



Intelligence Report

March 2024

healthwatch
East Riding of Yorkshire



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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 **March 2024** 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.

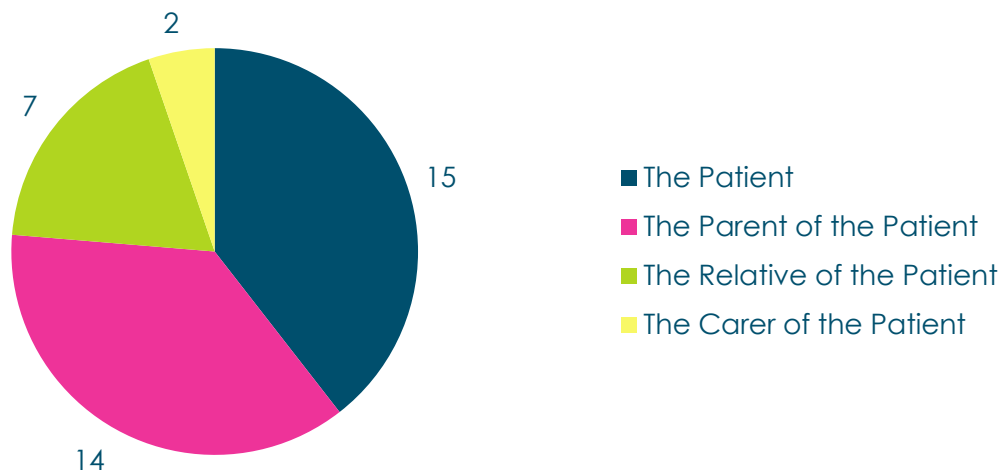
Please note: All experiences have been anonymised and where quotes are given, they have been recorded as provided to ensure we capture the authenticity of the experience. All experiences in this report have been received and researched in good faith and where contact details have been provided, and if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

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

2. Contact Statistics

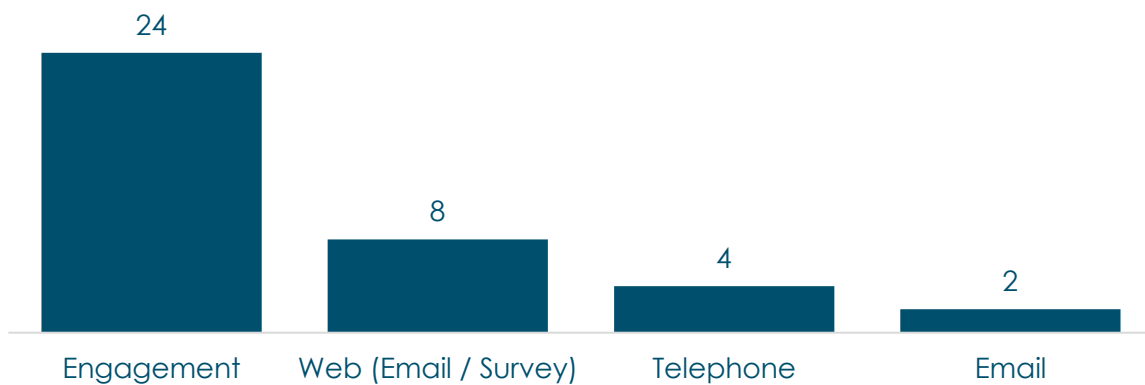
During **March** we had **38** people contact Healthwatch directly to provide feedback or to ask for information/advice.

Contacted By



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

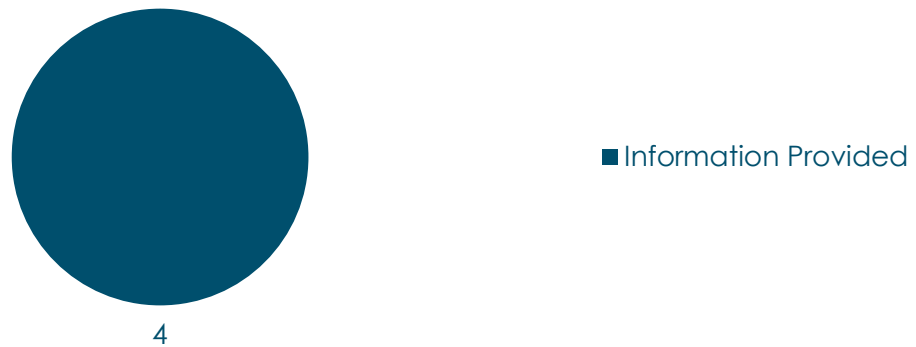
Method of Contact



We also conducted online research of local services, where we found a total of **96** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of **March**.

The total amount of information and experiences retrieved this month, through contact and research is **134**.

