

# Intelligence Report

## July 2023

<b>1</b>	<b>Introduction</b>	<b>3</b>
<b>2</b>	<b>Contact Statistics</b>	<b>4</b>
<b>3</b>	<b>Information Requests</b>	<b>6</b>
<b>4</b>	<b>Experiences Breakdown Primary Care</b>	<b>7</b>
<b>5</b>	<b>Experiences Breakdown Secondary Care</b>	<b>20</b>
<b>6</b>	<b>Experiences Breakdown Care Homes</b>	<b>40</b>
<b>7</b>	<b>Independent NHS Complaints Advocacy</b>	<b>46</b>
<b>8</b>	<b>Why Intelligence is Important</b>	<b>48</b>

# 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 detail in this report applies to **July 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

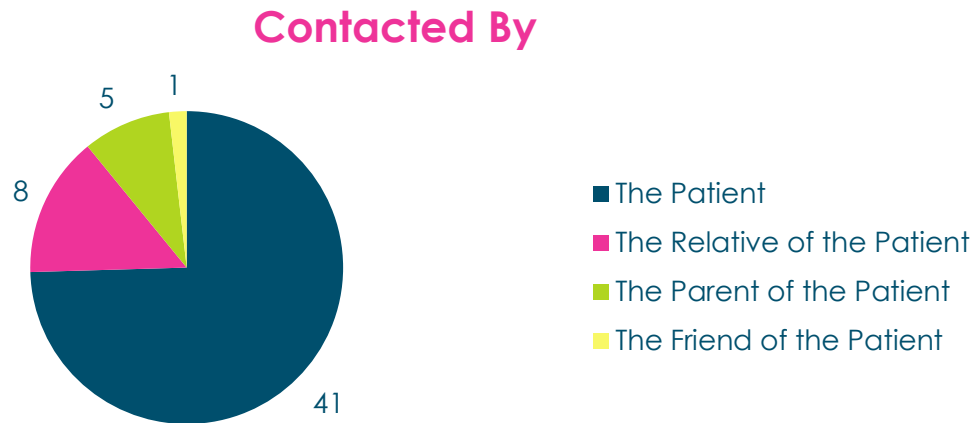
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

**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.

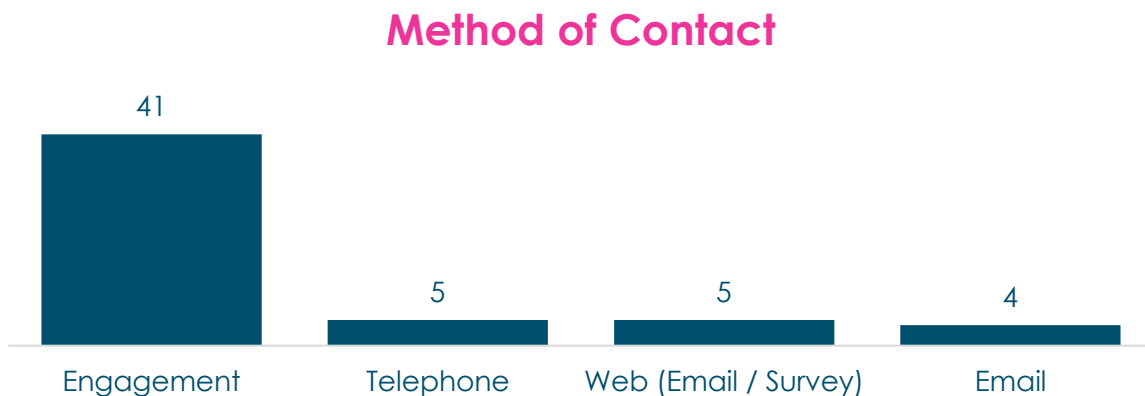
Following the publication of this report, we are happy to receive feedback from service providers using the [enquires@healthwatcheastridingofyorksire.co.uk](mailto:enquires@healthwatcheastridingofyorksire.co.uk) as it provides confidence to the public that their experiences are valued, acknowledged and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

## 2. Contact Statistics

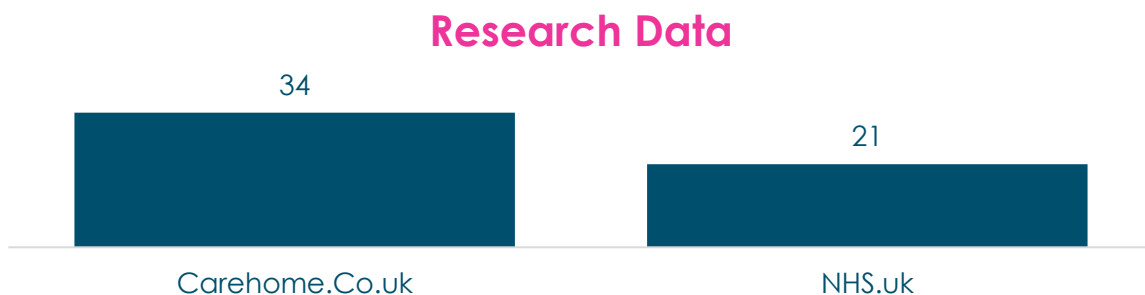
During **July** we had **55** people contact Healthwatch directly to provide feedback or to ask for information/advice.



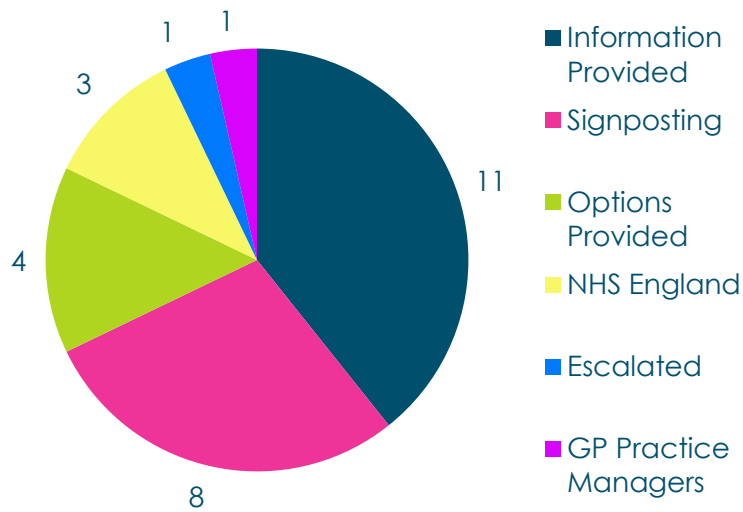
The most popular means of contacting Healthwatch this month is shown below.



We also conducted online research of local services, where we found a total of **55** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of **July**.



## Actions Taken

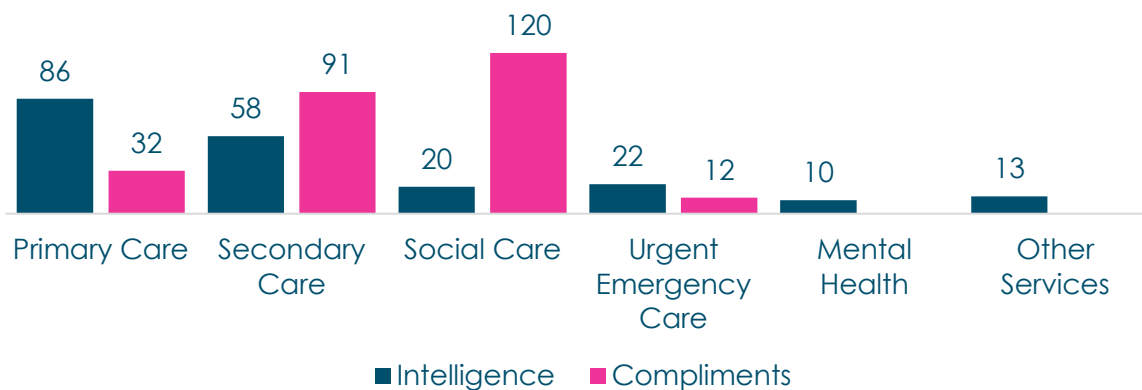


The total amount of information and experiences retrieved this month, through contact and research is **110**.

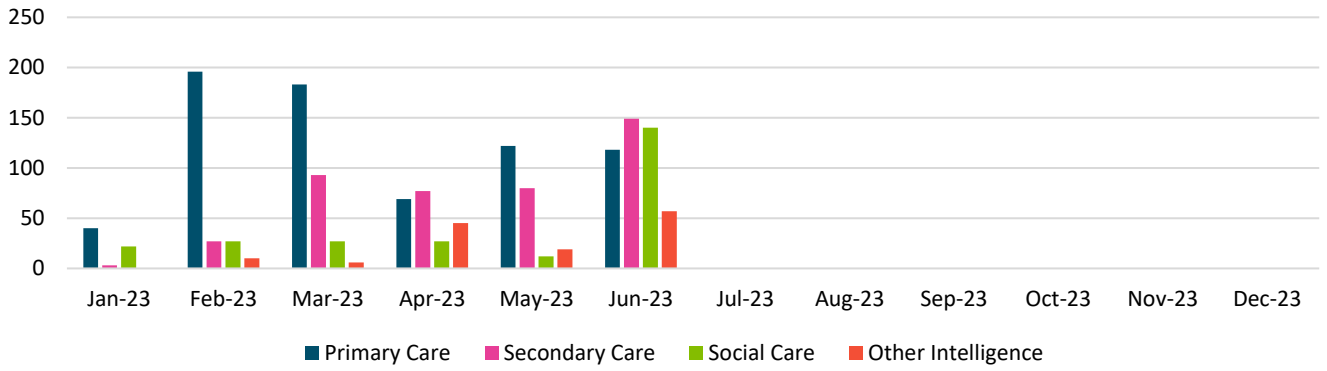
This month, Healthwatch took actions from the experiences received. Our most common action was providing information.

