



# Intelligence Report

December 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 detail in this report applies to **December 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

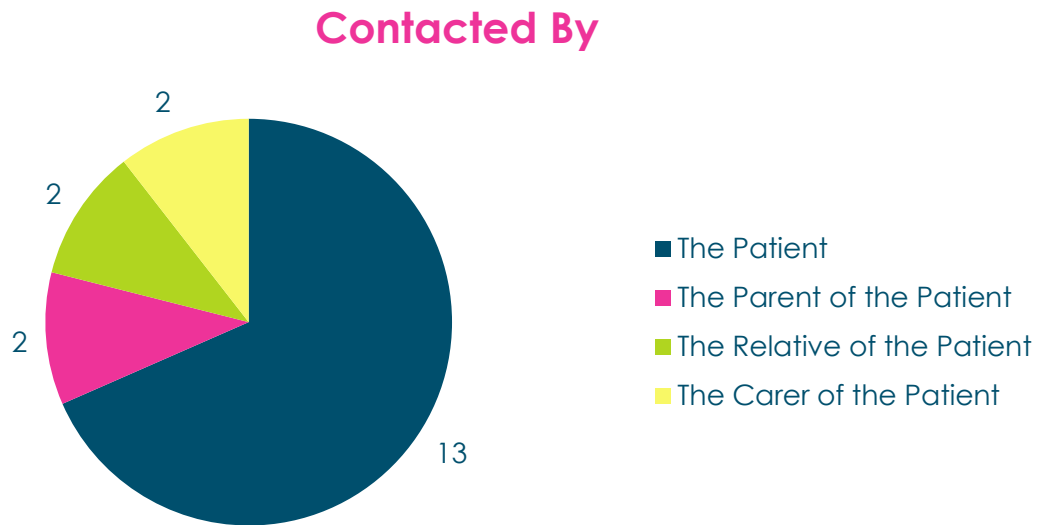
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

**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.

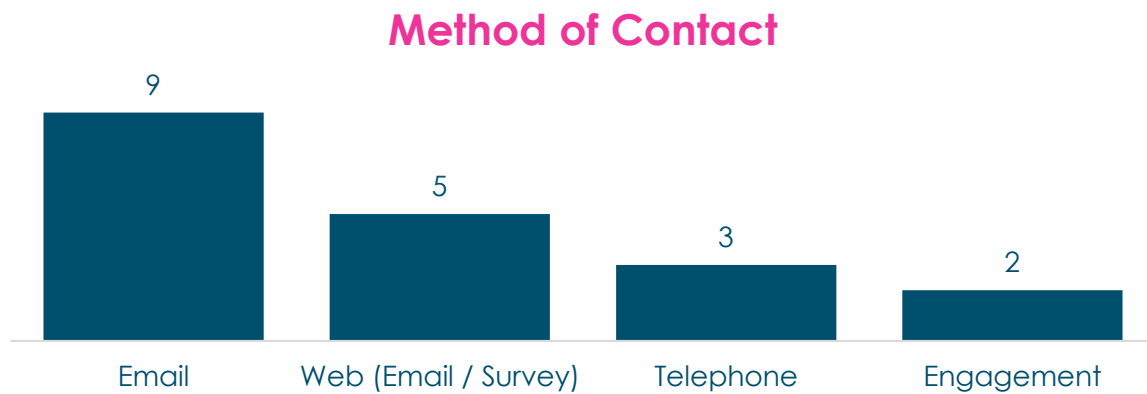
Following the publication of this report, we are happy to receive feedback from service providers using the [enquires@healthwatcheastridingofyorksire.co.uk](mailto:enquires@healthwatcheastridingofyorksire.co.uk) as it provides confidence to the public that their experiences are valued, acknowledged and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

## 2. Contact Statistics

During **December** we had **19** people contact Healthwatch directly to provide feedback or to ask for information/advice.



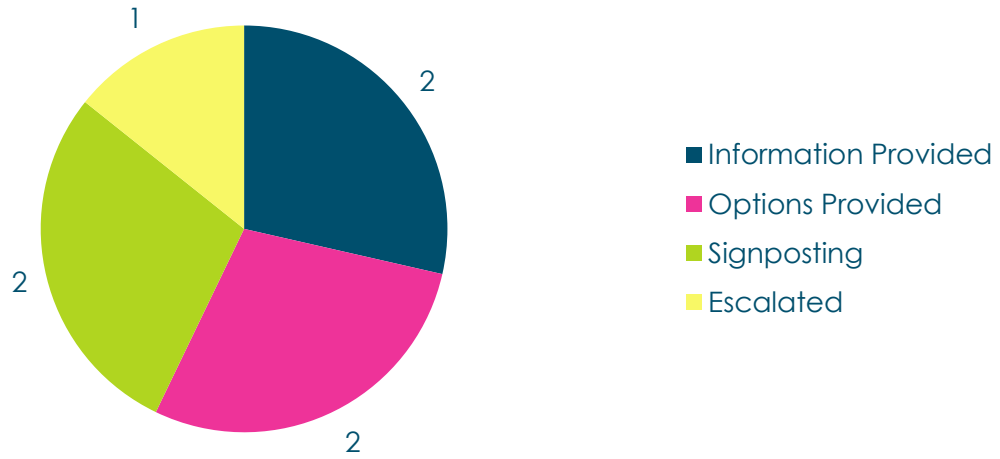
The most popular means of contacting Healthwatch this month is shown below.



We also conducted online research of local services, where we found a total of **84** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of **December**.

The total amount of information and experiences retrieved this month, through contact and research is **103**

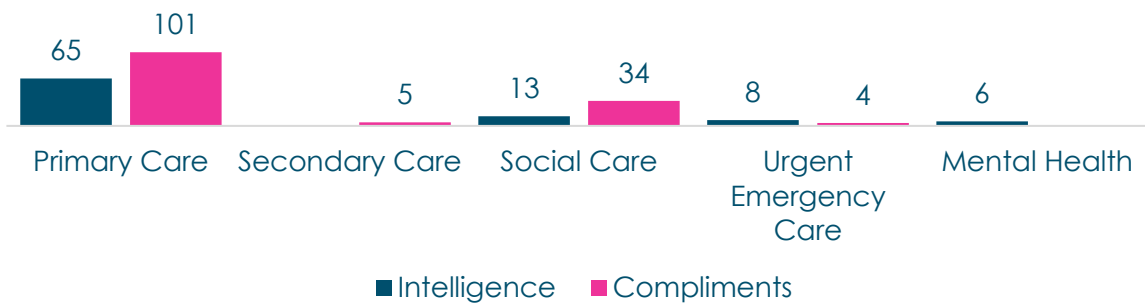
## Actions Taken



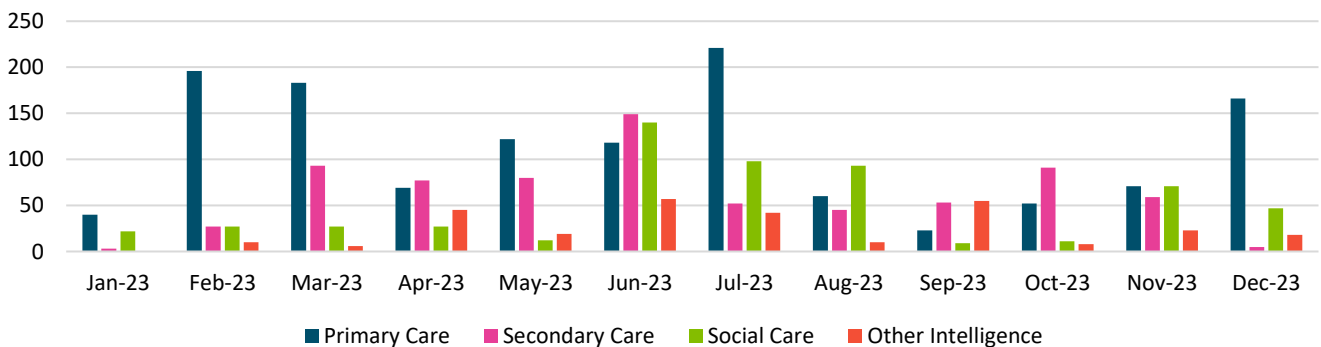
This month, Healthwatch took 7 actions from the experiences received. Our most common action was providing information, options provided and signposting.

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

## Care Type



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



### 3. Information Requests

This month, Healthwatch recorded and fulfilled a total of 1 information request.