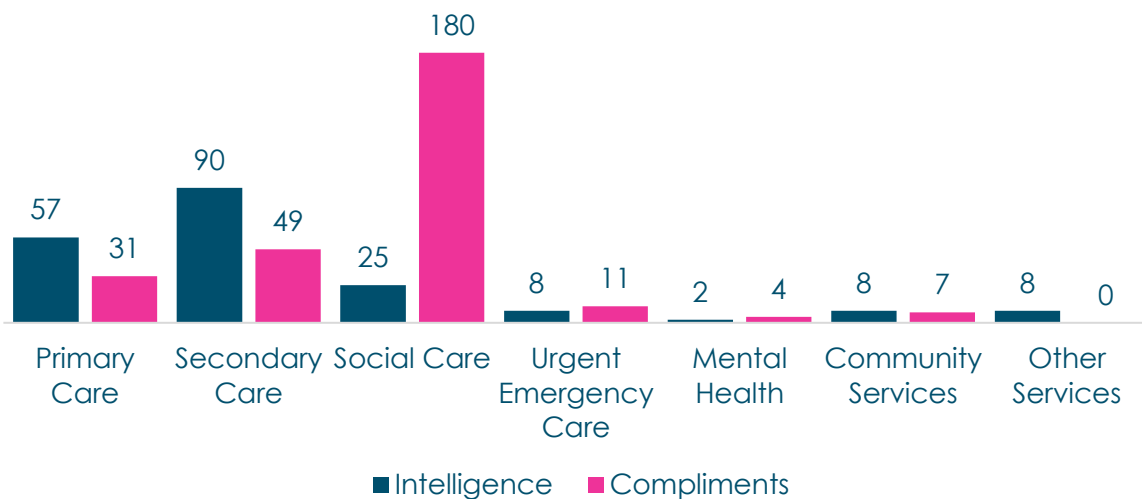
Actions Taken



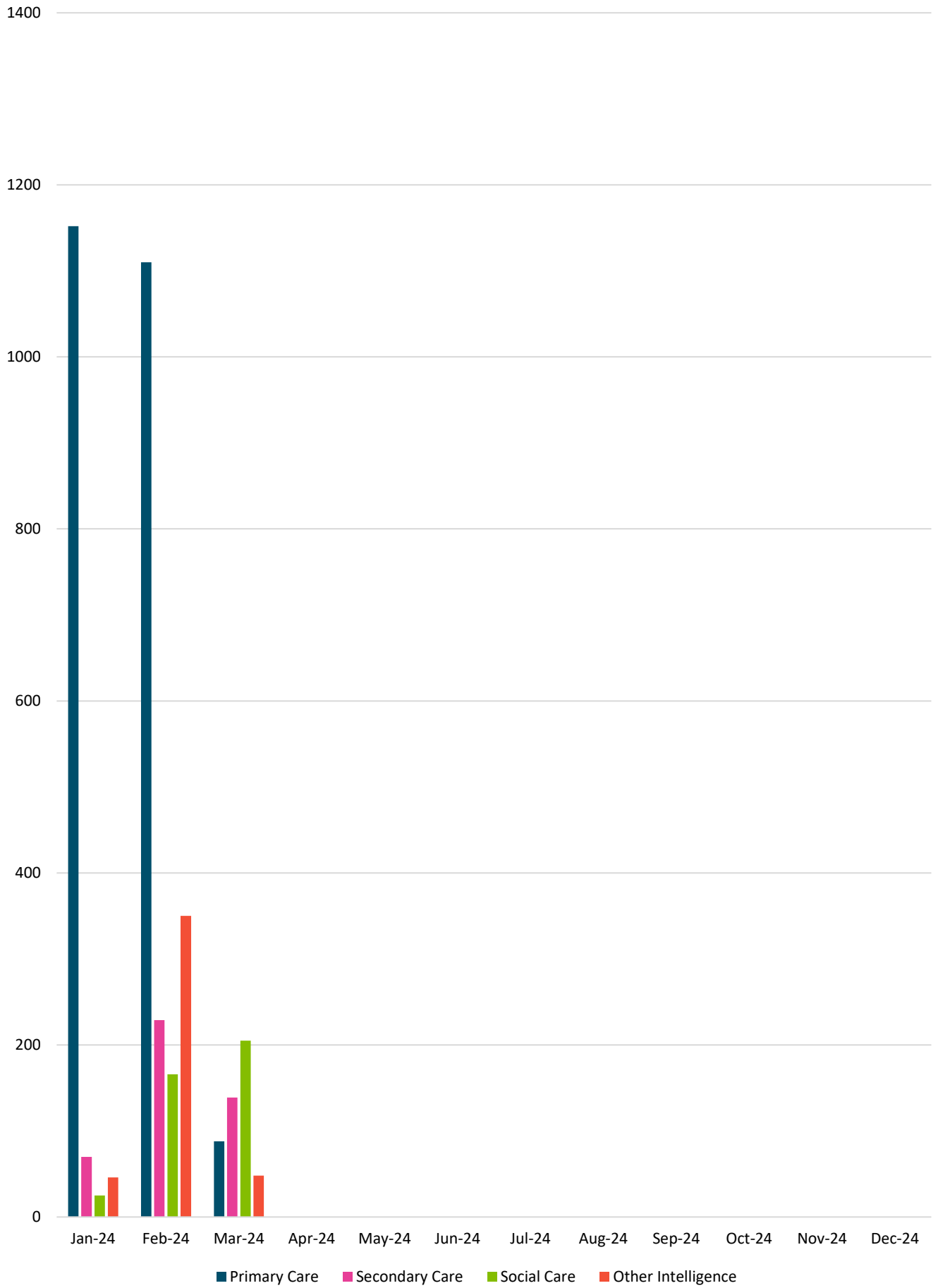
This month, Healthwatch took **4** actions from the experiences received. Our most common action was providing information, options provided and signposting.