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

## Care Type



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



### 3. Information Requests

No information requests have been received this month.

### 4. Primary Care Intelligence

#### 4.1 Experiences Breakdown – GP Intelligence

This month, Healthwatch recorded a total of **32** experiences for GP Practices. These experiences were broken down into **81** intelligence and **65** compliments.

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

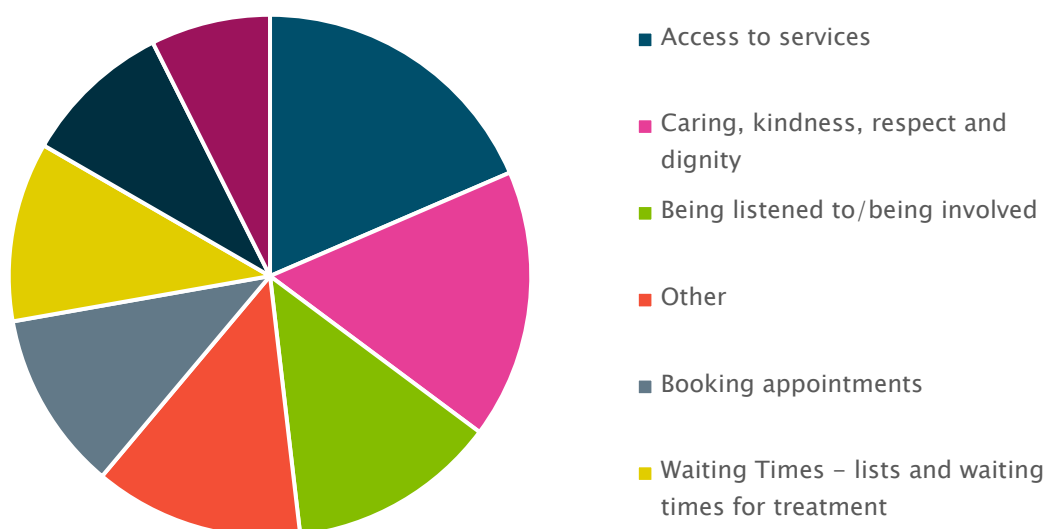
#### Theme Breakdown – GP Intelligence

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

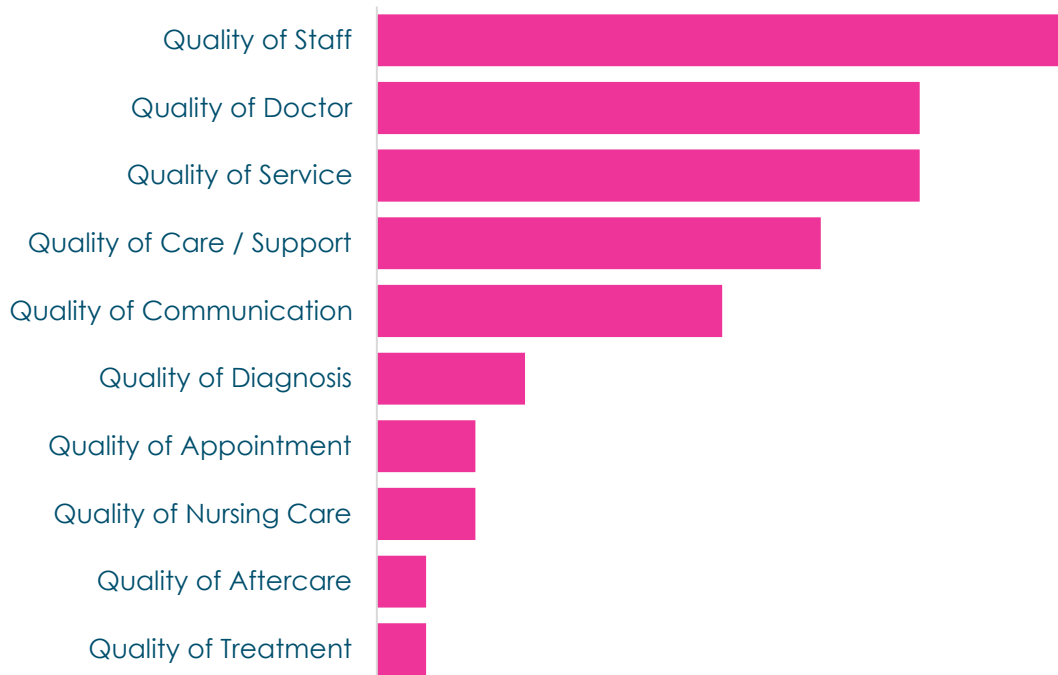
- Access to services
- Caring, kindness, respect, and dignity
- Being listened to/being involved
- Other
- Booking appointments
- Waiting Times- lists and waiting times for treatment

Healthwatch identified the below from the compliments.

GP Areas for improvement



## GP Surgery - Compliments



## Lived Experiences

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

## Negative Experiences

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	1 July 2023
Experience:	Patient had a mole on leg and worried about it so rang GP and was told that the patient would have to wait 3 weeks for a phone appointment. However, the patient knew someone in skincare so arranged a private appointment. The biopsy showed it was malignant melanoma and had to have it removed under the NHS.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		



Service Name:	Beverley Health Centre, Manor Road Surgery	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	1 July 2023
Experience:	<p>Patient is having difficulties contacting Beverley Health Centre and can't get an appointment because of the patients working schedule. Patient works from 7am - 5pm and is not allowed to use a mobile at work. The GP has advised for the patient to ring between 5 and 6 and ask how to get an appointment in her circumstances. The patient also moved to this GP in January, and they still haven't put the patients' notes in the system.</p>		
Actions Taken: (Healthwatch)	<p>Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.</p>		

Service Name:	The Ridings Medical Practice, Ferriby		
Identified By:	Telephone	Date Recorded:	2 July 2023
Experience:	<p>Patient went to GP practice. Had an in-person consultation with a doctor on Monday (3rd April).</p> <p>Patient explained that she had swollen legs due to lymphedema and had a very painful knee. The doctor said she didn't know anything about that. The patient said that the swelling in her leg was worse, and she was very concerned that she may have a DVT as she had not been able to take her usual physical exercise due to the pain in her knee. The patient said she was also a little breathless at her appointment.</p> <p>The patient asked for compression stockings, as she had been prescribed these in the past, but the Dr said that she couldn't have these as they didn't do them. The patient received a call from the surgery several days later saying that she could have stockings. She asked why the doctor had not been more helpful and said she wasn't sure, but she would look into it?</p> <p>Apart from pushing one finger into the patient's leg, the doctor did not examine her. She didn't take her blood pressure and just sat and stared at her rather than engaging with her. The patient feels that the doctor's lack of engagement, and failure to examine her properly constitutes neglect.</p> <p>The Patient was in so much pain and was breathless so asked the doctor to help her out of the consulting room. She said that</p>		

	<p>The doctor could not have failed to notice her breathlessness. Several days later the patient's breathlessness had worsened. She rang the surgery and spoke to a different doctor who said she needed to go straight to hospital. Once at A&amp;E the patient was seen immediately, diagnosed with a pulmonary embolism and hospital for 11 days. Formerly active (swimming 3 x weekly) the patient's health has now deteriorated so much she has had to cancel all her plans and employ a carer as she is still very poorly and breathless. The patient (who has many years of experience working in the NHS) feels all the red flags were missed with her condition and a swift referral to DVT clinic and compression stockings could have stopped her condition deteriorating.</p>
<p>Actions Taken: (Healthwatch)</p>	<p>The patient was advised to speak to East Riding NHS Advocate at Cloverleaf Advocacy. Healthwatch sent a letter to Bridget Wainman who had responded to patient's initial complaint. Patient wants a meeting at her GP surgery with the Cloverleaf advocate to discuss this issue and make sure it is properly investigated. Issue also logged on CRM for inclusion in intelligence report.</p>

<p>Service Name:</p>	<p>GP Surgery</p>		
<p>Identified By:</p>	<p>Engagement</p>	<p>Date Recorded:</p>	<p>5 July 2023</p>
<p>Experience:</p>	<p>During our engagement at the Market Weighton Library, we talked with a patient who shared the following: " Overall, I think my GP surgery is good. However, there are a few problems, like the phone system not working too well. Also, when I have an appointment, I don't get any notifications about it. The NHS app doesn't send me any, and it's sometimes unclear whether the appointment is in person or over the phone. To me, it feels like there's not enough communication, which can make things harder. But that's just my personal experience."</p>		
<p>Actions Taken: (Healthwatch)</p>	<p>Feedback for the monthly intelligence report.</p>		