### 4. Primary Care

#### 4.1 Experiences Breakdown – GP Intelligence

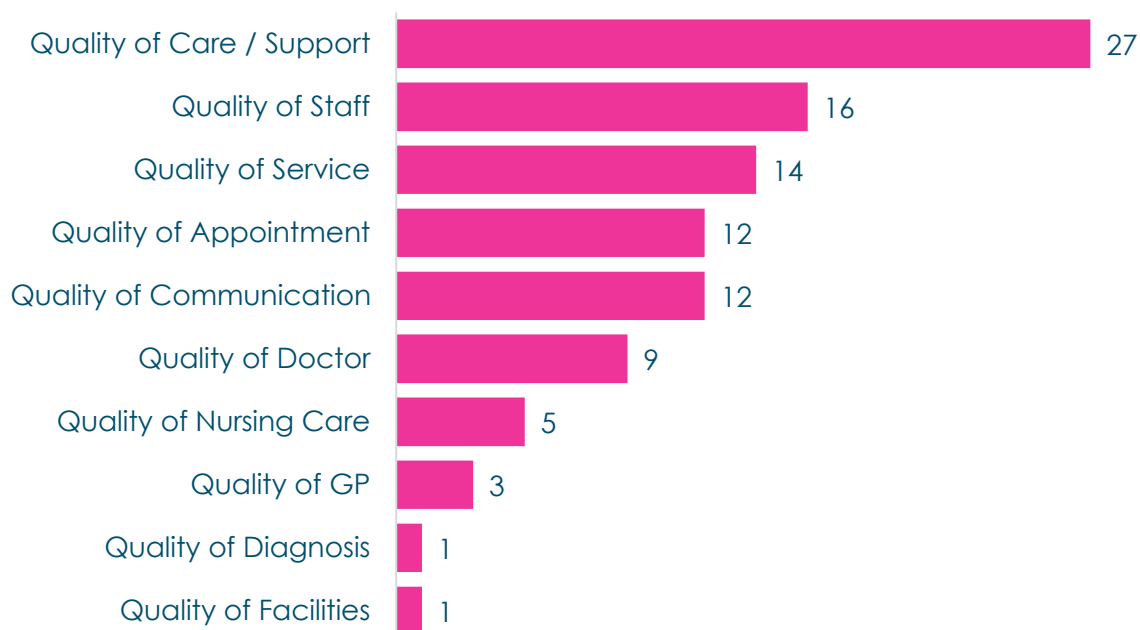
This month, Healthwatch recorded a total of 50 experiences for GP Practices. These experiences were broken down into 40 intelligence and 100 compliments.

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

#### GP Surgery - Intelligence



## GP Surgery - Compliments



### Lived Experiences

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

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | Jorvik Gillygate (York)  |                |                 |
| Identified By: | Telephone  | Date Recorded: | 6 December 2023 |
|                | Experience:<br>Patient was also very frustrated that she has still not got a sick note from her GP and the DWP are getting very difficult with her and she is scared to ask the surgery in case they refuse to keep her on as she has a York GP due to where she lives being right on the border. Patient was extremely agitated and said that she is going to lose her house as the DWP are not paying the right benefits due to her not having a sick certificate.<br><br>Patient also frustrated as because she lives in Stamford Bridge and has a GP in York, she can't access Mental Health Services near to where she lives. Said the nearest provision is Bridlington which is too far for her to travel as she would have to go by bus. She said because she lives in East Riding, she can only access |                |                 |



|                                 |  |
|---------------------------------|--|
|                                 | mental health groups in the East Riding and she can't find anything closer to home.  |
| Actions Taken:<br>(Healthwatch) | <p>HW Representative listened and offered to contact the surgery on her behalf to explain her issue as patient was clearly extremely stressed and agitated.</p> <p>Contacted surgery and explained patients issue with regard to obtaining a sick certificate. Receptionist agreed she would need to speak to a GP to have one issues and said she would look into it.</p> |

|                |                     |                |                  |
|----------------|---------------------|----------------|------------------|
| Service Name:  | Manor House Surgery | PCN:           | Bridlington      |
| Identified By: | Research            | Date Recorded: | 31 December 2023 |

|             |   |
|-------------|---|
| Experience: | <p>"We phoned this practice today at 4pm to try and make a routine appointment for my wife with a nurse for an injection that she requires regularly. I was caller number 12 in the queue. We need this appointment - so I stayed on hold, and occupied myself with other things while I waited. In the end, this practice kept me on hold for 2 hours. During that period, I advanced from number 12 in the queue to number 3. I got repeated reminders over the 2 hour period that I could book appointments online via their app. This is untrue. The app has no appointments available. It never has when I've looked. After 2 hours, at 6pm I was abruptly cut off. There appears to be no means of contacting this surgery electronically, via e mail etc. From a patient's perspective, I feel like they are literally closing off all forms of contact. My wife still hasn't got her appointment, and we simply haven't got more time just to sit there on hold, in the hope that someone from Manor House Surgery/Humber Primary Care might actually answer the phone and provide an appointment booking service. Hopefully somebody in authority will do something to investigate what is happening at this practice, and quickly set things in place to improve it. Keeping people on hold on a phone for 2 hours - then cutting them off? I don't think that should be acceptable.</p> <p>"</p> |
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|               |                     |      |             |
|---------------|---------------------|------|-------------|
| Service Name: | Manor House Surgery | PCN: | Bridlington |
|---------------|---------------------|------|-------------|

|                |  |                |                  |
|----------------|--|----------------|------------------|
| Identified By: | Research   | Date Recorded: | 31 December 2023 |
| Experience:    | <p>"Rang Friday for appointment told to ring surgery at 8 am Monday for appointment, Monday came waited outside the surgery 7-45am surgery opens at 8am, one gentleman ahead of me, doors open 8am gets to one of the two receptionists no appointment, no phone appointments go to walk in centre at Bridlington hospital an absolute joke, talk about passing the buck practice an absolute disgrace. If there were a rating it would be Zero for this practice</p> <p>"</p> |                |                  |

|                |   |                |                   |
|----------------|---|----------------|-------------------|
| Service Name:  | Church View Surgery   | PCN:           | Holderness Health |
| Identified By: | Research  | Date Recorded: | 26 December 2023  |
| Experience:    | <p>"Waiting times for medication is unreal waited over a hour in a que for My medication They never answer the phones often waiting 40+ minutes before someone finally answers only to put you back on hold as it's not their department</p> <p>"</p> |                |                   |

|                |  |                |                                   |
|----------------|--|----------------|-----------------------------------|
| Service Name:  | The Park Surgery, Driffield  | PCN:           | Yorkshire Coast and the Wolds PCN |
| Identified By: | Research   | Date Recorded: | 31 December 2023                  |
| Experience:    | <p>"Husband attended with chest infection. Found AF and told to make his way to hospital. In December AF flared up again and taken by ambulance to hospital. Have tried to see GP to find out more about condition but still have not managed to arrange. I contacted them myself for a back problem and told to go to A&amp;E without seeing a doctor and ask for a MRI scan. Did as instructed and told the advice I had been given was inappropriate. Tried to speak to surgery again to request a referral for the scan or to a neurologist but got cut off twice.</p> |                |                                   |

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|  | Have since arranged this privately but what will happen if investigations are needed as I don't have insurance.<br>" |
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|----------------|---|----------------|------------------|
| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN     |
| Identified By: | Research  | Date Recorded: | 21 December 2023 |
| Experience:    | "Despite ringing for appointment at 8am - having tried every 5secs before 8am, I was still 10th in the queue so waited on hold for 30mins before speaking to anyone. Massive queues in waiting room.<br>" |                |                  |

|                |  |                |                  |
|----------------|--|----------------|------------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN     |
| Identified By: | Research   | Date Recorded: | 14 December 2023 |
| Experience:    | "It took me 50 minutes to get through and this is every time you ring for an appointment, I really can't fault this when you get an appointment but it's so annoying been kept waiting for so long " |                |                  |

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|----------------|--|----------------|------------------|
| Service Name:  | Market Weighton Practice   | PCN:           | Harthill PCN     |
| Identified By: | Research   | Date Recorded: | 31 December 2023 |
| Experience:    | "Using the "patients knows best" charter i eventually convinced the surgery (3 x doctors) to send me for a 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 a 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 16.51 mins 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 |                |                  |