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

Care Type



The graph below shows the combined intelligence and compliments throughout 2024.



3. Information Requests

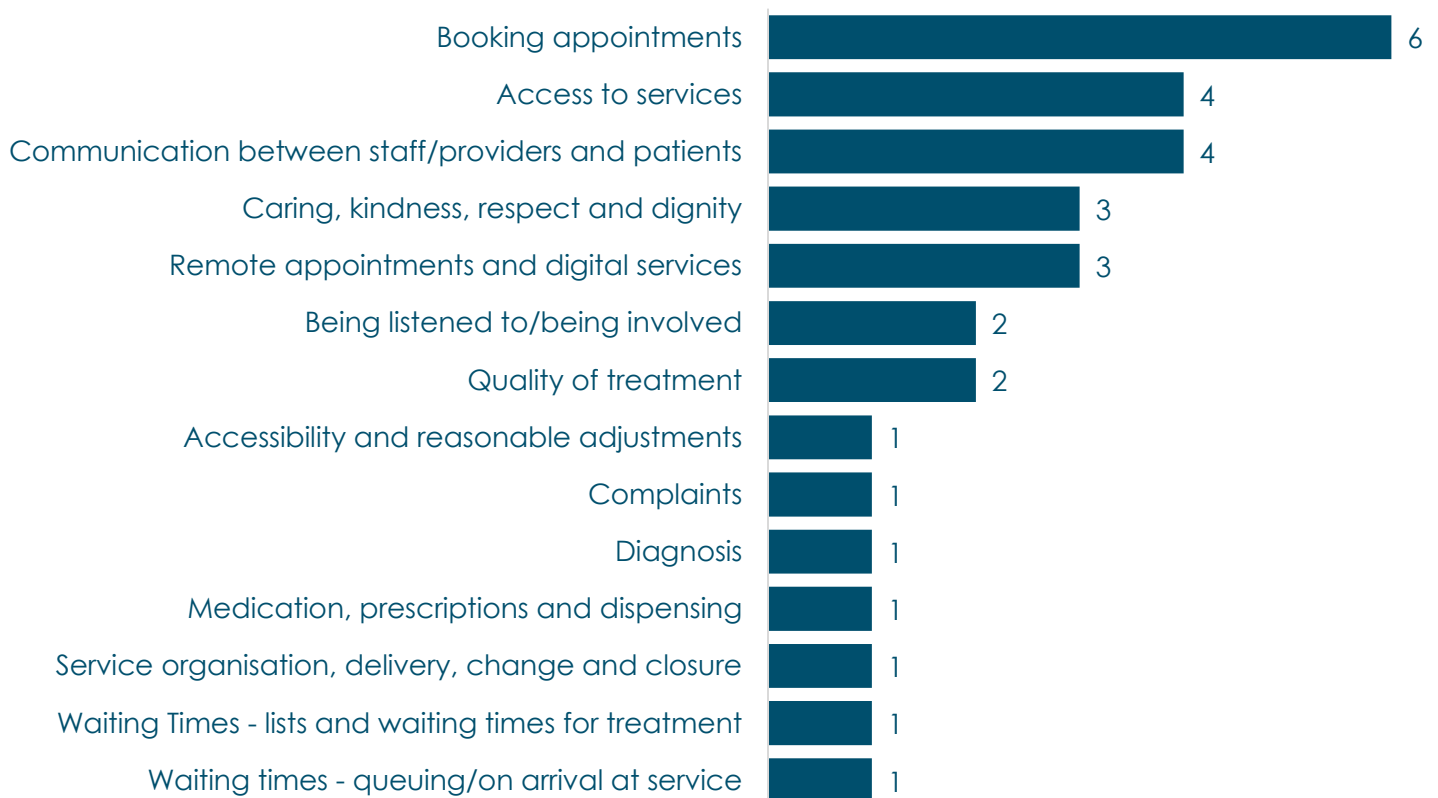
This month, Healthwatch recorded and fulfilled a total of 1 information request.