<p>Service Name:</p>	<p>Greengates Medical Group</p>	<p>PCN:</p>	<p>Beverley PCN</p>
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Identified By:	Engagement	Date Recorded:	5 July 2023
Experience:	<p>During our engagement at the Market Weighton Library, we talked with a patient who shared the following: " I go to Greengates for my GP, and they are fantastic. Calling over the telephone can be hard because sometimes you have to wait on the line for a while. I use the NHS app too, but often there aren't any appointments available to book. However, once you actually get to see a GP in person, they are amazing. They listen to you and help with your problems."</p>		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Greengates Medical Group	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	6 July 2023
Experience:	<p>During our engagement at the Beverley Library, we had a conversation with a patient who shared the following: "My family is with the Greengates Group GP practice, which has not been a good experience for us so far. They misdiagnosed my husband and consequently prescribed incorrect medication, causing significant distress for our family.</p> <p>My 14-year-old daughter also had a challenging experience with the practice. At her age, teens sometimes prefer to discuss their issues with the GP independently. On one occasion, without any subsequent consultation with us, her parents, she was prescribed medication for depression when she was having difficulty breathing. We chose not to administer this medication and, thankfully, her condition improved.</p> <p>In short, I'm contemplating switching GP practices out of sheer frustration. There are also ongoing issues with accessing their services. The demand for care does not align with what's provided, and it seems that improved communication between the practice, staff, and patients could help resolve these problems. I say this because I understand there might be a lot of unseen factors at play, which leads to misunderstanding and blame being cast around for every issue we face."</p>		

Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report and signpost to the Experience Team within Humber and North Yorkshire Integrated Care Board (ICB) – this was previously NHS England.
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Service Name:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Research	Date Recorded:	9 July 2023
Experience:	"Went to pick my repeat diabetic medication order up at Hedon, I was one medication missing, therefore I asked and was told there is a UK shortage, and we cannot obtain it. I was told to contact my doctor. I rang up pressed 1 for call back nearly fainted they rang back hour later asked to make appointment I got one 31st July is this acceptable? 3 weeks no diabetic medication?!"		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Research	Date Recorded:	20 July 2023
Experience:	"Rung at 8.00am for an appointment, still on hold at 8.30am, losing the will to live. How can it be so busy at 8.00am when just opened."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Research	Date Recorded:	6 July 2023
Experience:	"Since the merger of my surgery with several others, strange GPs are now available for consultation, other than the one you may have been consulting with for many years and trust implicitly. This is my personal experience, and hopefully one that cannot and will not be repeated. I have a long-standing illness that has been treated for many years by my trusted GP. Then, someone you have never felt the need to consult comes along and		

	<p>countermands nearly all of your trusted GP's opinions, views, and treatments! Quite obviously, this has caused me considerable distress and worry, which would have been so easily avoided had I been given the choice to see my regular and trusted GP.</p> <p>The practice used to be one of outstanding excellence, and now it is just one of potluck, and I have been on the unfortunate end of this. I found so little tact, care, or compassion on the other end of the telephone that I was left deeply distressed by this. I can no longer, most unfortunately and disappointingly, recommend telephone consultations with strange doctors who do not know you or your history. This is a tragedy, as the surgery was once one of pure excellence and kindness.</p> <p>I am deeply sorry to have to give this review, but I find myself in an impossible situation. I truly need a second opinion, but I fear I may be put through the strange doctor all over again. This is something this surgery needs to address urgently. This situation is one that patients with long-standing illnesses may find deeply distressing, as I do. Hopefully, the GPs can prevent this from happening, as this surgery used to be one of absolute excellence where compassion and kindness could be found."</p>
<b>Actions Taken:</b> (Healthwatch)	Feedback for the monthly intelligence report.

<b>Service Name:</b>	Practice 3	<b>PCN:</b>	Bridlington
<b>Identified By:</b>	Research	<b>Date Recorded:</b>	7 July 2023
<b>Experience:</b>	<p>"My most recent experience with this surgery was one that shouldn't deter anyone from seeing their GP. Please let me make that absolutely clear. Since this surgery merged with other surgeries, there are GPs who are unfamiliar with patients and lack knowledge about their histories. Like many others, my consultation was by telephone with a GP who knew little about me or my history. This doctor imposed opinionated views on me, which had deeply alarming and disturbing consequences, affecting me both emotionally and physically at a time when I truly needed compassion and kindness. Perhaps they were having a bad day, but there seemed to be an ego-driven need, possibly rooted in a distorted perspective, to radically change my treatment.</p>		

	This surgery used to be among the best in the area, and I hope that it can return to that standard. It's disappointing to feel the need to clarify this, but I urge anyone reading this to try and stick with a GP they know and trust. I sincerely hope this is not indicative of future experiences at this surgery."
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Research	Date Recorded:	21 July 2023
Experience:	"I wasn't aware that when you book an appointment it is for a certain time, I asked for my blood pressure to be taken only to be told that the next patient was waiting. I have waited more than 20 minutes over my appointment time and never complained, so an extra 2 minutes to do my blood pressure isn't unreasonable. I just felt that my appointment was rushed, and we should never feel like that when we go see our GP."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	17 July 2023
Experience:	"Rang on Friday for an appointment and was told to ring the surgery at 8 am on Monday. Come Monday, I waited outside the surgery from 7:45 am (as it opens at 8 am) with one gentleman ahead of me. When the doors opened at 8 am and I got to one of the two receptionists, I was told there were no appointments and no phone appointments available. They directed me to the walk-in centre at Bridlington hospital. It's an absolute joke and feels like passing the buck. This practice is a disgrace. If I were to rate it, it would be a zero for this practice."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	GP Surgery
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Identified By:	Engagement	Date Recorded:	19 July 2023
Experience:	Lady told us her grandson had been a doctor for several years but had to leave work to study to become a GP. He had to pay for his own training and exams (£1200 for the last 2). She asked why we are not making it easier for people to train to be GPs when there is such a need for more GPs at the moment and services are in crisis?		
Actions Taken: (Healthwatch)	Took down her and her grandson's experience for inclusion in CRM and intelligence report		

Service Name:	Park View Surgery	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	24 July 2023
Experience:	"I contacted my GP surgery at 8am, as requested, to make an appt with my GP for either today or tomorrow as I am unwell and off work. The lady I spoke to on the phone was extremely unhelpful, rude and hung up the phone on me. I was told the earliest appointment even for a telephone consultation was sat, today is now Monday. She advised me to go to Bev hospital and sit and wait. I am unwell and think having to sit and wait is unfair when I have done what is requested to see my own GP! I have not achieved anything and am left without an appt or treatment, this service is not good enough"		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	The Medical Centre, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Engagement	Date Recorded:	25 July 2023
Experience:	During our engagement at the Driffield Library, we had a conversation with a patient. She shared: "While I find face-to-face appointments with my GP to be excellent, the telephone system needs some improvement; it's not functioning as well as it should. I am a teacher at a local school and our students often express that mental health support is lacking. They sometimes		

	<p>feel hesitant to seek help in the school office due to privacy concerns. This is an issue that the school is actively examining.</p> <p>Separately, in terms of social care in town, I've noticed a lack of information about activities for children, both from my professional experience and as a mother. I believe this is an area that needs attention and improvement."</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Feedback for the monthly intelligence report.</p>

<p>Service Name:</p>	<p>The Medical Centre, Driffield</p>	<p>PCN:</p>	<p>Yorkshire Coast and the Wolds PCN</p>
<p>Identified By:</p>	<p>Engagement</p>	<p>Date Recorded:</p>	<p>25 July 2023</p>
<p>Experience:</p>	<p>During our engagement at the Driffield Library, we had a conversation with a patient. She shared: "In my experience, calling my GP isn't very useful. It's often hard to get through; I find it more effective to visit in person. I understand we live in a digital era, but I'm not very comfortable with technology. However, once you get an appointment, the GP and the staff are fantastic. They are really kind and caring. When my husband passed away, they offered immense support, helping me through that tough phase.</p> <p>I still lean more towards self-medication; I believe nature provides everything we need for our health. If there's one thing I'd like to complain about, it would be the lack of transportation for appointments, shopping, and so on. This lack can make a person feel isolated and can negatively affect their mental health."</p>		
<p>Actions Taken: (Healthwatch)</p>	<p>Feedback for the monthly intelligence report.</p>		

<p>Service Name:</p>	<p>Market Weighton Practice</p>	<p>PCN:</p>	<p>Harthill PCN</p>
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Identified By:	Research	Date Recorded:	28 July 2023
Experience:	"Staff are friendly and helpful. They do the best they can for such a large town with a high number of patients. However, the surgery push for patients to use their online services but it's almost impossible to use these for test results and/repeat prescriptions if you don't have the necessary photo ID. This means doing everything over the phone which isn't great for someone who is dealing with anxiety, especially when test results are being reeled off and you don't have time to process the information you're being given."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

## Compliments

Service Name:	South Cave Surgery	PCN:	The Ridings Medical Group
Identified By:	Engagement	Date Recorded:	5 July 2023
Experience:	During our engagement at the Market Weighton Library, we talked with a patient who shared the following: "My husband gets really good care at the South Cave GP practice. He has some health problems, but the staff there looks after him very well. They are kind and caring. This helps him and our family a lot. I can't praise them enough "		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Beverley Health Centre, Manor Road Surgery	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	1 July 2023
Experience:	Patient who attends Manor Road Surgery says that it's very good.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Beverley Health Centre, Manor Road Surgery	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	5 July 2023
Experience:	Patient said: "My family and I see our GP at Manor Road, and I can't say enough good things about them. We've always been treated with kindness, care, and respect. This is especially true for my elderly parents who have unique needs. They really go above and beyond for us."		
Actions Taken: (Healthwatch)	Feedback to be included in the monthly intelligence report.		

Service Name:	The Old Fire Station Surgery, Beverley	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	5 July 2023
Experience:	Patient said: " For many years and generations, I've been seeing my GP in Beverly. Over time, we've developed a close and supportive relationship. This GP knows not just me, but my entire family, which gives us peace of mind. We know we're going to get the best advice for whatever health issues we're facing. They've even given us a private number for emergencies. We haven't had to use it yet, but just having it there is a great comfort. Another healthcare service we really value is our dentist. My son, even though he's moved away, still makes the trip back whenever he needs dental work or medical advice from the GP. That's how much we trust and value the relationship we've built with these healthcare providers."		
Actions Taken: (Healthwatch)	Feedback to be included in the monthly intelligence report.		