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|  | country would go bust. Have phoned again now on hold for 29 mins as we speak.<br>" |
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|----------------|---|----------------|-----------------|
| Service Name:  | Montague Medical Practice   | PCN:           | Cygnat          |
| Identified By: | Research  | Date Recorded: | 7 December 2023 |
| Experience:    | <p>"My appointment was booked for 13:30 on a Wednesday; the surgery closes 12:30 to 13:30 on Wednesdays. I attended at 13:24 and the door was locked. The staff did not unlock the door until 13:33. I was then kept waiting until 13:38 until the nurse called me in. I was not in any particular rush but...this delay obviously kept me waiting, with no apology, but could also have caused further appointments with the practice nurse to run late. The practice nurse herself was efficient and polite.</p> <p>"</p> |                |                 |

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|----------------|--|----------------|-----------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnat          |
| Identified By: | Research   | Date Recorded: | 2 December 2023 |
| Experience:    | <p>"Our appointment yesterday for vaccination had to be cancelled at short notice due to staff illness but we were offered a new appointment this morning (on Saturday) and we had our jabs!!</p> <p>"</p> |                |                 |

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|----------------|--|----------------|-----------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnat          |
| Identified By: | Research   | Date Recorded: | 2 December 2023 |
| Experience:    | <p>"Cannot make an appointment at anytime, its ring at 8 o'clock and take a chance, when I've had an appointment it's not been a doctor</p> <p>"</p> |                |                 |

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|---------------|---------------------------|------|--------|
| Service Name: | Montague Medical Practice | PCN: | Cygnat |
|---------------|---------------------------|------|--------|

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|----------------|--|----------------|------------------------|
| Identified By: | Research   | Date Recorded: | 31<br>December<br>2023 |
| Experience:    | <p>"I was given a telephone number by the practice to get in touch with their social prescriber. Over the space of 3 weeks I attempted to contact this person 20 times but the phone just rang out before eventually going to voicemail. I left 2 very polite voicemail messages asking for support and gave my mobile and an alternative landline number. That was over two weeks ago and this person hasn't had the decency to respond. Personally I don't think being directed towards the social prescriber was the right course of action for my depression but I followed the professional advice and ended up being ignored. Totally unprofessional.</p> <p>"</p> |                |                        |

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|---------------------------------|--|----------------|-----------------------|
| Service Name:                   | Practice 3   | PCN:           | Bridlington           |
| Identified By:                  | Email  | Date Recorded: | 8<br>December<br>2023 |
| Experience:                     | Can't see a doctor anymore. They are young people who aren't doctors. Nurses but NOT a doctor. |                |                       |
| Actions Taken:<br>(Healthwatch) | No further action required. Recorded as intelligence   |                |                       |

|                                 |   |                |                        |
|---------------------------------|---|----------------|------------------------|
| Service Name:                   | Reddy and Nunn  |                |                        |
| Identified By:                  | Web (Email / Survey)  | Date Recorded: | 16<br>December<br>2023 |
| Experience:                     | Patient reported that they never see the same GP doctor twice.  |                |                        |
| Actions Taken:<br>(Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report. |                |                        |

|                |  |                |                        |
|----------------|--|----------------|------------------------|
| Service Name:  | Holderness Health  |                |                        |
| Identified By: | Web (Email / Survey)   | Date Recorded: | 17<br>December<br>2023 |
| Experience:    | Patient reported "i asked for help with new onset symptoms of pain, my usual treatment isn't working. Used the online method |                |                        |

|                                 |   |
|---------------------------------|---|
|                                 | of contact and received the following text message: 'Duty doctor advised to book routine appointment to discuss your symptoms. Unfortunately, we are not able to offer you any appointments at the moment so we would advise you to try next week.' I've tried everyday and cannot get an appointment". |
| Actions Taken:<br>(Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.   |

## Compliments

|                |   |                |                  |
|----------------|---|----------------|------------------|
| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN     |
| Identified By: | Research  | Date Recorded: | 29 December 2023 |
| Experience:    | "Called last week for a routine appointment and no problem getting a slot, arrived on time and was seen straight away, very helpful staff very friendly and quick to be seen and sorted.<br>" |                |                  |

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|----------------|--|----------------|------------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN     |
| Identified By: | Research   | Date Recorded: | 31 December 2023 |
| Experience:    | "Thank you to the amazing receptionist / staff member - s - who took the time to listen to my concerns and reassured me of my worries. She knew what she was talking about, and made me feel like I'd be listened too. I was given a doctors appointment the same week and feel really reassured. Thankyou.<br>" |                |                  |

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|----------------|-------------------------------|----------------|------------------|
| Service Name:  | North Beverley Medical Centre | PCN:           | Beverley PCN     |
| Identified By: | Research                      | Date Recorded: | 13 December 2023 |

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| Experience: | <p>"Being new to the area this was my first experience of seeing a doctor here. Impressive service as I got an appointment on the same day I phoned to ask for one and the doctor was extremely pleasant and very efficient. She gave me all the help and information I required. An excellent introduction to the Medical Centre.</p> <p>"</p> |  |  |
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|----------------|--|----------------|------------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN     |
| Identified By: | Research   | Date Recorded: | 23 December 2023 |
| Experience:    | <p>"Everyone at the practice goes above and beyond to be helpful and efficient. It's not always easy to get an appointment but, that's the way things are everywhere at the moment.</p> <p>"</p> |                |                  |

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|----------------|---|----------------|------------------|
| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN     |
| Identified By: | Research  | Date Recorded: | 14 December 2023 |
| Experience:    | <p>"All the doctor's and nurses I have encountered have been beyond amazing. Really caring and compassionate. The only niggle would be waiting times, but as the GP's really take their time and listen, it's understandable the appointments prior run over</p> <p>"</p> |                |                  |

|                |   |                |                  |
|----------------|---|----------------|------------------|
| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN     |
| Identified By: | Research  | Date Recorded: | 20 December 2023 |
| Experience:    | <p>"The phone was answered relatively quickly and I was given an appointment on the day for a time which was suitable for me. I really appreciated this. The receptionists were friendly and helpful both over the phone and in the practice. I felt listened to by the doctor and happy with the treatment. Overall it was a</p> |                |                  |

|  |   |
|--|---|
|  | positive experience and I'm pleased to be on the road to recovery.<br>" |
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|----------------|---|----------------|------------------|
| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN     |
| Identified By: | Research  | Date Recorded: | 29 December 2023 |
| Experience:    | "Thank you for acting swiftly I've now met 2 lovely doctors who are very easy to talk to. I find it best coming down to the surgery to make an appointment rather than over the phone so far this has worked for me Thank you.<br>" |                |                  |

|                |  |                |                  |
|----------------|--|----------------|------------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN     |
| Identified By: | Research   | Date Recorded: | 31 December 2023 |
| Experience:    | "I was shown a lot of respect by the practice, including during the GP appointment and from the reception team. I really felt listened to, and that the practice was offering me support. Thank you<br>" |                |                  |

|                |   |                |                  |
|----------------|---|----------------|------------------|
| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN     |
| Identified By: | Research  | Date Recorded: | 31 December 2023 |
| Experience:    | "I was told I needed to see a GP by a hearing specialist due to an ear infection. Phoned the practice at noon and had an appointment within three hours same day. Seen promptly, very supportive and welcoming consultation, and had a spray to address the condition within 20 minutes. Condition is now clearing. Overall, timely, prompt and supportive service which has made a positive contribution to my health and well being over the holiday period. Excellent. |                |                  |



|                |   |                |                  |
|----------------|---|----------------|------------------|
| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN     |
| Identified By: | Research  | Date Recorded: | 23 December 2023 |
| Experience:    | "I had an appointment on Friday 22nd December 2023. The nurse was polite and attentive. Understood my concerns and resolved them while all the time taking time to address my questions . A credit to himself and the practice. |                |                  |

|                |  |                |                  |
|----------------|--|----------------|------------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN     |
| Identified By: | Research   | Date Recorded: | 28 December 2023 |
| Experience:    | "Very professional but also friendly. Never have to wait ages and always feel I've been listened to. Excellent staff and comfortable surroundings. |                |                  |

|                |  |                |                  |
|----------------|--|----------------|------------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN     |
| Identified By: | Research   | Date Recorded: | 29 December 2023 |
| Experience:    | "My husband has a lot of health issues and our practice always manages to see him when needed and seem to always go above and beyond. The staff are what's very kind and supportive as well as all the doctors nurses etc . Thank you. |                |                  |

|                |  |                |                  |
|----------------|--|----------------|------------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN     |
| Identified By: | Research   | Date Recorded: | 21 December 2023 |
| Experience:    | "After calling 111 I was contacted within a few hours for a same day telephone consultation. This was followed by an in person appointment, again on the same day, and very helpful follow up. |                |                  |

|                |  |                |                  |
|----------------|--|----------------|------------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN     |
| Identified By: | Research   | Date Recorded: | 19 December 2023 |
| Experience:    | "Was listened to fully and had everything explained at each step of my treatment which lowered my anxiety. At the end of my appointment felt very relaxed and confident in my treatment. |                |                  |