4. Primary Care

4.1 GP Intelligence

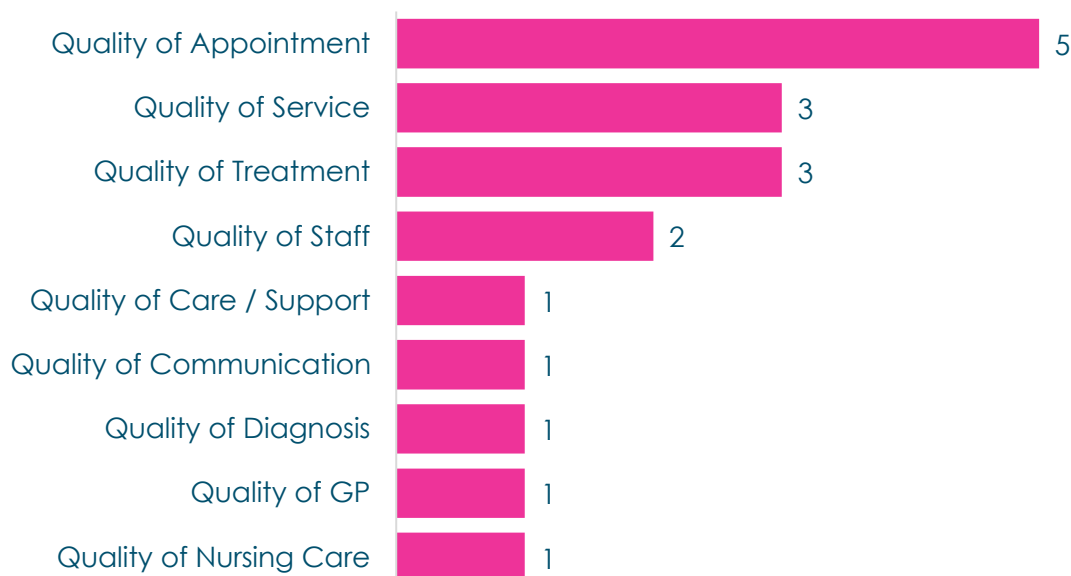
This month, Healthwatch recorded a total of 11 experiences for GP Practices. These experiences were broken down into 31 intelligence and 18 compliments.

GP Surgery - Intelligence



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

GP Surgery - Compliments



Lived Experiences – Intelligence

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

Service Name:	Willerby and Swanland Surgery	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	8 March 2024
Experience:	<p>"Joined this practice 2 weeks ago, called at 10am today to book my new patient medication review. I was told there was no appointments and they couldn't do anything for me. How is there no appointments? I was told I had to called 8am on the day. This is a non emergency appointment, surely you can book me in the following week. I can not ring at 8am as I am at work at that time. If I am unable to get an appointment then I will not be able to get my epilepsy medication which is preventing me from having severe seizures. This seems negligent from the practice, how hard it is to book me an appointment in for next week or the week after?"</p> <p>"</p>		

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	28 March 2024
Experience:	When requesting repeat prescription, asked for stronger cream, which was supplied 9 months ago. They still sent the original, which didn't help.		
Actions Taken: (Healthwatch)	Healthwatch East Riding of Yorkshire will add this anonymous response to their monthly intel report.		

Service Name:	Practice 1	PCN:	Bridlington
Identified By:	Telephone	Date Recorded:	1 March 2024
Experience:	This lady says she hasn't seen a doctor in person since November 2022. When she rings, she says the queue is "ridiculous". This patient doesn't like that there's a lack of face-to-face appointments and is instead asked to send the surgery photos of the issue. This has once been a lump on her back which the lady says was not clear on photos and instead wanted someone to look in person.		
Actions Taken: (Healthwatch)	Feedback to be anonymously reported by Healthwatch East Riding.		

Service Name:	Church View Surgery	PCN:	Holderness Health
Identified By:	Web (Email / Survey)	Date Recorded:	13 March 2024
Experience:	<p>Condition: ME/CFS & Fibromyalgia</p> <p>Doctors inability to understand this condition. At one point a doctor asked me what it was. Constantly being treat like it's all MH related when it's is now found to by a physiological condition.</p> <p>Constantly being fobbed off for other symptoms because of this diagnosis, being told things are stressed related and not being listened too.</p> <p>Inability to get follow up appointments.</p> <p>Holderness health is horrendous since it merged.</p>		

	<p>Pass for support to social prescribing and that was just as badly suggested I attend an MS support group but don't have MS. Advised to speak with citizens advice re benefits available yet citizens advice not taking new customers - not helpful</p> <p>Left feeling abandoned</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Healthwatch will attach this to their monthly Intelligence Report anonymously.</p>

<p>Service Name:</p>	<p>Montague Medical Practice</p>	<p>PCN:</p>	<p>Cygnets</p>
<p>Identified By:</p>	<p>Engagement</p>	<p>Date Recorded:</p>	<p>19 March 2024</p>
<p>Experience:</p>	<p>Patient shared she was asked to email a picture of the problem. She said she didn't feel comfortable doing this and that it looked different on a picture to how it did in the flesh. She said it is always difficult to get an appointment and see a GP.</p>		
<p>Actions Taken: (Healthwatch)</p>	<p>No further action required - logged as intelligence</p>		

<p>Service Name:</p>	<p>Montague Medical Practice</p>	<p>PCN:</p>	<p>Cygnets</p>
<p>Identified By:</p>	<p>Engagement</p>	<p>Date Recorded:</p>	<p>19 March 2024</p>
<p>Experience:</p>	<p>Parent stated that it is incredibly difficult to get an appointment to see a doctor with majority of appointments being over the phone. She stated this isn't helpful when you want to show them something or the young person isn't good at articulating their issue, this then makes them reliant on parents. As the young person is 21, she said he don't always want to discuss his health needs with his mum but the way the surgery operates is leaving him no choice.</p>		
<p>Actions Taken: (Healthwatch)</p>	<p>No further action required - logged as intelligence</p>		

Compliments

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Research	Date Recorded:	15 March 2024
Experience:	<p>"After doing an online assessment I was given an appointment with a MSK doctor within 2 days and received treatment at that appointment, from start to finish I cannot fault Practice 3 at all and I am very happy that my on going problem has now been dealt with fast & efficient.</p> <p>"</p>		

Service Name:	Beverley Health Centre, Manor Road Surgery	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	9 March 2024
Experience:	<p>"I rang the surgery at 1pm with a non-urgent enquiry and was still offered the choice of 4 appointments that afternoon. My call was answered immediately and the care navigator was friendly and helpful. I had an appointment with the Advanced Nurse Practitioner who was very kind and empathetic. I was given lots of information and felt involved in choosing my treatment. I have seen this ANP previously and it was the same - I feel listened to and I'm pleased with the outcome."</p>		
Actions Taken: (Healthwatch)	Positive feedback to be reported by HWERY.		