Service Name:	Market Weighton Practice	PCN:	Harthill PCN
Identified By:	Engagement	Date Recorded:	5 July 2023
Experience:	Patient said: "My GP is very good, and I feel supported. I had some health issues and the communication between the GP and the hospital has been good and my issues were taken care of. "		

Actions Taken: (Healthwatch)	Feedback to be included in the monthly intelligence report.
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Service Name:	Market Weighton Practice	PCN:	Harthill PCN
Identified By:	Engagement	Date Recorded:	5 July 2023
Experience:	Patient said: "My GP is amazing. I also have use digital app/website to ask for things such as consultations, medication and I feel supported. I must speak about my pharmacy, that are brilliant in their communication. They always text me when they are about to deliver my meds. "		
Actions Taken: (Healthwatch)	Feedback to be included in the monthly intelligence report.		

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	6 July 2023
Experience:	During our engagement at the Beverley Library, we had a conversation with a patient who expressed her heartfelt gratitude towards her GP. She shared, 'My personal experience with my GP has been superb. They have been a critical part of my healthcare journey, identifying my breast cancer early enough for effective treatment. This timely diagnosis has made a world of difference, making my battle against cancer less daunting than it might have been otherwise. Even though I'm still amid my fight, I feel incredibly lucky and fortified for the ongoing battle, all thanks to my vigilant and caring GP. Their role in my life goes beyond that of a healthcare provider; they are a pillar of support and strength for me. The gratitude I feel for them is immense and can't be put into words adequately.'		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	King Street Medical Centre	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	10 July 2023
Experience:	"Once again I can only praise staff involved with my appointment. The nurse involved was extremely reassuringly		

	knowledgeable and patient thoroughly explaining issue and course of action. My only negative being they are, understandably, moving onto an even greater role- well deserved! Thank you and good luck. "
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.

Service Name:	Bartholomew Medical Group	PCN:	Cygnat
Identified By:	Research	Date Recorded:	11 July 2023
Experience:	Patient said " Surgeries get bad press so I thought I'd share my experience with Bartholomew Medical Group today. Called at 950am. Selected call back facility on IVR. Surgery rang back 1020am for initial consultation. Had to speak with doctor who called me back 1045. Prescription required which was sent immediately to nominated pharmacy. Great straightforward service, well done."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Pocklington Medical Group		
Identified By:	Engagement	Date Recorded:	1 July 2023
Experience:	Patient says that her Pocklington Practice is very good, and they have a new system where you can create an appointment on an app and on the app, it can tell the patient what's wrong which the patient finds very efficient.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Pocklington Group Practice		
Identified By:	Research	Date Recorded:	17 July 2023
Experience:	Patient said " Fantastic surgery. Exceptionally well run, very calm and polite staff. Booking appts easy.  At my last surgery I was always so anxious when I needed to contact them, hated going to see a doctor. I delayed going to		

	see them to my detriment. I can't tell you how different it is here, thank you so much."
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.

Service Name:	The Medical Centre, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Engagement	Date Recorded:	25 July 2023
Experience:	At the Driffield Library, we spoke with a patient from the village of Wetwang. She expressed satisfaction with her GP services, saying: "I have no complaints about my GP. Whenever we need an appointment, I just call the surgery and get an appointment, sometimes even on the same day. I'm really happy with their service."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

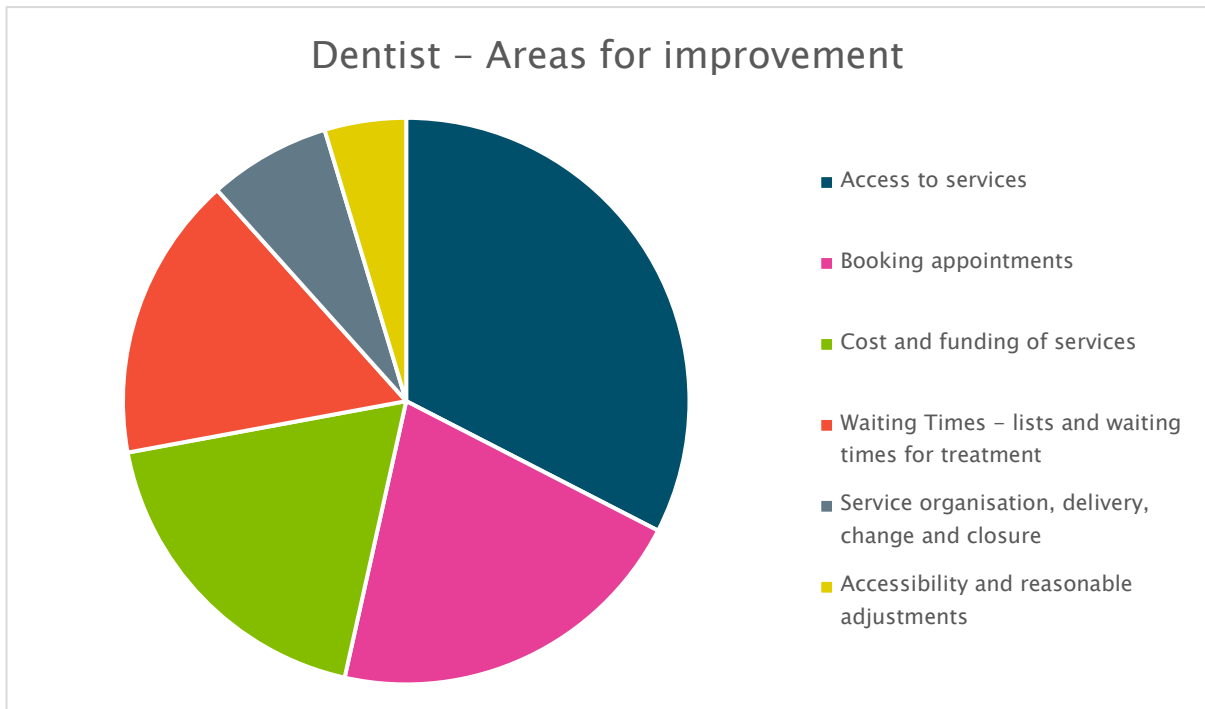
## **4.2 Experiences Breakdown – Dental Practices**

This month, Healthwatch recorded a total of **15** experiences for Dental Practice. These experiences were broken down into **57** intelligence and no compliments.

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

### **Dental Intelligence – Area for Improvements**

- **Access to services**
- **Booking appointments**
- **Cost and funding services**
- **Waiting Times – lists and waiting times for treatment**
- **Service organisation, delivery, change and closure**
- **Accessibility and reasonable adjustments**



## Lived Experiences

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

## Negative Experiences

Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	1 July 2023
Experience:	Patient who lives in Bridlington says that she can't get a dentist and says that there's only one dentist in all of Bridlington		
Actions Taken: (Healthwatch)	Healthwatch representative informed that patient that she may need to travel to get a dentist and to try to look on NHS Choices for some in surrounding areas. Healthwatch also reported that they will share this experience in their monthly intelligence report.		

Service Name:	Dentist
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Identified By:	Email	Date Recorded:	10 July 2023
Experience:	<p>Patient contact HWERY via email: " I would like the information on how to raise a complaint about not being able to get an NHS dentist anywhere in the East riding of Yorkshire, being told there is a minimum 4+ year waiting list. This is ridiculous that I have spent several hours making numerous calls to not be able to find a dentist anywhere that will see myself and my husband. Since when are people being forced to go private. We can't afford it and are now stuck without a dentist for what 4+ years whilst we wait on an invisible list.</p> <p>I want to make a formal complaint if you could please advise me on how I go about this?"</p>		
Actions Taken: (Healthwatch)	Healthwatch provide advice to how to make a formal complaint.		

Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	12 July 2023
Experience:	<p>A mother who tried to get her child a dental appointment was told it would be a year's wait. After the year she contacted again and was told it would be another 2-to-5-year wait.</p>		
Actions Taken: (Healthwatch)	HW volunteer noted down the issue so that it could be logged on CRM and included in intelligence report.		

Service Name:	Dentist		
Identified By:	Social Media	Date Recorded:	13 July 2023
Experience:	<p>Patient contacted us via Facebook and said": Hello, I'm not sure if you're the right people to be asking, but I'm struggling a little with dentist costs. I'm no longer with an NHS dentist and the price of private dentistry (I need a root canal which is about £500) is quite a blow, I could afford this but obviously it's quite a large sum compared to if I had it done on the NHS which is about £100, I believe? Do you have any advice on what I can do in this scenario, please? "</p>		

Actions Taken: (Healthwatch)	Healthwatch as signpost to NHS Choices website and inform patient that their feedback will be added to the monthly intelligence report.
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Service Name:	Dentist		
Identified By:	Telephone	Date Recorded:	13 July 2023
Experience:	Patient rang to inform us that he is currently on a 2-year waiting list to be seen by a dentist and thinks that this is unacceptable.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	19 July 2023
Experience:	Patient very angry about the lack of access to NHS dentistry. He feels like no one can sort it out as the whole system is the problem so feels like nothing will change. He said he felt very angry and let down. Said he'd had to take a loan out to pay for private dental treatment when he was in pain as he still couldn't get an appointment despite ringing round a wide area.		
Actions Taken: (Healthwatch)	Took down the patient's issues so they can be included in CRM and intelligence report.		

Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	19 July 2023
Experience:	Patient could not get an appointment for an NHS appointment, so the patient pulled out his own tooth and filled another. Recently the patient had seen a dentist and had the filled tooth done properly.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Dentist		
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Identified By:	Engagement	Date Recorded:	19 July 2023
Experience:	Patient told us they had been waiting 3 years for a dentist appointment.		
Actions Taken: (Healthwatch)	Issue noted for inclusion in CRM and intelligence report.		

Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	19 July 2023
Experience:	Patient trying to get an NHS dentist appointment but has been informed by her dentist that they have stopped taking NHS patients and are only taking private patients.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	19 July 2023
Experience:	Patient trying to get an appointment with a dentist but was informed that the practitioner had stopped taking NHS patients and is only taking private patients.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Mydentist Norwood		
Identified By:	Web (Email / Survey)	Date Recorded:	20 July 2023
Experience:	Patient contacted via webform: "I was prescribed a high fluoride toothpaste (Duraphat). Dentist originally gave me a prescription for my second lot after the Consultant wrote the first prescription. I requested another and was told that I'd need to make an appointment every time as the Dentist was unwilling to prescribe it. That's after approval from a consultant. I refused so they have struck me off. Even my GP could see no valid reason for this stupidity. People struggling to get real help and this		

	pathetic response from them. Striking me off a little cruel and childish."
Actions Taken: (Healthwatch)	Feedback submitted anonymously via webform to be included in the monthly intelligence report.

Service Name:	Dentist	
Identified By:	Web (Email / Survey)	Date Recorded: 21 July 2023
Experience:	Patient contacted via webform: " Had bad dental pain so went to emergency dentist some 25 miles away. He didn't think it was an emergency. £150, plus train fare. Referred back to dentist back in this town, again wouldn't do anything sensible about it £100. Referred to another senior dentist again, £150. It's taken 9 months, a lot of time and effort, and £400 that this pensioner can't really afford. Oh...I am still in pain. Really need sorting...a referral to a dental hospital maybe? Have you seen a flying pig? "	
Actions Taken: (Healthwatch)	Feedback submitted anonymously via webform to be included in the monthly intelligence report.	

Service Name:	Dentist	
Identified By:	Email	Date Recorded: 25 July 2023
Experience:	<p>Patient contact via email "I wondered if you could help me.</p> <p>I am in need of trying to locate an NHS dentist; at the beginning of last week (Monday 17th July) a tooth that I have had previously had root canal treatment on has broken off, leaving only the bottom half of the tooth located in my gum.</p> <p>The part of the tooth that is left, is brown and painful and I rang my dentist, where I have been a patient for 20+ years) to make an appointment but I was informed that I have been removed from their register as I haven't visited in two years'. I explained that my previous check-up had been cancelled by the practice and a replacement appointment was never offered and they have never been in touch to let me know that I was taken from their register.</p>	

	<p>This has now left me without a dentist and a painful tooth. I have rung over 20 dentists, but no one will take me on as a patient.</p> <p>I have been made aware that I can call 111 to try and get an appointment but the fear I have is that the tooth will be taken out and I will be left with a gap as I am not able to have further treatment such as a bridge etc. Could you please advise on what to do?"</p>
<p>Actions Taken: (Healthwatch)</p>	<p>In response to the patient's concerns, HWERY provided guidance on some courses of action. These included making a formal complaint/concern to the Humber and North Yorkshire Integrated Care Board (ICB)'s Experience Team via various means, periodically checking the NHS Choices website for updates on dental services, determining eligibility for the NHS Low Income Scheme, and considering contacting the local NHS Urgent Dental Care service for immediate help if required. HWERY also assured the patient that their concerns would be anonymised and included in our monthly feedback report aimed at service improvement.</p>

<p>Service Name:</p>	<p>Dentist</p>		
<p>Identified By:</p>	<p>Email</p>	<p>Date Recorded:</p>	<p>31 July 2023</p>
<p>Experience:</p>	<p>Patient contacted via email, to ask for help regarding dentists. Patient said: "I was informed by the NHS website to contact yourselves if I need to raise a concern regarding the availability of dentists. In March 2020, I relocated from Oxfordshire to East Yorkshire; 160miles, due to work.</p> <p>I have contact about 10 dentists over these 3 years who all have not been taking on NHS patients. I have therefore had to keep my dentist back in Oxfordshire and commute a 7hr round trip for dentist treatment which is absolutely ridiculous. I am currently experiencing pain with a tooth that I believe needs checking and likely a filling. I can't possibly drive a 7hr round trip as work commitments does not give me the capacity to do this. I should be able to see an NHS dentist locally. Even if it was up to an hour drive away - would be much better than nearly 4hrs away. Please could you assist. "</p>		
<p>Actions Taken: (Healthwatch)</p>	<p>HWERY responded by providing information about NHS choices and NHS 111. Additionally, we directed individual to the Experience Team within the Humber and North Yorkshire</p>		

	Integrated Care Board (ICB) for further feedback, concerns, or complaints. This feedback has also been incorporated anonymously in our monthly report.
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Service Name:	Bupa		
Identified By:	Web (Email / Survey)	Date Recorded:	31 July 2023
Experience:	Patient contact via webform: " BUPA closed my dental practice 30 July 2023. I had been with the practice, in its various business forms, since 1992. It was a good well-run practice with excellent clinicians & staff. I understand approx. 4k people in the area have been left without an NHS dentist. I have made 203 calls, to date, and still remain without an NHS dentist. BUPA only care about profit. There has been no support for patients. In my opinion they should at least have a duty of care. There is no filter on the NHS site for adults seeking NHS dentist. It therefore looks like there is NHS provision, potentially for adults not entitled to any benefits. The reality is there is not. I can't afford private fees as a single person not entitled to benefits. It's a hopeless situation. The NHS site is not helpful and has no filter for adults seeking NHS care NOT!! Entitled to benefits. NHS contract with BUPA Dental care. This was at Holgate Park, York. "		
Actions Taken: (Healthwatch)	Feedback submitted anonymously via webform to be included in the monthly intelligence report.		

## Compliments

There were no compliments this month.

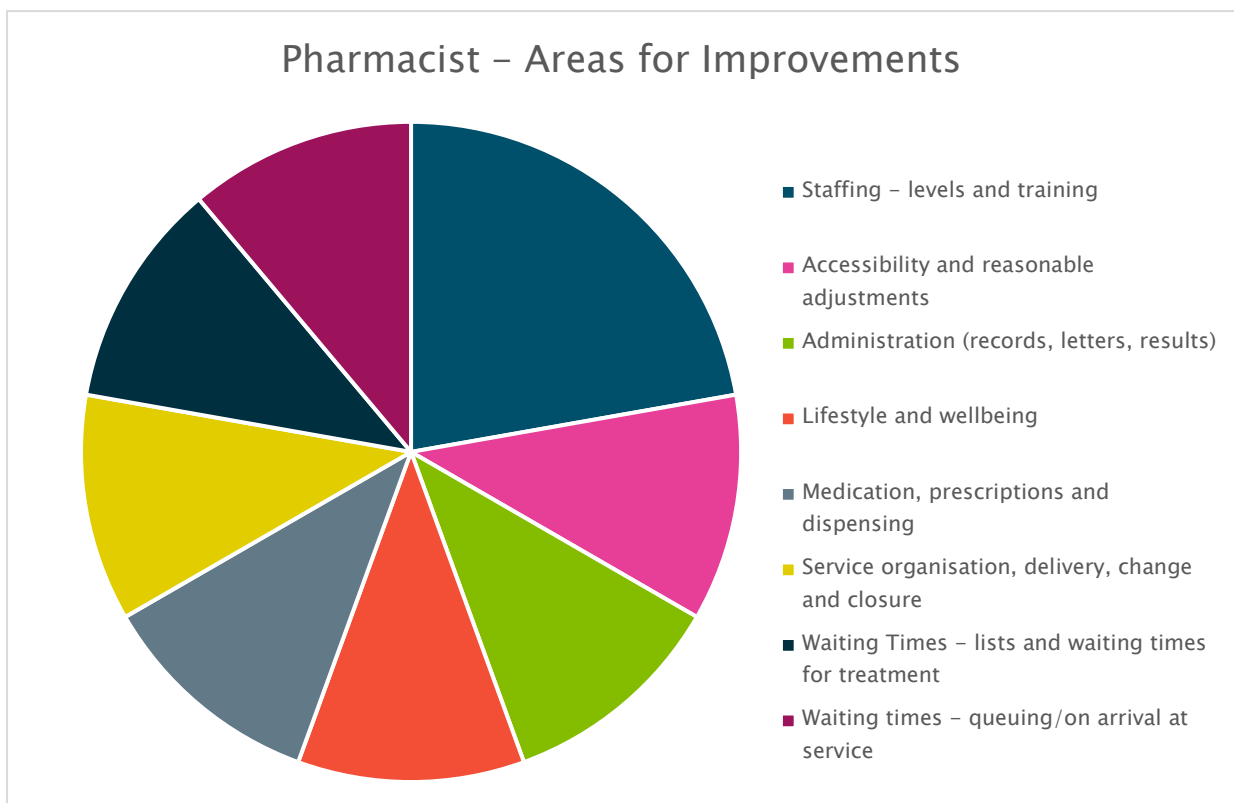
## 4.3 Experiences Breakdown – Pharmacy

This month, Healthwatch recorded a total of **2** experience Pharmacy Intelligence. These experiences were broken down into **9** intelligence and **3** compliment.