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|----------------|---|----------------|------------------|
| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN     |
| Identified By: | Research  | Date Recorded: | 23 December 2023 |
| Experience:    | "All I can say is this practice is second to none the staff are always very polite and listen to our ailments from receptionist to nurse practitioner to all the doctors thank you. |                |                  |

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|----------------|--|----------------|------------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnets          |
| Identified By: | Research   | Date Recorded: | 16 December 2023 |
| Experience:    | "The nurse I saw was very friendly, informative and thoughtful. She gave me my results and was very encouraging. Future reviews were put in place. |                |                  |

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|----------------|--|----------------|------------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnets          |
| Identified By: | Research   | Date Recorded: | 19 December 2023 |
| Experience:    | "Friendly staff answer all questions and very helpful Overall nice and calming experience Also very clean and tidy premises Would recommend. |                |                  |

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|----------------|---------------------------|----------------|------------------|
| Service Name:  | Montague Medical Practice | PCN:           | Cygnets          |
| Identified By: | Research                  | Date Recorded: | 15 December 2023 |

|             |   |  |  |
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| Experience: | "Visit practice once a week for medical condition always given highest amount of attention Doctors and nurses always very polite and helpful. |  |  |
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| Service Name: | Montague Medical Practice | PCN: | Cygnat |
|---------------|---------------------------|------|--------|

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|----------------|----------|----------------|------------------|
| Identified By: | Research | Date Recorded: | 22 December 2023 |
|----------------|----------|----------------|------------------|

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| Experience: | "Actually listened to, immediately got tests ordered, and is actively investigating. I didn't have to argue, I wasn't fobbed off. We actually had a polite, respectful conversation. Moving practices to this one is the best decision I ever made. |  |  |
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|---------------|---------------------------|------|--------|
| Service Name: | Montague Medical Practice | PCN: | Cygnat |
|---------------|---------------------------|------|--------|

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|----------------|----------|----------------|------------------|
| Identified By: | Research | Date Recorded: | 15 December 2023 |
|----------------|----------|----------------|------------------|

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|-------------|--|--|--|
| Experience: | "Whenever I need to visit the practice I'm always welcomed by cheerful receptionists very happy with the GPs and nurses at the practice. I can highly recommend this practice. |  |  |
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|---------------|---------------------------|------|--------|
| Service Name: | Montague Medical Practice | PCN: | Cygnat |
|---------------|---------------------------|------|--------|

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|----------------|----------|----------------|------------------|
| Identified By: | Research | Date Recorded: | 12 December 2023 |
|----------------|----------|----------------|------------------|

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| Experience: | "No complaints about access to any appointments or services . I find this practice to be extremely efficient, effective and considered to a patient's needs. |  |  |
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|               |                           |      |        |
|---------------|---------------------------|------|--------|
| Service Name: | Montague Medical Practice | PCN: | Cygnat |
|---------------|---------------------------|------|--------|

|                |          |                |                  |
|----------------|----------|----------------|------------------|
| Identified By: | Research | Date Recorded: | 21 December 2023 |
|----------------|----------|----------------|------------------|

|             |   |  |  |
|-------------|---|--|--|
| Experience: | "Great staff. They take care of me. Very friendly and helpful. Everything was in time. Many thanks. I hope in future surgery will stay in the same level. |  |  |
|-------------|---|--|--|

|               |                           |      |        |
|---------------|---------------------------|------|--------|
| Service Name: | Montague Medical Practice | PCN: | Cygnat |
|---------------|---------------------------|------|--------|

|                |  |                |                        |
|----------------|--|----------------|------------------------|
| Identified By: | Research   | Date Recorded: | 20<br>December<br>2023 |
| Experience:    | "Very good service from what is obviously a very busy practice. They are friendly and accommodating. Keep up the good work." |                |                        |

|                |   |                |                        |
|----------------|---|----------------|------------------------|
| Service Name:  | Montague Medical Practice   | PCN:           | Cygnat                 |
| Identified By: | Research  | Date Recorded: | 28<br>December<br>2023 |
| Experience:    | "Vast improvement over the last 12 months. Have even managed to see doctors and had an "urgent" referral. Pleasant receptionist greeting in a newish practice." |                |                        |

|                |   |                |                        |
|----------------|---|----------------|------------------------|
| Service Name:  | Montague Medical Practice   | PCN:           | Cygnat                 |
| Identified By: | Research  | Date Recorded: | 16<br>December<br>2023 |
| Experience:    | "Had my smear test and the nurse was great and put me at ease. I was provided with written information and given the opportunity to ask questions. I was also told what would happen with different outcomes of the test. " |                |                        |

|                |   |                |                        |
|----------------|---|----------------|------------------------|
| Service Name:  | Montague Medical Practice   | PCN:           | Cygnat                 |
| Identified By: | Research  | Date Recorded: | 21<br>December<br>2023 |
| Experience:    | "I have been a patient of this practice for many years and always found the doctors/ nurses and support staff very caring and supportive and all my family have experienced the same and nothing is too much trouble and we must show all the staff respect in these very difficult times the NHS is going through, and must remember they are only human." |                |                        |

|                |                           |                |                        |
|----------------|---------------------------|----------------|------------------------|
| Service Name:  | Montague Medical Practice | PCN:           | Cygnat                 |
| Identified By: | Research                  | Date Recorded: | 14<br>December<br>2023 |

|             |  |
|-------------|--|
| Experience: | "I had an important appt to obtain my annual MOT results and was running late due to the train barriers stuck in the closed position. Rang the practice and confirmed I would be approximately 15 minutes late. No problem. Was seen straight away with no time restraints and the Nurse was extremely helpful in responding to my many questions. Overall an excellent experience and would have no concerns in recommending. Given other appointments and queries that I have had, they have always been very helpful. |
|-------------|--|

|                |  |                |                        |
|----------------|--|----------------|------------------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnet                 |
| Identified By: | Research   | Date Recorded: | 29<br>December<br>2023 |
| Experience:    | "Had my routine smear done by a very professional and friendly lady yesterday and it took less than a minute. It's something that's over and done with so quickly but could end up saving your life. |                |                        |

|                |  |                |                        |
|----------------|--|----------------|------------------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnet                 |
| Identified By: | Research   | Date Recorded: | 10<br>December<br>2023 |
| Experience:    | "My consultation was fifteen minutes after appointment time my appointment was with the practice nurse for an annual review and I was happy with the review. |                |                        |

|                |  |                |                        |
|----------------|--|----------------|------------------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnet                 |
| Identified By: | Research   | Date Recorded: | 20<br>December<br>2023 |
| Experience:    | "Doctor was knowledgeable and helpful and was very professional and so was the nurse my partner took my daughter and told me how great they was with my nine week daughter " |                |                        |

|                |                           |                |                        |
|----------------|---------------------------|----------------|------------------------|
| Service Name:  | Montague Medical Practice | PCN:           | Cygnet                 |
| Identified By: | Research                  | Date Recorded: | 31<br>December<br>2023 |

|             |   |  |  |
|-------------|---|--|--|
| Experience: | "Not a long gap between making and attending appointment. When attending seen in good time. All staff, both reception and medical, very friendly and professional." |  |  |
|-------------|---|--|--|

|                |  |                |                  |
|----------------|--|----------------|------------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnat           |
| Identified By: | Research   | Date Recorded: | 31 December 2023 |
| Experience:    | "The reception team are like nothing I have experienced with previous GP practices. Efficient, friendly, and genuinely kind people! A number of times I have asked to merge appointments being a shift worker myself, never too much trouble for them. And always get me in the next day/morning!! And answer the phone at any time of day, not long waiting times. The drs and nurses are also brilliant, caring, kind and nothing is too much for them. You don't feel ignored or silly for speaking to them. They also want to help, putting patients first. I have to mention the nurse who did my 1st smear this month. All I can disclose is that i took longer to take my jeans off ha! than to do the smear I was genuinely so impressed! She was so kind and also chatty, friendly and informative of the whole procedure. Such a genuinely lovely kind lady! |                |                  |

|                |   |                |                  |
|----------------|---|----------------|------------------|
| Service Name:  | Montague Medical Practice   | PCN:           | Cygnat           |
| Identified By: | Research  | Date Recorded: | 31 December 2023 |
| Experience:    | "Reception staff are attentive and caring. The GP was compassionate, thorough and included me in the decision making. |                |                  |