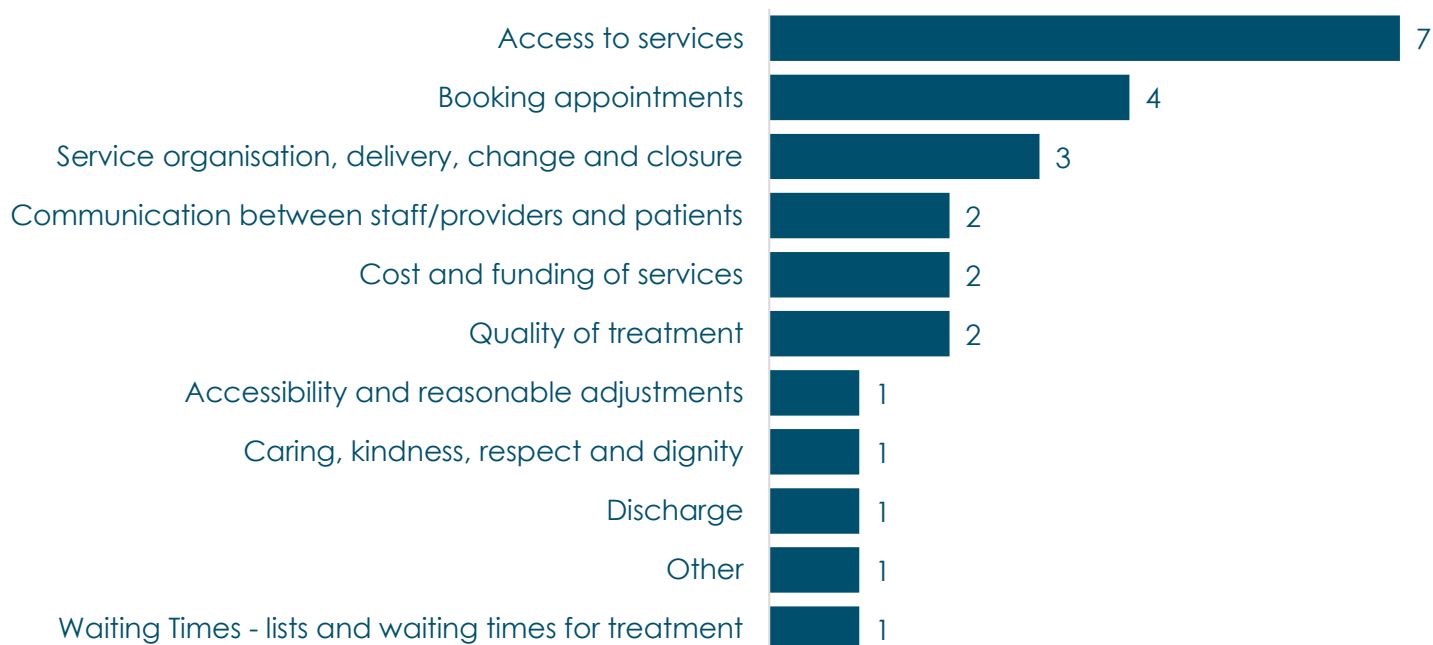
Service Name:	Practice 2	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	13 March 2024
Experience:	<p>Parent shared that he can always get an appointment for his children the same day at the practice. He shared it has been more difficult for himself and his partner in the past but added that he appreciates children and vulnerable adults should be a priority and understands when he can't book in himself.</p>		

Actions Taken: (Healthwatch)	No further action required - logged as intelligence		
Service Name:	Practice 2	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	13 March 2024
Experience:	Parent reported that she gets appointment with ease for both of her young children and the quality to service and treatment is always of a high standard.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

4.2 Dental Practices

This month, Healthwatch recorded a total of 7 experiences relating to Dental Practices. These experiences were broken down into 25 Intelligence and 11 Compliments.