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

## Pharmacy Intelligence – Area for Improvements

- Staffing - levels and training
- Accessibility and reasonable adjustments
- Administration (records, letters, results)
- Lifestyle and wellbeing
- Medication, prescriptions and dispensing
- Service organisation, delivery, change and closure
- Waiting Times - lists and waiting times for treatment
- Waiting times - queuing/on arrival at service



## Lived Experiences

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

Service Name:	Boots Pharmacy- Pock (Market Place)		
Identified By:	Engagement	Date Recorded:	1 July 2023
Experience:	Patient who attends Boots Pharmacy says that they are not good and have staffing issues, but the staff are lovely. Patient		

	reported that she once waited 3/4 hour for her prescription, which was not good for her arthritic knee as she was standing for so long. Patient also had to once wait 2 weeks for her inhaler.
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.

Service Name:	Brough Pharmacy		
Identified By:	Engagement	Date Recorded:	1 July 2023
Experience:	Ongoing issues with poor organisation at this pharmacy. Customers often facing long waiting times even when they have been contacted to say their prescription is ready to pick up. Not unusual to be standing queuing for 40 minutes to be seen. They just seem to be very slow at serving customers. One occasion they didn't have the cream prescribed. The customer had already been in 3 times to pick up this prescription but rather than giving the prescription back so the customer could get it from another pharmacy they said the customer would have to try 5 times before they could give them the prescription back.		
Actions Taken: (Healthwatch)	Healthwatch Representative made a note of the issues to record on the CRM for inclusion in intelligence report.		

## Compliments

Service Name:	Hengate Pharmacy- Beverley		
Identified By:	Engagement	Date Recorded:	1 July 2023
Experience:	Patient who attends Hengate Pharmacy says it's excellent and that they ring you if you're on new medication.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

## 5 Hospital Intelligence

This month, Healthwatch received a total of **25** experiences. These involved experiences of East Riding residents with regards to Scarborough Hospital and have these have been shared with Healthwatch North Yorkshire.

### **Theme Breakdown – Hospitals**

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

#### **Hospital Intelligence**

- **wait times**
- **Staff’s responses and mannerisms when dealing with patients enquiries**
- **Issues with discharge**

### 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:	21 July 2023
Experience:	<p>"I was admitted to the hospital on Tuesday 18th July 2023, I was given a bed on the accurate assessment unit. I was moved upstairs to ward 500 on Wednesday morning at 7.30am in the morning and was put in a tiny room named the quiet room.</p> <p>I sat on a chair all day until 5.30pm when I was finally given a bed.</p> <p>I was told that people were waiting to be discharged and no beds fair enough, but why not have the patient that is being discharged a chair in the quiet room and just wait for discharge paper work ??</p> <p>I can not tell you how draining it was sitting on a chair for 10 hours. Surely this could be looked into for future discharges.</p>		

	The care I received was good it was just the very uncomfortable chair I had to sit in all that time."
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Service Name:	Hull Royal Infirmary
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Identified By:	Research	Date Recorded:	24 July 2023
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Experience:	<p>"Arrived at 4.00 am with an almost collapsing daughter. Triage nurse not aware that her veins had collapsed despite being told of her symptoms so fitting cannula was excruciating. Then there was no where to lie down to await the doctor. She had to lie on the floor but staff not happy with that and told her to move. She had to beg for pain relief. Saw doctor around 12 noon . Treatment didn't begin until after 13.00. Discharged around 15.45. long queue to pay for car park .</p> <p>There seems to be no clear triage system and night staff handed over 47 not seen patients to the day staff. Only 2 doctors on night duty</p> <p>All in all a most upsetting and painful visit. It took 12 hours for something that should have maybe taken 2."</p>
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Service Name:	Hull Royal Infirmary
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Identified By:	Web (Email / Survey)	Date Recorded:	26 July 2023
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Experience:	Patient reported "After Breast Cancer I am on hormone therapy which can cause bone density loss. Had to wait eight months for baseline scan and still waiting for results 11 months later. What if I need treatment?!"
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Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.
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Service Name:	Hull Royal Infirmary
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Identified By:	Engagement	Date Recorded:	25 July 2023
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Experience:	After speaking to a patient at Castle Hill Hospital (on a cardiology ward) she informed me that she was discharged to Castle Hill by Hull Royal. In this the patient informed Healthwatch that she wasn't actually aware that she was being discharged
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	until they moved her. The patient said that there was no communication at all and didn't tell the patient why she was being moved.
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.

Service Name:	Hull Royal Infirmary	
Identified By:	Engagement	Date Recorded: 1 July 2023
Experience:	Wife of the patient reported that her husband rang NHS 111 as he was having recurring chest pain. An ambulance was sent. In A&E the patient saw a consultant however they didn't do an ECG as the consultant thought it was angina, and was told to go and enjoy your holiday. While the patient was on holiday, he had heart pain every day. It seemed to get worse back in the airport on his way back home. When the patient got home, he had a major heart attack. The wife of the patient did CPR but unfortunately died as he had triple heart bypass.	
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.	

Service Name:	Hull Royal Infirmary	
Identified By:	Engagement	Date Recorded: 1 July 2023
Experience:	Patient visiting Hull Royal Infirmary for an appointment says that was parking was a real problem.	
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.	

Service Name:	Hull Royal Infirmary	
Identified By:	Engagement	Date Recorded: 1 July 2023
Experience:	Patient visiting A&E at Hull Royal Infirmary had to wait 14 hours on a chair. The patient spoke to another lady with a broken foot, and she had to wait 18 hours on a chair for a bed.	
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.	

## Castle Hill

Service Name:	Cardiology 5-Day Ward		
Identified By:	Engagement	Date Recorded:	25 July 2023
Experience:	Man staying on Cardiology ward at Castle Hill Hospital says that the food is lovely, but he wishes that there was more of it.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

## Other Hospital Intelligence

Service Name:	Scarborough Hospital		
Identified By:	Engagement	Date Recorded:	24 July 2023
Experience:	Patient who was staying on cardiology ward at Scarborough Hospital says that when he was on the ward this one time a nurse took the patients' blood pressure, and the nurse told him everything was fine. However, the nurse put on his chart that his blood pressure was abnormal.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

## Urgent Treatment Centres

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Engagement	Date Recorded:	21 July 2023
Experience:	Patient who broke his arm says that the service on that day has been very good and wasn't a long wait time as he only waited an hour and a half. The patient came to Beverley Urgent		

	Treatment Centre around 3 months ago for a separate injury and he had to wait 6 hours.
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.

## Compliments

Service Name:	Hull Royal Infirmary	
Identified By:	Engagement	Date Recorded: 1 July 2023
Experience:	Patient reported that they had an excellent appointment at Hull Royal Infirmary, they were on time and efficient.	
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.	

Service Name:	Gynaecology	
Identified By:	Engagement	Date Recorded: 10 July 2023
Experience:	Patient visiting ward 30 of gynaecology for surgery says that the staff have made her feel comfortable throughout her stay and have been very friendly.	
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.	

Service Name:	Castle Hill Hospital	
Identified By:	Research	Date Recorded: 31 July 2023
Experience:	"I had to visit the Breast Department for a Mammogram and Ultra Sound Query a lump near my Lymph Glands under my right arm, from the Reception Staff to the first Nurse who examined me first to the Radiologist who performed my Mammogram to the Lady who performed my Ultra Sound I was treated with Care, Compassion and Patience, I want to say a Big Thank you to you all although it was a worrying experience these Ladies did a magnificent job of making me feel comfortable."	

Service Name:	Castle Hill Hospital	
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Identified By:	Engagement	Date Recorded:	25 July 2023
Experience:	Patient staying on ward 28 for cardiology at Castle Hill Hospital says that she has had a lovely stay and that all the staff have been very friendly to her.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Castle Hill Hospital		
Identified By:	Engagement	Date Recorded:	25 July 2023
Experience:	Patient staying on ward 28 at Castle Hill Hospital says that he's been waiting surgery. During his stay on the ward, he reported that all the staff have been very lovely and very kind to him. The patient also said that he likes the food at Castle Hill, but he just wishes there was more of it.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Cardiology 5-Day Ward		
Identified By:	Engagement	Date Recorded:	25 July 2023
Experience:	Man staying on ward c28 for Cardiology for Castle Hill Hospital says he's been waiting for surgery since January. The patient's surgery has previously been cancelled 4 times this year due to the patient having high blood pressure. The patient said that he's been on the ward for 4 days now and finds all the staff very lovely and friendly. He said that he especially likes the surgeon who he sees as the surgeon always refers to him as a friend and makes him feel comfortable and puts his mind at ease even though he hasn't been able to have the surgery.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Castle Hill Hospital		
Identified By:	Engagement	Date Recorded:	5 July 2023
Experience:	Patient visiting the Queen's Centre at Castle Hill Hospital says that it's absolutely brilliant here. The patient said that she always feels well looked after and feels as though she's in good hands.		

Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.
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Service Name:	Queen's Centre
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Identified By:	Engagement	Date Recorded:	5 July 2023
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Experience:	Patient visiting the Queen's centre says that it's "absolutely fantastic here" and said the staff are so helpful and friendly.
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Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.
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Service Name:	Queen's Centre
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Identified By:	Engagement	Date Recorded:	5 July 2023
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Experience:	Patient visiting the Queen's Centre says that the care here is amazing, and she always feels welcome here.
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Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.
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Service Name:	Castle Hill Hospital
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Identified By:	Engagement	Date Recorded:	27 July 2023
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Experience:	Wife of the patient reported that her husband receives fantastic treatment and that the staff have been very good to the family as well as the patient.
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Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.
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Service Name:	Bridlington Hospital
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Identified By:	Research	Date Recorded:	4 July 2023
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Experience:	"I had a Colonoscopy 28th July 2022 The staff were marvellous from start to finish and I cannot praise or thank them enough. Although I did send them a "Thank You" card I was so happy with the care."
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Service Name:	Beverley Urgent Treatment Centre
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Identified By:	Research	Date Recorded:	26 July 2023
Experience:	"Went today for the first time. Very chilled out place, staff very friendly and welcoming. Did not have to wait very long to be seen."		