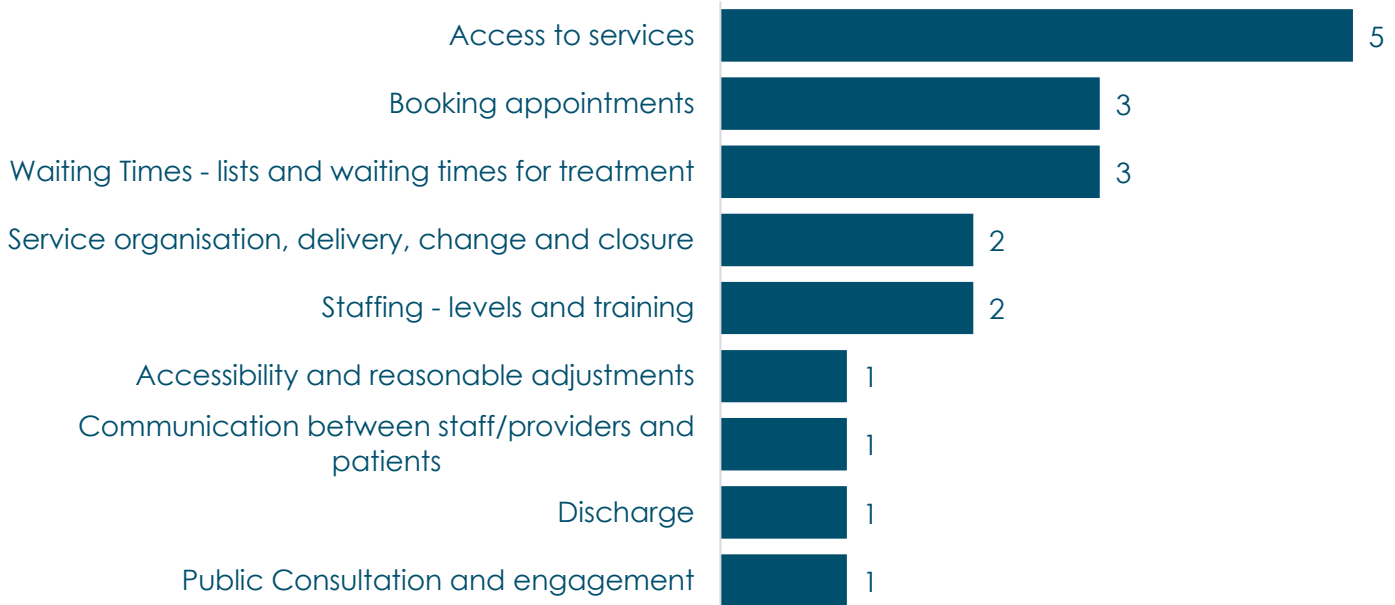
|                |   |                |                  |
|----------------|---|----------------|------------------|
| Service Name:  | Montague Medical Practice   | PCN:           | Cygnat           |
| Identified By: | Research  | Date Recorded: | 31 December 2023 |
| Experience:    | "I have been suffering back pain for many years and at my previous practice was just given pills and sent away, moved to this practice and was offered a face to face apt by the reception team after giving a brief indication of my issues, which was brilliant. I could attend after work as they do extended hours or even a Saturday. The assessment and explanation of what was happening was brilliant, no pills offered just pure |                |                  |

therapy and instant relief of my pain I was over the moon. He was polite and kept me well informed, made me a follow up apt that suited. Outstanding service from Montague staff thank you 😊

## 4.2 Dental Practices

This month, Healthwatch recorded a total of **5** experiences relating to Dental Practices. These experiences were broken down into **19** Intelligence and **0** Compliments.

### Dentist - Intelligence



### Lived Experiences

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

Service Name: Gilberdyke

|                                 |  |                |                 |
|---------------------------------|--|----------------|-----------------|
| Identified By:                  | Email  | Date Recorded: | 9 December 2023 |
| Experience:                     | Can't find a NHS dentist anywhere within 20 miles  |                |                 |
| Actions Taken:<br>(Healthwatch) | No further action required. Logged as intelligence |                |                 |

|                                 |   |                |                 |
|---------------------------------|---|----------------|-----------------|
| Service Name:                   | Dentist   |                |                 |
| Identified By:                  | Email   | Date Recorded: | 6 December 2023 |
| Experience:                     | Earlier in year had an abscess and my dentist had retired on New Year's Eve so started ringing dentists within a 45 mile radius but no one taking NHS patients and ones in the town had no space for private either. I finally got one 20 miles away but only as a private patient. A check up and antibiotics cost me close to £100 I also had an extraction a few months ago and that was £140. I was a regular patient at my old dentist for NHS care but how am I supposed to afford this? I am 64 yes old. |                |                 |
| Actions Taken:<br>(Healthwatch) | No further action required. Logged as intelligence  |                |                 |

|                                 |  |                |                 |
|---------------------------------|--|----------------|-----------------|
| Service Name:                   | Dentist  |                |                 |
| Identified By:                  | Email  | Date Recorded: | 5 December 2023 |
| Experience:                     | I cannot access an NHS dentist; emergency appointments are offered out of town which I can't get to without exorbitant costs as I am disabled. |                |                 |
| Actions Taken:<br>(Healthwatch) | No action required. Logged as intelligence   |                |                 |

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | Inglemire Dentist Surgery   |                |                 |
| Identified By: | Email   | Date Recorded: | 6 December 2023 |
| Experience:    | My NHS dentist is on long term sick and will not return. Not been able to get another NHS dentist. Have had to go private as waiting lists are 5 years. |                |                 |



|                                 |  |                |                        |
|---------------------------------|--|----------------|------------------------|
| Actions Taken:<br>(Healthwatch) | No action required. Logged as intelligence   |                |                        |
| Service Name:                   | My Dentist   |                |                        |
| Identified By:                  | Web (Email / Survey)   | Date Recorded: | 20<br>December<br>2023 |
| Experience:                     | "I'm 75yrs old disabled was going to same dentist for years. Rang for appt and told they had removed me from NHS list but I couldn't pay £50 and get private appt for a check up. Why would I pay them for take me as a private patient. I now do not have dental care." |                |                        |
| Actions Taken:<br>(Healthwatch) | Anonymously reported by Healthwatch East Riding, and information was provided about choosing an NHS Dentist.   |                |                        |

### 4.3 Pharmacy

This month, Healthwatch recorded a total of **0** experiences relating to Pharmacies.

### 4.4 Opticians

This month, Healthwatch recorded a total of **1** experience relating to Opticians. These experiences were broken down into **6** Intelligence and **1** Compliments.

#### Opticians - Intelligence

|  |   |
|--|---|
| Accessibility and reasonable adjustments   | 1 |
| Administration (records, letters, results) | 1 |
| Being listened to/being involved           | 1 |
| Cost and funding of services               | 1 |
| Medication, prescriptions and dispensing   | 1 |
| Service organisation, delivery, change...  | 1 |

## Opticians - Compliments

Quality of Care / Support



1

### Lived Experiences

|                                 |  |                |                 |
|---------------------------------|--|----------------|-----------------|
| Service Name:                   | Asda Optician (not specified which store)  |                |                 |
| Identified By:                  | Email  | Date Recorded: | 9 December 2023 |
| Experience:                     | Thanks to asda opticians and the NHS vouchers (free test and £91 towards new glasses due to having -8.1 in my right eye) I usually put £48 towards it for reactor lenses. I have to be tested on an annual basis and need new glasses yearly |                |                 |
| Actions Taken:<br>(Healthwatch) | No further action required. Logged as intelligence   |                |                 |

## 5. Secondary Care Intelligence

### Theme Breakdown – Hospitals

- Being listened to/being involved
- Quality of treatment
- Caring, kindness, respect and dignity
- Waiting times - queuing/on arrival at service

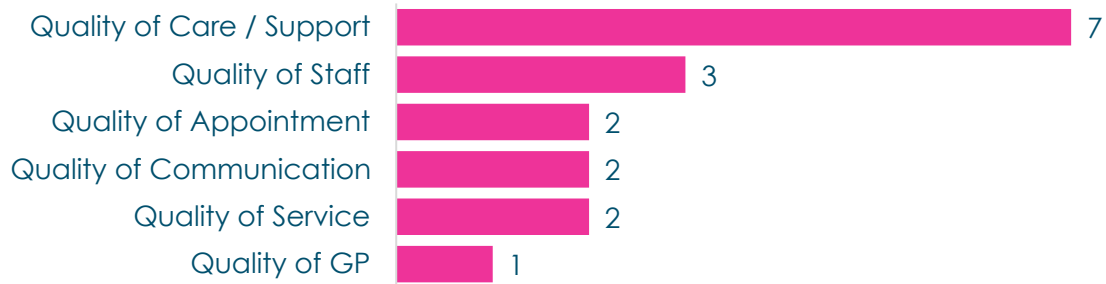
### 5.1 Hull Royal Infirmary

This month, Healthwatch recorded a total of **8** experience relating to Hull Royal Infirmary Intelligence. These experiences were broken down into **4** intelligence and **17** compliments.

