were spacious and with great views. The manageress was extremely polite and helpful. The staff are fantastic in all ways. My dad looks very well and receives outstanding care. I asked the staff to do something for my dad, it was done with no problem. Communication from Magnolia House is first class, I am always kept informed of anything. Would highly recommend this care home."		

Service Name:	Figham House		
Identified By:	Research	Date Recorded:	25 April 2023
Experience:	"The staff have always been very supportive in all aspects of the care being provided for my mother-in-law. My wife visits her mother frequently and the staff are always very friendly and do a great job to ensure that my wife is kept informed of any changes in her mother's condition."		

Service Name:	Beverley Parklands Care Home		
Identified By:	Research	Date Recorded:	31 April 2023
Experience:	"Dad moved into Beverley Parklands in April last year. He immediately liked his room which is a good size with views over the garden towards the fields. The staff hung some paintings of dads up, so on the day he moved in it felt like his. He has his own ensuite shower room which was important for him. He has settled and is content and well looked after. "		

Service Name:	Beech Tree House		
Identified By:	Research	Date Recorded:	6 April 2023
Experience:	"I was so happy to see my mum enjoying herself in this care home. The staff are wonderful and really make it seem like they are a really big family."		

Service Name:	Beech Tree House		
Identified By:	Research	Date Recorded:	6 April 2023
Experience:	"Overall experience very good. The resident is very happy there. The management and all the staff are first class."		

Service Name:	Beech Tree House		
Identified By:	Research	Date Recorded:	6 April 2023
Experience:	"Mum has dementia and we wanted to find her a home from home. She has settled in well with the help of the thoughtful and caring staff. She loves Beech Tree House and we are more than happy with the loving care she receives."		

## 7. Independent NHS Complaints Advocacy Service

The Independent NHS Complaints Advocacy Service is a free, independent, statutory advocacy service, funded and commissioned by local authorities.

In the East Riding, this service is delivered by our partner organisation, Cloverleaf Advocacy and supports East Riding residents who want to make a complaint about NHS commissioned services.

Through the support it provides, the Independent NHS Complaints Advocacy Service ensures local people have their voice and concerns heard by providers and commissioners of local services. By allocating an advocate who will speak confidentially to them about their concerns and help them to understand the different options available at each stage of the complaints procedure.

Service Name:	Hull Women's and Children's Hospital, Hull Royal Infirmary.
Date of Incident:	Ongoing over a number of years.
Nature of Issue:	Client's complaint is regarding care and treatment she has received from Gynaecology at Hull University Teaching Hospitals NHS Trust over a number of years. Client is still waiting for positive diagnosis of the issues she faces.

Service Name:	Hull University Teaching Hospitals NHS Trust, Hull Royal Infirmary.
Date of Incident:	April 2023
Nature of Issue:	Client's complaint is regarding his late mother's care. She who was treated in AAU at Hull Royal Infirmary overnight. She was admitted with breathing problems. Patient was provided with a commode whilst being cared for in A&E or AAU, left in the care of the nurse. When client returned he found the patient alone and on the floor with a large haematoma to the head. Patient was taken to majors in A&E where she died.

Service Name:	Dr XXXX Willerby Surgery.
Date of Incident:	February 2023
Nature of Issue:	Client wishes to raise a complaint regarding the approach and attitude of his GP in recent appointments. Client states that Dr XXXX at Willerby is very abrupt with him and does not take into account client's anxiety which impacts on his ability to communicate.

Service Name:	Hull University Teaching Hospitals NHS Trust.
Date of Incident:	March 2023
Nature of Issue:	Client's complaint is regarding the time he has to wait for his surgery to take place. Client had asked if his surgery could have been done sooner out of area.

## **8. Why Intelligence is Important**

Following our experience gathering each month, Healthwatch develops this monthly intelligence report to assist local service providers and commissioners to understand the public's perceptions; with a view for their experiences to highlight possible areas of change.

### **When published, this report is sent to:**

- Hull Health and Care Partnership (formerly, NHS Hull Clinical Commissioning Group)
- East Riding Council
- East Riding of Yorkshire Clinical Commissioning Group
- Humber Teaching NHS Foundation Trust (HTFT)
- City Health Care Partnership (CHCP)
- Care Quality Commission (CQC)
- Hull University Teaching Hospitals NHS Trust (HUTH)
- NHS England and NHS Improvement (NHSE/I)
- Independent NHS Complaints Advocacy Service
- Yorkshire Ambulance Trust
- ERSAB (East Riding Adults Safeguarding Board)

Healthwatch East Riding also attends regular meetings to discuss our intelligence report with those who have the power to influence health and social care now and in the future.

### **Some of the meetings we attend are:**

- Health and Wellbeing Board
- Health Care and Wellbeing Overview Scrutiny Sub Committee
- Primary Care Quality and Performance Sub-Committee
- Hull University Teaching Hospitals NHS Trust Intelligence Meeting

The information provided in our intelligence reports also contribute to our rational to use the Healthwatch statutory power to 'Enter and View' and our decision-making in future project work.