Dentist - Intelligence



Lived Experiences - Intelligence

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

Service Name:	Dentist		
Identified By:	Web (Email / Survey)	Date Recorded:	28 March 2024
Experience:	<p>What's a dentist?</p> <p>Know I need dental care...but not a prayer of actually seeing one.</p> <p>I live in Bridlington. Its a town without much of anything health related.</p> <p>With an ageing population, its necessary.</p>		

	<p>We have an underused hospital building. Tragic waste of resources.</p> <p>This is Yorkshire, we like value for money...</p> <p>Paid tax etc for over 50 years, but others get all they need...</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Healthwatch East riding of Yorkshire will add this anonymous account to their monthly intel report.</p>

<p>Service Name:</p>	<p>Dentist</p>		
<p>Identified By:</p>	<p>Web (Email / Survey)</p>	<p>Date Recorded:</p>	<p>28 March 2024</p>
<p>Experience:</p>	<p>No NHS service broke tooth £99 emergency visit £110 for filling another £99 for check up. Cost £300 no choice but to pay being a pensioner have to cut back on other items. Why no NHS dentists in Pocklington or York.</p>		
<p>Actions Taken: (Healthwatch)</p>	<p>Healthwatch will add this anonymous record to their monthly intel report.</p>		

<p>Service Name:</p>	<p>No dentist</p>		
<p>Identified By:</p>	<p>Engagement</p>	<p>Date Recorded:</p>	<p>19 March 2024</p>
<p>Experience:</p>	<p>Parent reported that her 20 year old son cannot get an NHS dentist. He hasn't had a check-up etc since before COVID and had a poor dental routine due to SEND.</p>		
<p>Actions Taken: (Healthwatch)</p>	<p>No further action required - logged as intelligence</p>		

<p>Service Name:</p>	<p>Clifton Gardens Dental Practice</p>		
<p>Identified By:</p>	<p>Engagement</p>	<p>Date Recorded:</p>	<p>19 March 2024</p>
<p>Experience:</p>	<p>Parent stated that both children and adults in the house were with Clifton Dental surgery until COVID and now has no dentist for the family. They haven't seen a dentist since the last appointment they were given at Clifton and cannot afford to pay privately for dental care. Parent stated she wished they could be patients of the surgery again and doesn't understand why they no longer are.</p>		

Actions Taken: (Healthwatch)	No further action required - logged as intelligence		
Service Name:	Smile - Scarborough		
Identified By:	Engagement	Date Recorded:	13 March 2024
Experience:	<p>Parent reported she was both grateful for having an NHS dentist for her whole family including children with regular check-ups, however she also felt overwhelming guilt as she works at the surgery. She said she hears members of the public frequently asking for NHS care, but the surgery is full and cannot accommodate more patients. She shared, she would like to see further incentives to bring more dentists to rural and coastal areas as there aren't many and those that there are often opt for city surgeries.</p>		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Lived Experiences – Compliments

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

Service Name:	MyDentist Burnby Lane Dental Practice		
Identified By:	Engagement	Date Recorded:	5 March 2024
Experience:	<p>Guardians of 2 children reported they were impressed with the dental surgery getting the children registered so quickly as they anticipated a wait. One of the children in their care has complex needs and said they felt the dentist was accommodating and welcoming despite challenges during the appointment. They maintain regular appointments every 6-8 months stated that on the occasions appointments have been closer to 8 months has been to fit around other medical appointments and is never a problem for the surgery.</p>		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

4.3 Pharmacy

This month, Healthwatch recorded a total of 1 experience relating to Pharmacies. These experiences were broken down into 2 Intelligence and 2 Compliments.

Pharmacist - Intelligence



Pharmacist - Compliments



Lived Experiences – Compliments

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

Service Name:	Marton Road Pharmacy- Brid		
Identified By:	Engagement	Date Recorded:	13 March 2024
Experience:	Parent reported that the pharmacy are quick to bag prescriptions, give good advice and always has what she needs in stock to meet the needs of her young children, herself and her husband.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

4.4 Opticians

This month, Healthwatch recorded **0** experiences relating to opticians.

5. Secondary Care Intelligence

5.1 Hull Royal Infirmary

This month, Healthwatch recorded a total of **12** experiences relating to Hull Royal Infirmary. These experiences were broken down into **41** intelligence and **20** 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:	West Head Health Hub		
Identified By:	Web (Email / Survey)	Date Recorded:	26 March 2024
Experience:	I can never get a doctors app at all. Plus I am a lupus patient and its nearly a year since I had a hospital appointment.		
Actions Taken: (Healthwatch)	Healthwatch will add this anonymous response to their monthly intel report.		

Service Name:	Eye Clinic		
Identified By:	Web (Email / Survey)	Date Recorded:	24 March 2024
Experience:	"Appointment last November after being forgotten for nine months. Left eye cataract not right so referred before right eye procedure. Still waiting! This has gone on for so long I am now		

	going to have to cancel an appointment if I receive it in the next few weeks due to commitments. "
Actions Taken: (Healthwatch)	Reported by Healthwatch ERY.

Service Name:	Orthopaedic Outpatients		
Identified By:	Research	Date Recorded:	13 March 2024
Experience:	<p>Patient reported "4th time at HRI. Other 3 times I found the staff rude and uncaring. 6.30pm 13/03/2024 orthopaedic receptionist was like I disturbed her. Not very welcoming at all.</p> <p>The nurse was really good. Nice, polite. The doctor didn't even look at me. Just at the screen. I came about my hip but my knees, since where hurting, especially the right one which was warm to the touch and look a little bulging (not from a bone). I rolled my work trousers up but he didn't even bother looking. Just looked at the screen of a approximately 1 month Xray and MRI I had and just said " there's nothing wrong with your knee". Shocking. I been to Castle Hill Hospital and they are wonderful. You feel the staff care. Receptionist are a delight. Doctors can't do more for you."</p>		
Actions Taken: (Healthwatch)	NA		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	25 March 2024
Experience:	<p>Patient reported "The staff in there made me feel so dumb for not remembering a seizure I had. No sort of care what so ever! I have not been round from these parts I would recommend York hospital there better trained and better at understanding stuff like autism hull has no clue and should take a leave out of York hospital book honestly! Thinking getting ready checked out at York for what I I've had as it would be a better call for me. Honestly what a joke"</p>		
Actions Taken: (Healthwatch)	NA		