## Hull Royal Infirmary - Intelligence



## Hull Royal Infirmary - Compliments



## Lived Experiences – Intelligence

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

|                                 |   |                |                  |
|---------------------------------|---|----------------|------------------|
| Service Name:                   | Hull Royal Infirmary  |                |                  |
| Identified By:                  | Research  | Date Recorded: | 22 December 2023 |
|                                 | Experience: I was advised by my Gp to attend A&E due to potential Cauda Equina. After I'd booked in & was called to the desk to be asked why I'd come into hospital, I explained the reason and also advised I am a Cancer patient. As someone with Cancer and a compromised immune system, I was booked in at about 18.30 and didn't see any medical professionals until approx 03.30 the following morning. |                |                  |
| Actions Taken:<br>(Healthwatch) | N/A   |                |                  |

|               |                      |
|---------------|----------------------|
| Service Name: | Emergency Department |
|---------------|----------------------|

|                              |  |                |                 |
|------------------------------|--|----------------|-----------------|
| Identified By:               | Email  | Date Recorded: | 9 December 2023 |
| Experience:                  | Couldn't get GP appointment for 4 weeks. Attend HRI ED as an emergency and had 8 hour wait in 2022. In 2004 the wait was less than 2 hours. When seen, care is reported as good. |                |                 |
| Actions Taken: (Healthwatch) | No further action required. Logged as intelligence   |                |                 |

## Lived Experiences – Compliments

|                              |  |                |                 |
|------------------------------|--|----------------|-----------------|
| Service Name:                | Hull Royal Infirmary   |                |                 |
| Identified By:               | Research   | Date Recorded: | 7 December 2023 |
| Experience:                  | Visited following an Asthma attack and chest pain. Although in the end they were unrelated both were treated with care by excellent staff at all levels. The doctor was thorough, understanding and ensured I understood what was wrong. With the range of tests I had if I was a car I would not need an MOT this year. My thanks to all concerned in the department and support departments. |                |                 |
| Actions Taken: (Healthwatch) | N/A  |                |                 |

|                |   |                |                  |
|----------------|---|----------------|------------------|
| Service Name:  | Hull Royal Infirmary  |                |                  |
| Identified By: | Research  | Date Recorded: | 15 December 2023 |
| Experience:    | On the context of squeezed services and a lot of pressure, I wanted to leave a review as I was so very impressed with the staff in hull royal's orthopaedics department. I e visited twice now, and have witnessed and received such friendly, patient and caring interactions from all the staff - nurses and orderlies through to consultant. I watched how other patients are spoken to and was thinking how pleased I'd be if an elderly relative of mine was receiving this level of care. Thank you for being such a kind and caring bunch. Appointments here have been a |                |                  |

|                                 |   |
|---------------------------------|---|
|                                 | pleasure, and even just sitting in the waiting area hearing how everyone is interacting has been heartwarming. Well done. |
| Actions Taken:<br>(Healthwatch) | N/A   |

|                                 |  |                |                       |
|---------------------------------|--|----------------|-----------------------|
| Service Name:                   | Hull Royal Infirmary   |                |                       |
| Identified By:                  | Research   | Date Recorded: | 9<br>December<br>2023 |
| Experience:                     | <p>I had to attend Hull Royal Infirmary today for an x-ray on my foot. I was seen quickly and informed that unfortunately I had broken bones in my foot. The care I received was absolutely outstanding from checking in to being discharged back to North Staffs for additional treatment. I know that the NHS are constantly getting poor press but today for me they were outstanding in every way.</p> <p>Thank you to everyone that assisted me today at the Accident and Emergency Dept it is very much appreciated.</p> |                |                       |
| Actions Taken:<br>(Healthwatch) | N/A  |                |                       |

|                                 |  |                |                        |
|---------------------------------|--|----------------|------------------------|
| Service Name:                   | Ward H20   |                |                        |
| Identified By:                  | Engagement   | Date Recorded: | 13<br>December<br>2023 |
| Experience:                     | <p>Parent of the patient reported that all the staff are very friendly on the new Woodlands paediatric ward and they all make sure everything is explained properly even to the patient so he can understand. Parent also reported that he's very impressed with all the activities that are provided to the patients and his son. There are xbox games, books, board games, arts and craft.</p> |                |                        |
| Actions Taken:<br>(Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.  |                |                        |

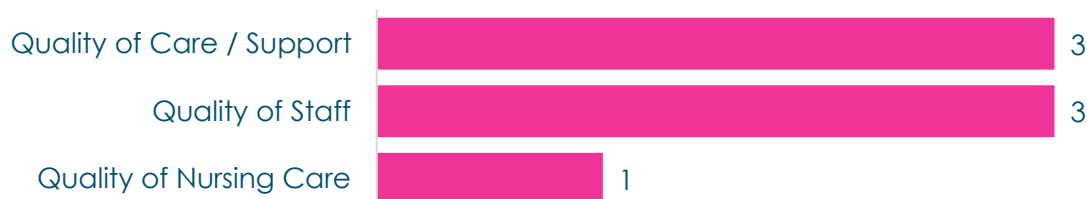
|                |                      |                |                        |
|----------------|----------------------|----------------|------------------------|
| Service Name:  | Hull Royal Infirmary |                |                        |
| Identified By: | Engagement           | Date Recorded: | 13<br>December<br>2023 |

|                              |  |
|------------------------------|--|
| Experience:                  | Parent of the patient visiting the Paediatric A&E says they were very impressed with how quiet it was. Parent says that they got to the hospital at 8:20am and only had to wait 10 minutes. They reported that all the staff have been friendly and everyone has had good communication. |
| Actions Taken: (Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.  |

## 5.2 Castle Hill

This month, Healthwatch recorded a total of **3** experience relating to Castle Hill Hospital. These experiences were broken down into **0** intelligence and **7** compliments.

### Castle Hill Hospital - Compliments



### Lived Experiences – Compliments

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

|                              |  |                |                 |
|------------------------------|--|----------------|-----------------|
| Service Name:                | Cardiology 5-Day Ward  |                |                 |
| Identified By:               | Research   | Date Recorded: | 3 December 2023 |
| Experience:                  | I had a stent put in and had a chest infection. The doctors and nurses were absolutely brilliant both with there professional attitude but always had a smile. I just should like to. Thank them all On cmu ward |                |                 |
| Actions Taken: (Healthwatch) | N/A  |                |                 |

|                              |   |                |                  |
|------------------------------|---|----------------|------------------|
| Service Name:                | Plastic Surgery Outpatients   |                |                  |
| Identified By:               | Research  | Date Recorded: | 15 December 2023 |
| Experience:                  | I wish to express my sincere gratitude to the staff of the plastic day surgery unit this following my visit today. My care couldn't have been better even the smallest of concerns were satisfied very quickly. Congratulations to all you're a great team. |                |                  |
| Actions Taken: (Healthwatch) | N/A   |                |                  |

|                              |   |                |                  |
|------------------------------|---|----------------|------------------|
| Service Name:                | Castle Hill Hospital  |                |                  |
| Identified By:               | Research  | Date Recorded: | 22 December 2023 |
| Experience:                  | I had to have a Consultation at the hospital because my PSA level were a wee bit above the norm, i could not have asked a more Professional selection of people, i was treated with Respect, Care and made to feel very secure, i must add that Consultant was also really friendly and his Counseling was really helpful as it turned out i have been given a very good prognosis and look forward to reversing the PSA levels, once again i cannot Thank the Staff enough, i hope that you all enjoy a Great Christmas and have a Super New Year. |                |                  |
| Actions Taken: (Healthwatch) | N/A   |                |                  |

### 5.3 Bridlington Hospital

This month, Healthwatch recorded a total of 0 experience relating to Bridlington Hospital Intelligence.