Service Name:	Scarborough Hospital		
Identified By:	Engagement	Date Recorded:	25 July 2023
Experience:	Patient who was on a cardiology ward at Scarborough hospital says that his stay was very pleasant but he was moved to Castle Hill Hospital however he said that the discharge process was very good and very informative. He said he was told everything that was going to happen to him and was allowed to ask questions and his wife was also very well informed with the discharge.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Engagement	Date Recorded:	21 July 2023
Experience:	Patient who was visiting Beverley Urgent Treatment Centre reported that it was a lovely service and was quicker than the patient expected.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Scarborough Hospital		
Identified By:	Engagement	Date Recorded:	25 July 2023
Experience:	Man at Castle Hill Hospital on a Cardiology reported that he was recently on a cardiology ward at Scarborough Hospital. When asked about the discharge process, he reported that he was well informed with the process and so was his wife. They knew everything about the discharge and where he was being transported to. Overall, the patient was very pleased with Scarborough Hospital's discharge process to Castle Hill Hospital.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

## Experiences Breakdown – Mental Health Services

### Lived Experiences

Service Name:	Mental Health Services		
Identified By:	Engagement	Date Recorded:	19 July 2023
Experience:	<p>Grandson with CAMHS for years but never once saw a doctor. She understands that at this time the doctor wasn't seeing anyone. They now have another doctor, but her grandson is now 17 and feels angry and let down by the service so won't engage. He didn't feel comfortable with his support worker. He has stopped taking his medication and smokes weed instead because he feels it controls his anxiety better. He is now hearing voices. His mum is extremely worried about him. She was ringing the GP to get him an appointment for 4 weeks but was unable to get an appointment. The last time she rang them she broke down in tears as she was so worried about her son and so frustrated at not being able to get him an appointment. They found him an appointment for the end of the week. Son has now become very resistant and reluctant to engage as he feels that no one cares. The family feel that he has been utterly failed by the service and that now his mental health has seriously deteriorated but he no longer wants to engage. This is very stressful for his family.</p>		
Actions Taken: (Healthwatch)	<p>Concerns noted down for inclusion on intelligence report. Suggested that the grandma speak to Humber Primary Care who had a stand close by. Also suggested the psyche service and Humber Youth Group and the Youth Recovery Service which has just been launched. I gave her Bethia Dennis' name at Humber.</p>		

Service Name:	Mental Health Services		
Identified By:	Engagement	Date Recorded:	19 July 2023
Experience:	<p>Patient been referred by their GP for mental health support but been waiting a long time for this.</p>		

<b>Actions Taken:</b> (Healthwatch)	Issue noted down for inclusion in CRM and intelligence report.		
<b>Service Name:</b>	Field House Surgery		
<b>Identified By:</b>	Engagement	<b>Date Recorded:</b>	19 July 2023
<b>Experience:</b>	Patient felt frustrated. He was given CBT Therapy at his GP surgery but felt it didn't help. He said he didn't learn anything about himself and when he asked for his notes he was told that none were made.		
<b>Actions Taken:</b> (Healthwatch)	Patient had already complained but made us aware of his issue and frustration. This was noted for inclusion in CRM and intelligence report.		

## Yorkshire Ambulance Service

### Lived Experiences

<b>Service Name:</b>	Yorkshire Ambulance Service		
<b>Identified By:</b>	Research	<b>Date Recorded:</b>	6 July 2023
<b>Experience:</b>	<p>"Had to call 999 due to heart problems. The three ambulance crew were really good. Friendly and professional and looked after me with real compassion. Admitted straight to Emergency department, staff there were very efficient and very friendly. Caring and supportive during this time when I felt unwell. All introduced themselves and nothing was too much trouble. Was always treated with respect and dignity and explanation was given about everything they were doing.</p> <p>I was then transferred to EAU and the staff were amazing. Care i was given was excellent, they were kind and helpful and very understanding when I needed support.</p> <p>Cannot fault anyone I came into contact with and the care I received was excellent."</p>		

## NHS Humber Foundation Trust



## Lived Experiences

Service Name:	NHS Humber Foundation Trust		
Identified By:	Engagement	Date Recorded:	1 July 2023
Experience:	Patient with Multiple Sclerosis has issues with pushing wheelchairs as the "one size fits all" approach doesn't work for this patient.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	NHS Humber Foundation Trust		
Identified By:	Engagement	Date Recorded:	1 July 2023
Experience:	Parent of the patient says that her son is on the speech and language therapy waiting list and has been on it for ages and feels as though she's not getting anywhere.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience in their monthly intelligence report.		

## 6. Experiences Breakdown – Care Homes

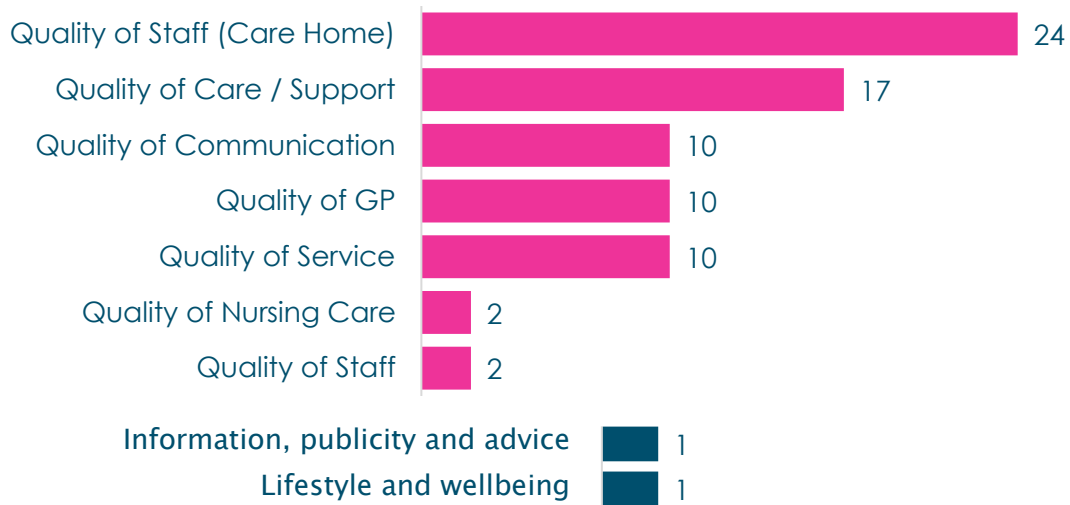
This month, Healthwatch recorded a total of **27** experiences for Care Home Intelligence. These experiences were broken down into **23** intelligence and **75** compliments.

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

### **Care Home Intelligence**

- **Caring, kindness, respect, and dignity**
- **Being listened to/being involved**
- **Building, DéCor and Facilities, including health and safety**

## Care Home - Compliments



## Lived Experiences

### 6.1 Areas for Improvement

**Please note:** some experiences can have multiple intelligence or compliments and may contain both intelligence and compliments. No areas for improvement were recorded for this month.

Service Name:	Southlands		
Identified By:	Research	Date Recorded:	17 July 2023
Experience:	"Coffee morning and singer in the courtyard. "		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	The Limes		
Identified By:	Research	Date Recorded:	27 July 2023
Experience:	"Mum has been in The Limes for two years now. She has dementia, so it had become unsafe for her to remain at home."		

Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.
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## 6.2 Compliments

Service Name:	Bessingby Hall	
Identified By:	Research	Date Recorded: 3 July 2023
Experience:	"Lovely place with very helpful caring people/staff. Uncle is very happy here and it's made such a difference in his whole demeanour. It's so nice to see the difference it's making to him."	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

Service Name:	Bessingby Hall	
Identified By:	Research	Date Recorded: 3 July 2023
Experience:	"Lovely staff, very welcoming and helpful. Place very clean and friendly atmosphere."	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

Service Name:	Willersley House	
Identified By:	Research	Date Recorded: 4 July 2023
Experience:	"Willersley House continues to maintain its usual high standards to an exemplary degree. The staff are very polite and courteous and are great ambassadors for Willersley House. The atmosphere and general ambience display all the hallmarks of a five-star care home. Well done staff!"	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