Service Name:	Urgent Treatment		
Identified By:	Research	Date Recorded:	18 March 2024
Experience:	Patient reported "We went to the new urgent care at HRI, we was told we had a up to 4hour wait, after 2 hours not even triage. 6 hours wait all in all. a&e kept sending people from there to urgent care, more in urgent care then a&e. Avoid at all cost."		
Actions Taken: (Healthwatch)	NA		

Service Name:	Endocrinology		
Identified By:	Research	Date Recorded:	29 March 2024
Experience:	<p>Patient reported "Was referred here by my GP.</p> <p>Requested reasonable adjustments and information to be provided from both P A L S and the endocrinology department. After two weeks, no effort had been made by either to contact me /reply to emails or to assist in providing the reasonable adjustments.</p> <p>I eventually gave up and referred into a different NHS trust.</p> <p>Hull Teaching Hospitals need to learn that autistic patients matter to and they have a duty to ensure that we are catered for and that all staff have mandatory autism training as set out in law.</p> <p>Disgusting place run by obsequious sycophants."</p>		
Actions Taken: (Healthwatch)	NA		

Service Name:	Neurology		
Identified By:	Research	Date Recorded:	22 March 2024

Experience:	Patient reported "I had an appointment with my neurologist but I didn't get to see the actual neurologist like I did on my last appointment, I had a registrar dr who made me feel like I was making everything up, he didn't even look at my records on the medical file, he just wrote little notes on paper, while he was examined me he was telling me to stop tensing when I wasn't, I have no feeling and numb in that area, I tried to tense this area later on just to see if I can and I couldn't, he disagreed with the actual neurologist diagnosis, I was put on some strong medication for a year and he says if no improvement there is nothing that can be done, no explanation as to what will happen to me if this happens, no explanation of effects of new medication, I also tried to discuss the pain I was in and he says I shouldn't be in any pain with the medication I am taking, but I am in pain, he made me feel like I was making the pain up too, please give patients the option of seeing a registrar or the actual doctor who gave diagnosis, my actual neurologist who gave diagnosis was lovely and understood everything, I have been worried since appointment and relying on Google for information"		
Actions Taken: (Healthwatch)	NA		

Service Name:	Neurology		
Identified By:	Research	Date Recorded:	10 March 2024
Experience:	Patient reported "After waiting 3 months for the neurology 'hot clinic' after a referral from A and E my referral was declined as inappropriate. I was not informed why and I am still waiting more than 2 weeks if asking. I had a ct and mri in a&e suggesting I have a brain lesion and demyelination. I already have blood cancer so my anxiety is off the wall. Due process has not been followed and I'm left in the dark. Its unacceptable."		
Actions Taken: (Healthwatch)	NA		

Service Name:	Hull Women and Children's		
Identified By:	Engagement	Date Recorded:	8 March 2024
Experience:	Partner of the patient took his pregnant wife to the maternity triage department but there wasn't enough chairs or space in		

	the waiting area, so partner had to wait in the hallway on the floor away from his partner. the husband and wife couldn't even see each other and when the patient was called in she had to leave the triage department to call in her husband before she could go in for her appointment. When speaking to the husband he said he was fine with sitting outside as he's more worried/concerned for the pregnant women in there.
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.

Lived Experiences - Compliments

Service Name:	Ward 12	
Identified By:	Research	Date Recorded: 18 March 2024
Experience:	Patient reported "I was in ward 12 for a week following an accident that seriously damaged my right foot. The service and treatment I received was nothing short of superb. Every member of staff from consultants to porters was charming, friendly, efficient and helpful. I could not have wished for more or wanted for anything. An absolutely first rate experience. Thank you all."	
Actions Taken: (Healthwatch)	NA	

Service Name:	Ward 5	
Identified By:	Research	Date Recorded: 20 March 2024
Experience:	Patient reported "I have been in HRI (Ward 5) for 8 days and the care I received in there was nothing short of incredible. Every member of staff was attentive, kind, caring, and incredibly understanding. Whether I needed medication or even just a drink, they were with me as soon as possible and showed absolute professionalism. Absolute angels."	
Actions Taken: (Healthwatch)	NA	