### 5.5 Mental Health Services

This month, Healthwatch recorded a total of 0 experience relating to Mental Health services Intelligence.

## 5.6 City Health Care Partnership (CHCP)

This month, Healthwatch recorded a total of 0 experiences for City Health Care Partnership.

## 5.7 NHS Humber Foundation Trust

This month, Healthwatch recorded a total of 0 experiences for NHS Humber Foundation Trust.

## 5.8 NHS 111

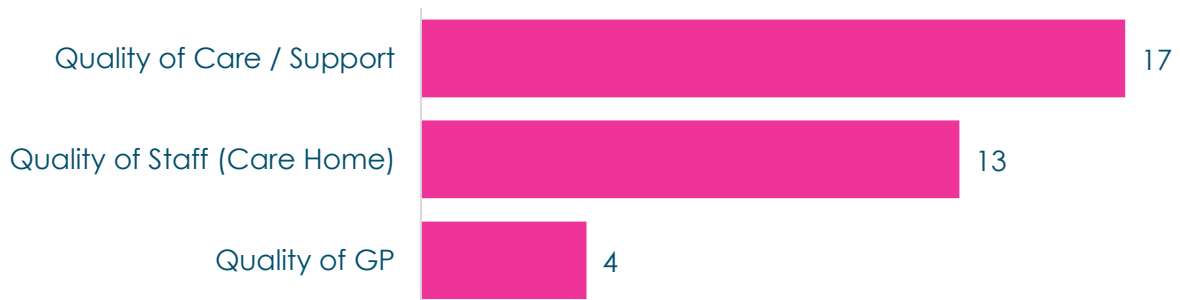
This month, Healthwatch recorded a total of 0 experiences for NHS 111.0

# 6. Social Care Intelligence

## 6.1 Care Home Intelligence

This month, Healthwatch recorded a total of 19 experiences for Care Homes. This experience was broken down into 0 intelligence and 34 compliments.

### Care Home - Compliments



### Lived Experiences - Compliments

Service Name: Windsor Court



|                |   |                |                       |
|----------------|---|----------------|-----------------------|
| Identified By: | Research  | Date Recorded: | 8<br>December<br>2023 |
| Experience:    | "Care of my husband with Parkinsons and dementia is very understanding and caring. Very considerate of my husband and I as difficult for me to see him, so disabled." |                |                       |

|                |   |                |                        |
|----------------|---|----------------|------------------------|
| Service Name:  | William Wilberforce   |                |                        |
| Identified By: | Research  | Date Recorded: | 15<br>December<br>2023 |
| Experience:    | "My mum has been at The William Wilberforce for over 6 years; my 4 siblings and I celebrated our mum's 100th birthday; we are more than happy with this care home their attention to detail is very good; they are caring and sincere. I talk to all the staff and they are friendly including the maintenance/gardeners men them all every time we attend. I am happy to recommend The William Wilberforce and also my mum praises the staff regularly." |                |                        |

|                |   |                |                       |
|----------------|---|----------------|-----------------------|
| Service Name:  | The Olde Coach House  |                |                       |
| Identified By: | Research  | Date Recorded: | 7<br>December<br>2023 |
| Experience:    | "A warm and welcoming care home with a lovely calm environment whenever I visit my mum. Spotlessly clean, friendly and caring staff; management, reception and administration, nurses, carers, cleaners and everyone else always make an effort to say hello and ensure mum is looked after. Mum has been a resident for nearly two years and I feel the team have made a real effort to get to know her and her needs. " |                |                       |

|                |  |                |                       |
|----------------|--|----------------|-----------------------|
| Service Name:  | The Olde Coach House   |                |                       |
| Identified By: | Research   | Date Recorded: | 7<br>December<br>2023 |
| Experience:    | "Well my mother is settled, safe and less confused. She is entertained in the moment. She is largely happy at the moment. She is a bit lost in time and seems to follow what other people say and agree with them. She says she wants to leave when someone else says that they want to leave. But also says she is happy to be there when other residents say that. She likes the |                |                       |

|  |  |
|--|--|
|  | food and has forgotten how fussy she used to be about food. Her memory is slowly disintegrating. In the present, she understands and makes jokes." |
|--|--|

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | The Olde Coach House  |                |                 |
| Identified By: | Research  | Date Recorded: | 7 December 2023 |
| Experience:    | "Mum is always kept clean and comfortable. The staff always appear to be welcoming and caring. Her room is warm and comfortable and always spotlessly clean. The senior staff are quick to respond to any issues that may arise." |                |                 |

|                |  |                |                  |
|----------------|--|----------------|------------------|
| Service Name:  | The Olde Coach House   |                |                  |
| Identified By: | Research   | Date Recorded: | 12 December 2023 |
| Experience:    | "Would highly recommend this establishment, my father has been a resident for over a year and he is well cared for in well-kept surroundings, with excellent staff, who I have faith in to care for my father's every daily need. Keep up the good work" |                |                  |

|                |   |                |                  |
|----------------|---|----------------|------------------|
| Service Name:  | The Manor House   |                |                  |
| Identified By: | Research  | Date Recorded: | 31 December 2023 |
| Experience:    | "Mum was becoming frail and losing mobility but most of all didn't want to be on her own after her husband died. In August 2022, she went into respite becoming permanent in December. She loved her room, found she had a love for the activities and liked talking to the residents and staff. We, her family, felt reassured that we had made the right difficult decision. Manor House we thank every one of you for making my mother's last months safe and happy in your homely environment." |                |                  |

|                |                      |                |                 |
|----------------|----------------------|----------------|-----------------|
| Service Name:  | St Marys Care Centre |                |                 |
| Identified By: | Research             | Date Recorded: | 5 December 2023 |

|             |  |
|-------------|--|
| Experience: | "My Grandmother lives here and everything about this place is exactly what my family had hoped for, the building is always clean, the staff are friendly and the care received by my grandmother is amazing. Since arriving she has gone from strength to strength. The home manager is also very understanding and always has time to listen and help us in any way we need. Overall I would never put any of my family in any other facility." |
|-------------|--|

|                |  |                |                  |
|----------------|--|----------------|------------------|
| Service Name:  | St Marys Care Centre   |                |                  |
| Identified By: | Research   | Date Recorded: | 20 December 2023 |
| Experience:    | "Myself and our children's overall experience is very positive." |                |                  |

|                |  |                |                  |
|----------------|--|----------------|------------------|
| Service Name:  | St Marys Care Centre   |                |                  |
| Identified By: | Research   | Date Recorded: | 28 December 2023 |
| Experience:    | "I visit my friend at this home often, and it's a really nice home. All the staff are absolutely lovely. They really look after my friend and me, always offering cups of tea and snacks. The lady in charge is really lovely and always smiling and welcoming." |                |                  |

|                |   |                |                  |
|----------------|---|----------------|------------------|
| Service Name:  | Southlands  |                |                  |
| Identified By: | Research  | Date Recorded: | 18 December 2023 |
| Experience:    | "My father needed residential care urgently on a permanent basis. The manager and deputy manager went above and beyond to make it happen quickly. My dad is extremely happy and content in the home and, most importantly, safe. The staff are all attentive and supportive. Excellent communication. The home is clean and tidy. Excellent activities and my dad is enjoying regular home-cooked meals! I would have no hesitation in recommending this home." |                |                  |

|               |                              |  |  |
|---------------|------------------------------|--|--|
| Service Name: | Priory Care Residential Home |  |  |
|---------------|------------------------------|--|--|

|                |   |                |                       |
|----------------|---|----------------|-----------------------|
| Identified By: | Research  | Date Recorded: | 8<br>December<br>2023 |
| Experience:    | <p>"The care my mum has received can only be described as outstanding. It's easy to say a carer's role is to care but they really do, they care about the resident but they also care about the service they give. From the receptionist to the catering staff to the cleaners to the carers, nothing is too much trouble. My mum isn't well at the moment but in all honesty, she couldn't be in better hands, all staff bring a smile to my mum's face and visit her in the room on a regular basis. On a final note, Mum's room is absolutely spotless and always has been. Thank you. To anybody reading the review who is looking to place parents etc. Do not hesitate. A fantastic care home."</p> |                |                       |

|                |   |                |                        |
|----------------|---|----------------|------------------------|
| Service Name:  | Priory Care Residential Home  |                |                        |
| Identified By: | Research  | Date Recorded: | 12<br>December<br>2023 |
| Experience:    | <p>"Mum seems content and settled on the whole and lately, appears to have improved as a result of her care. The home has reviewed and adapted the care in an effort to meet Mum's needs and has responded to any concerns raised by the family. Occasionally, Mum has been unsettled as a result of the policy of having visits in residents' rooms, not wanting to be moved from the lounge."</p> |                |                        |

|                |   |                |                        |
|----------------|---|----------------|------------------------|
| Service Name:  | Magnolia House  |                |                        |
| Identified By: | Research  | Date Recorded: | 31<br>December<br>2023 |
| Experience:    | <p>"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."</p> |                |                        |

|                |  |                |                        |
|----------------|--|----------------|------------------------|
| Service Name:  | Magnolia House   |                |                        |
| Identified By: | Research   | Date Recorded: | 19<br>December<br>2023 |
| Experience:    | <p>"Dad was a resident at Magnolia House for seven weeks for end-of-life care. I cannot express enough what a lovely place this is."</p> |                |                        |