Service Name:	William Wilberforce	
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Identified By:	Research	Date Recorded:	5 July 2023
Experience:	"My Grandmother was extremely well cared for by William Wilberforce Staff. "		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	William Wilberforce		
Identified By:	Research	Date Recorded:	25 July 2023
Experience:	<p>"From the moment we walked into the home we were made part of the William Wilberforce family. The staff are a friendly, professional, fun group of people and the care that my mother receives is exemplary. The management team talked us through the stages of dementia and what can be expected next and guided us sensitively through her recent end-of-life diagnosis. They have taken such wonderful care of my mother in a beautifully furnished and cared-for environment. With each stage of her decline in mobility, they have organised new equipment and furniture tailored to her needs. We are always kept in touch with any change in her medication, mood or condition. The medical staff who visit are excellent. Friends and family are now invited to share entertainment and coffee with the residents - wonderfully hosted by the dedicated staff. We feel so lucky that my mother is in such a lovely care home where she is a valued member of its community and treated with love, kindness and respect."</p>		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	William Wilberforce		
Identified By:	Research	Date Recorded:	27 July 2023
Experience:	<p>"The team at William Wilberforce provide a caring and professionally managed environment. Access to medical care is good. My only suggestion would be to improve the Wi-Fi, which rarely worked in the bedroom."</p>		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Westfield Park Nursing Home		
Identified By:	Research	Date Recorded:	5 July 2023
Experience:	"Management and staff always welcoming. Rooms are large and well equipped. Facilities and activities are good. A good variety of food. If any issues arise you are always listened to and kept updated. Overall, very happy."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Emmanuel Care Home		
Identified By:	Research	Date Recorded:	7 July 2023
Experience:	"The care at Emmanuel House is outstanding! My uncle has been a resident since leaving the acute hospital and their rehab settings. Both of these previous settings failed to get him walking and told us that he would probably never walk again. The attitude of staff at Emmanuel took a different approach, stating it would be likely that he could walk again! What a difference this has made! He is now walking and feeling much more positive. His outlook has changed from self-neglect to (almost) self-care! We are astounded. What a wonderful team!"		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Southlands		
Identified By:	Research	Date Recorded:	10 July 2023
Experience:	"Mum-in-law came into Southlands a year ago. During the time she has been here, we feel she has been well cared for. The staff are very caring. We would, however, have liked there to have been some activities to stimulate Mum. It is possible she declines this! I understand the activity girl has been on long-term sick. Very impressed with the food - always looks good and well presented."		

Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.
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Service Name:	Southlands	
Identified By:	Research	Date Recorded: 10 July 2023
Experience:	"Staff, all of them are friendly, caring and efficient. "	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

Service Name:	Southlands	
Identified By:	Research	Date Recorded: 17 July 2023
Experience:	"Always receive a warm and friendly welcome from the staff at Southlands. With the recent management team changes, the home is much improved. The team are very approachable and helpful with any questions we may have. All the staff work hard and are very caring towards the residents."	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

Service Name:	Southlands	
Identified By:	Research	Date Recorded: 17 July 2023
Experience:	"Throughout Mum's stay at Southlands, we, as a family, have been pleased with Mum's care. There is little doubt that Covid has had a devastating effect on the care industry as a whole. Southlands often identified difficulties and has pulled through remarkably well. The staff and management currently in post have been most supportive and have made a great difference in recent months. A big thank you to all."	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

Service Name:	Southlands	
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Identified By:	Research	Date Recorded:	17 July 2023
Experience:	"Mum has been a resident at Southlands for over 16 months. Her improvement since being a resident here with all the love and care she receives is wonderful. "		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Goole Hall		
Identified By:	Research	Date Recorded:	14 July 2023
Experience:	"Mum has been a resident for the last two years. Although Covid restrictions made it difficult at first, the staff have always been wonderful with her and very helpful and informative with us. She considers the staff to be her friends. Her room is comfortable, and you are encouraged to take things to make her feel more at home. As things have eased and visiting has become easier, we have always been greeted with a friendly smile and a joke, but courteously. She enjoys the food and the increasing activities which have now been re-introduced. Special events, such as birthdays have been celebrated with her and they have provided a cake and made sure that she enjoys her special day. She has always been treated with respect, but friendliness. Any problems have been quickly resolved and we have been informed straight away."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Foresters Lodge		
Identified By:	Research	Date Recorded:	20 July 2023
Experience:	"Fantastic staff. Glad to see more activities being done and an outside area with shade for residents. Air conditioning would be great, for both staff and residents during hot summers. Staff and management go above and beyond."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	The Willows		
Identified By:	Research	Date Recorded:	21 July 2023
Experience:	<p>"The Willows is situated in the lovely village of Burton Fleming. I visit my friend on a regular basis and have always found the management and staff very friendly and helpful. I am always made welcome, and nothing is too much trouble. I can have meals with my friend anytime which is nice. The residents always look clean and tidy and are interacted with, by the staff, well. The manager has an open-door policy and is always available for a chat. I know if I had any concerns that they would be dealt with promptly as the manager welcomes concerns to make the home a better place for the residents to live in."</p>		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	23 July 2023
Experience:	<p>"I would highly recommend this care home, the facilities are excellent, it is kept clean and tidy at all times. The staff are very friendly and see to all of my father's needs/requirements 24/7 and are very knowledgeable. The food is very good and there is a varied selection."</p>		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	24 July 2023
Experience:	<p>"Mum is well cared for at The Olde Coach House. Mum has been a resident at this Care Home since January 2022 and the care and support she receives is excellent. Whenever I visit there is plenty of staff, cleaning is constantly visible and the daily menu for food and drink look varied and interesting. I do not see many events, but I do check the social media page often and I can see that plenty of activities take place. It is pleasing to see that many of the events are with large groups of residents with lots of staff taking part and on hand to care and support."</p>		



Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.
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Service Name:	The Hollies - Care Home	
Identified By:	Research	Date Recorded: 25 July 2023
Experience:	<p>"Mum has increasingly complex needs due to her dementia. Although it is early days we have seen the care, support and kindness of the staff to Mum and the family to be of a high standard, which has given us confidence that Mum will settle after experiencing four homes over just two months. All of the staff we have met from the gardener/maintenance and catering to the carers and administrators have made mum and the family feel welcome and they are determined to ensure that mum's care plan reflects her particular needs. We are very grateful to the home and the recently completed refurbishment is an added bonus."</p>	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

Service Name:	Beverley Parklands Care Home	
Identified By:	Research	Date Recorded: 31 July 2023
Experience:	<p>"My father, now aged 94, decided last July that he no longer wished to live in his home and would like to trial a local care homestay. He decided on Beverley Parklands. The initial plan was for a four-week trial. Within two weeks he had decided that he wanted to make the move permanent. He has never regretted his decision. Nor have we, his family. He feels safe and cared for. Enjoys the food, the garden and his room."</p>	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

Service Name:	Lindum House	
Identified By:	Research	Date Recorded: 31 July 2023
Experience:	<p>"Both my parents have resided at Barchester Lindum House since July 2021. My father has vascular dementia, my mother</p>	

	has type one diabetes and various other conditions. Under the direction of a new manager, since August 2022, I find the home to be a safe and happy place with caring staff who treat my parents with dignity."
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.

Service Name:	Lindum House		
Identified By:	Research	Date Recorded:	31 July 2023
Experience:	"My mum is a resident here and from initial enquiry and meeting with the manager, everything progressed smoothly and quickly to her admission - which was a discharge from hospital. Mum is being cared for with dignity, respect and compassion and I cannot thank all the staff enough for all they are doing, not only for her but for me and my family too. We feel very supported at a hugely difficult and emotional time. All the staff have welcomed us in with open arms and reassured us. Mum is developing lovely relationships with the staff as they get to know her. The home has a calm relaxed atmosphere, and I would not hesitate to recommend it to anyone thinking of here for themselves or for a loved one. Thank you to all the nurses, carers, and staff, you're doing an amazing job!"		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

## **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 complaint's procedure.

Service Name:	Hull Royal Infirmary.
Date of Incident:	April 2023
Nature of Issue:	Client's complaint is regarding her dad's care in Hull Royal Infirmary. He went in to ward 7 (Vascular ward) due to his toes going black. He is diabetic. They undertook a partial amputation of his foot but the infection returned so he underwent a second operation to amputate below the knee. During the operation he suffered a seizure and he is now diagnosed as epileptic and is on medication. Client states that the rehabilitation ward he is now on have tried to get information from the Neurological Team without success and client feels as though they are in the dark regarding what happened and what the long term plan is. Client stated that she also has concerns regarding whether her dad was medically fit for discharge to the rehab ward at the East Riding Community Hospital where her dad is still a patient

Service Name:	City Healthcare Partnership CIC
Date of Incident:	March 2021
Nature of Issue:	Complaint is regarding 2 out of hours nurses who came to administer medication on 2 <sup>nd</sup> March 2021 to client's husband who subsequently died. Client has been trying to get the drugs card to see what medication her late husband was given when they visited on the 2 <sup>nd</sup> March. Client's husband died the night he was given the medication. Client eventually received a letter with the batch numbers and doses of medication given, but client is querying what they are saying he was given. Husband was on end of life medication for Cancer.

Service Name:	Hull Royal Infirmary
Date of Incident:	July 2023

Nature of Issue:	<p>Client's complaint relates to her daughter who had surgery for fractured arm on 07/06/2023. There are no issues with surgery and was in recovery about an hour and a half later. Patient was taken up to the ward but was then in pain. Client spoke to a nurse who said she would get her daughter some pain relief. After 10 minutes the nurse had not returned so client went to see the nurses at the duty station who said they were trying to get hold of the doctor to prescribe the pain relief as the drug card had not arrived. The drug card is not electronic but a physical card which lists which medication has been prescribed and had not arrived from recovery. Half an hour later the drug card had still not arrived and the nurses still hadn't managed to contact the doctor. Client believes that the nurses were doing their best but that her daughter should not have been allowed to leave recovery without pain relief being prescribed and the drug card going with her to the ward.</p>
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Service Name:	Hull Royal Infirmary
Date of Incident:	May 2023
Nature of Issue:	<p>Client has concerns with Hull Royal Infirmary in that the Frailty Team refused an admission for his late mother that had been requested by her GP in May. Client feels if this admission had been accepted, his mother's lymphoma would have been diagnosed and may have been treated successfully.</p>

## 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.