The whole team are fantastic; they looked after Dad so well. Nothing was ever too much trouble. The staff took care of all Dad's needs with such kindness, dignity and respect. I cannot thank them enough. As his family, we were welcomed with the same kindness; it felt like we'd known everyone for ages. I would not hesitate to recommend Magnolia House to anyone who needs residential care."

Service Name: Magdalen Park Nursing Home

|                |          |                |               |
|----------------|----------|----------------|---------------|
| Identified By: | Research | Date Recorded: | 1             |
|                |          |                | December 2023 |

Experience: "My mum has lived at Magdalen Park Care Home for nearly two years. My mum has Alzheimer's and I cannot fault the care she receives. Mum is so cared for in every aspect. Magdalen Park is a really lovely place, beautifully clean, with lovely, friendly staff who go above and beyond to care for all the residents who live there. It has a lovely, warm, calming atmosphere. I would highly recommend Magdalen Park to anyone looking for residential care for a loved one."

Service Name: Bessingby Hall

|                |          |                |               |
|----------------|----------|----------------|---------------|
| Identified By: | Research | Date Recorded: | 6             |
|                |          |                | December 2023 |

Experience: "I have been on respite care for a week. The staff are very tentative, nothing is too much trouble day or night. It is very clean, domestics do a good job. Washing is taken most nights and bought back the next day. Overall it has been an enjoyable stay. I would recommend it."

Service Name: Belgrave Court Residential Care Home

|                |          |                |               |
|----------------|----------|----------------|---------------|
| Identified By: | Research | Date Recorded: | 4             |
|                |          |                | December 2023 |

Experience: "The staff are courteous and kind and are doing everything possible to get Mum settled into her new home."

Service Name: Belgrave Court Residential Care Home

|                |  |                |                        |
|----------------|--|----------------|------------------------|
| Identified By: | Research   | Date Recorded: | 14<br>December<br>2023 |
| Experience:    | "I went to visit my friend, the room was clean and nice. The staff were kind, caring and nice and he was treated with respect management was helpful and seemed caring about the home and living there." |                |                        |

## 6.2 Home Care

This month, Healthwatch recorded a total of **2** experiences for Care at Home. This experience was broken down into **11** intelligence and **0** compliments.

### Home Care - Intelligence



### Lived Experience – Intelligence

|                |                        |                |                        |
|----------------|------------------------|----------------|------------------------|
| Service Name:  | Continuing Health Care |                |                        |
| Identified By: | Telephone              | Date Recorded: | 20<br>December<br>2023 |

|                                 |   |
|---------------------------------|---|
| Experience:                     | <p>Carer rang as her husband who was diagnosed with frontotemporal dementia around 7 years ago failed his continuing health care assessment. This means they are now in the position of having to pay for all their care as they get no contribution from ERYC. The carer said she can't leave her husband even to go shopping or have a coffee. As they don't qualify for any part funding from the council she's had to cut their carers down to once a day. So now she is doing most of her husband's care herself.</p> <p>Husband is completely bedbound, can't move unaided as he has contracture of his arms and legs and can't speak. His wife has had to learn how to use a hoist. She said he can't even let her know if he is in pain.</p> <p>She said 4 people came to assess her husband but never actually went in to see him for themselves.</p> <p>She has been told that he has failed his continuing healthcare assessment as he is currently stable even though he is as poorly and dependant as he is. She told me that her GP cannot understand the decision and has referred her husband for respite at Dove Hospice, however that will not be until February.</p> |
| Actions Taken:<br>(Healthwatch) | HW representative gave carer East Riding Care's Support contact details and suggested she contact them for another assessment.  |

|                |  |                |                        |
|----------------|--|----------------|------------------------|
| Service Name:  | East Riding Social Services  |                |                        |
| Identified By: | Web (Email / Survey)   | Date Recorded: | 14<br>December<br>2023 |
| Experience:    | Relative of patient reported "after three years paying for care for parents, we ran out of money, social services was engaged and quickly agreed a good funding package, but they gave nearly double the hours, but said carers had to be in twos, i agreed if needed for mobilisation, but most of the care isn't doing that, it's cooking, washing, cleaning etc, and wanted the same hours as before as this worked better, and just an hour's overlap if wanted. But it's a no resulting in parents being more |                |                        |

|                                 |   |
|---------------------------------|---|
|                                 | vulnerable and both being rushed, to fir the two carer. This is very worrying and there is no reasoning or support for this". |
| Actions Taken:<br>(Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.                   |

## 6.3 Local Authority

This month, Healthwatch recorded a total of 1 experience relating to the Local Authority. This experience was broken down into 2 intelligence and 0 compliments.

### Local Authority - Intelligence

|                                   |  |   |
|-----------------------------------|--|---|
| Cost and funding of services      |  | 1 |
| Information, publicity and advice |  | 1 |

### Lived Experience – Intelligence

|                |   |                |                        |
|----------------|---|----------------|------------------------|
| Service Name:  | East Riding of Yorkshire Council  |                |                        |
| Identified By: | Web (Email / Survey)  | Date Recorded: | 20<br>December<br>2023 |
|                | Experience:<br>Finding and costing residential/nursing care for elderly parent getting info on how much the council would fund of total weekly or monthly care home fees was extremely difficult and time consuming. There should be an open and transparent provision of this info available to all. It would also help if there was a simple and transparent system for costs and funding across the three nations of U.K. England is currently way behind Wales and particularly Scotland in funding essential social care for the elderly and infirm. |                |                        |



Actions Taken:  
(Healthwatch)

Fed back to Healthwatch East Riding on Webform. HWERY representative logged on CRM for inclusion in 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.

ERY Independent Health Complaints Advocacy Themes November 2023

ERY Independent Health Complaints Advocacy Themes December 2023

### Client 1

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

Client's complaint is regarding the care afforded to her GP at the Willand Primary Care Centre in Anlaby. Client attended her GP surgery many times over a period of a few months and was prescribed anti-biotics for cystitis. The medication prescribed did not provide any symptom relief. The symptoms then escalated and client was rushed to hospital with a severe kidney infection. Client submitted a complaint but was not kept informed of the progress of the investigation.

**Who delivered the care to patient?**

Willerby and Swanland Surgery, Willand Primary Care Centre, Anlaby.

**Date of incident?**

August 2023.

**Client 2**

**Nature & Substance of complaint:**

Client is complaining about access to GP services in Bridlington. Client states that when she calls the GP surgery she is always waiting a long time for her call to be answered. Client states that she is told a GP will call her back and this never happens. Client states that Humber Primary care Services are running down the GP service in Bridlington on purpose.

**Who delivered the care to patient?**

Humber Primary care.

**Date of incident?**

Throughout 2023

**Client 3**

**Nature & Substance of complaint:**

To be determined.

**Who delivered the care to patient?**

Humber NHS Foundation Trust.

**Date of incident?**

To be determined.

## Client 4

### Nature & Substance of complaint:

Client's complaint was regarding client not being able to book an HGV medical with his GP. After further investigation the HGV medical is not delivered by the NHS and is a private, paid for test provided by some but not all GP's. Case was closed.

### Who delivered the care to patient?

Willerby and Swanland GP Surgery, Willand Primary care Centre.

### Date of incident?

December 2023

## 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.