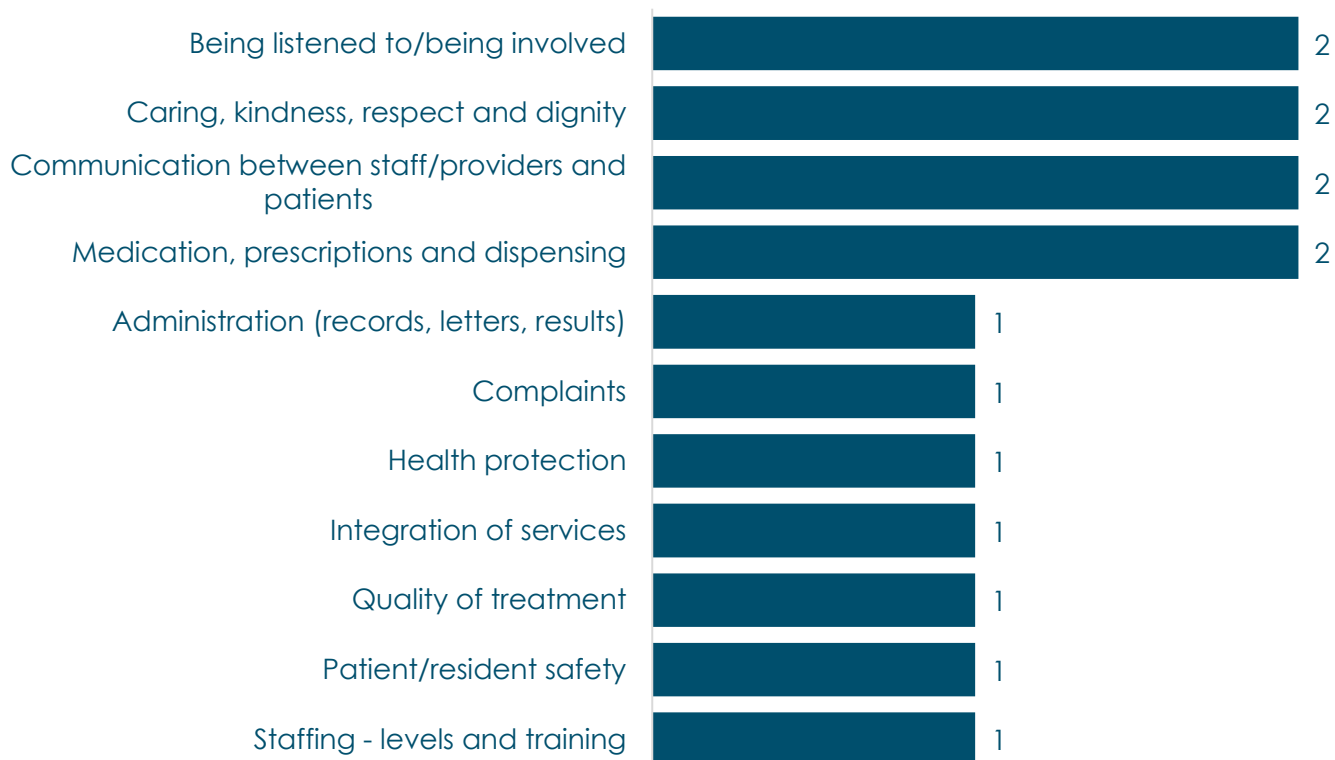
Service Name:	Plastic Trauma and Surgical Outpatients
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Identified By:	Engagement	Date Recorded:	5 March 2024
Experience:	Guardian reported that she was impressed with the way services worked together for the good of the child in her care. The child needed a mole removing, however due to complex needs they were reluctant to do this due to not wanting to give aesthetic. Gaurdian told the service that the child was having general aesthetic for an MRI. The service worked together with the MRI team and performed the mole removal whilst under aesthetic from the MRI combining both procedures to minimise risk. She shared that this was a big relief and she was happy to see services working together.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

5.2 Castle Hill

This month, Healthwatch recorded a total of 3 experiences relating to Castle Hill Hospital. These experiences were broken down into 15 intelligence and 5 compliments.

Castle Hill Hospital - Intelligence



Castle Hill Hospital - Compliments

Quality of Appointment		1
Quality of Care / Support		1
Quality of Communication		1
Quality of Service		1
Quality of Staff		1

Lived Experiences – Intelligence

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

Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	15 March 2024
Experience:	<p>Patient reported "Usually, this hospital and staff are kind. However, having to go there for surgery was dreadful, and recovery there was awful. A couple of staff were lovely, but on the whole it was a miserable experience I wouldn't wish on anyone and I am thoroughly disappointed with the whole experience and staff there as some were down right nasty. Being given medication you're allergic to is also absolutely hilarious, right!?! How it happened when it is confirmed at least ten times with you, is on your records and on your scanner bracelet idk. Their excuse was "its usually mild for most people and didn't think you'd react that badly" ... I'm speechless months later. It was so bad."</p>		
Actions Taken: (Healthwatch)	NA		

Service Name:	Oncology		
Identified By:	Telephone	Date Recorded:	20 March 2024

Experience:	<p>Carer raised an NHS complaint about their loved one's care whilst in hospital and for their treatment for cancer. He died after collapsing during the night on a ward. Carer said they held a meeting 6 months ago but has heard nothing further from this, so is wondering what to do now. Carer just wants to know what happened but says she can't get a straight answer from Castle Hill. She has been told things that are factually incorrect, for example that he wasn't in hospital when he was. Carer also said that her loved one's height was measured to be 10cm above his actual height which meant that his chemotherapy was the wrong strength.</p> <p>Carer wants closure and for lessons to be learned.</p>
Actions Taken: (Healthwatch)	Emailed information so can contact Cloverleaf Advocacy and Ombudsman for support with making their complaint

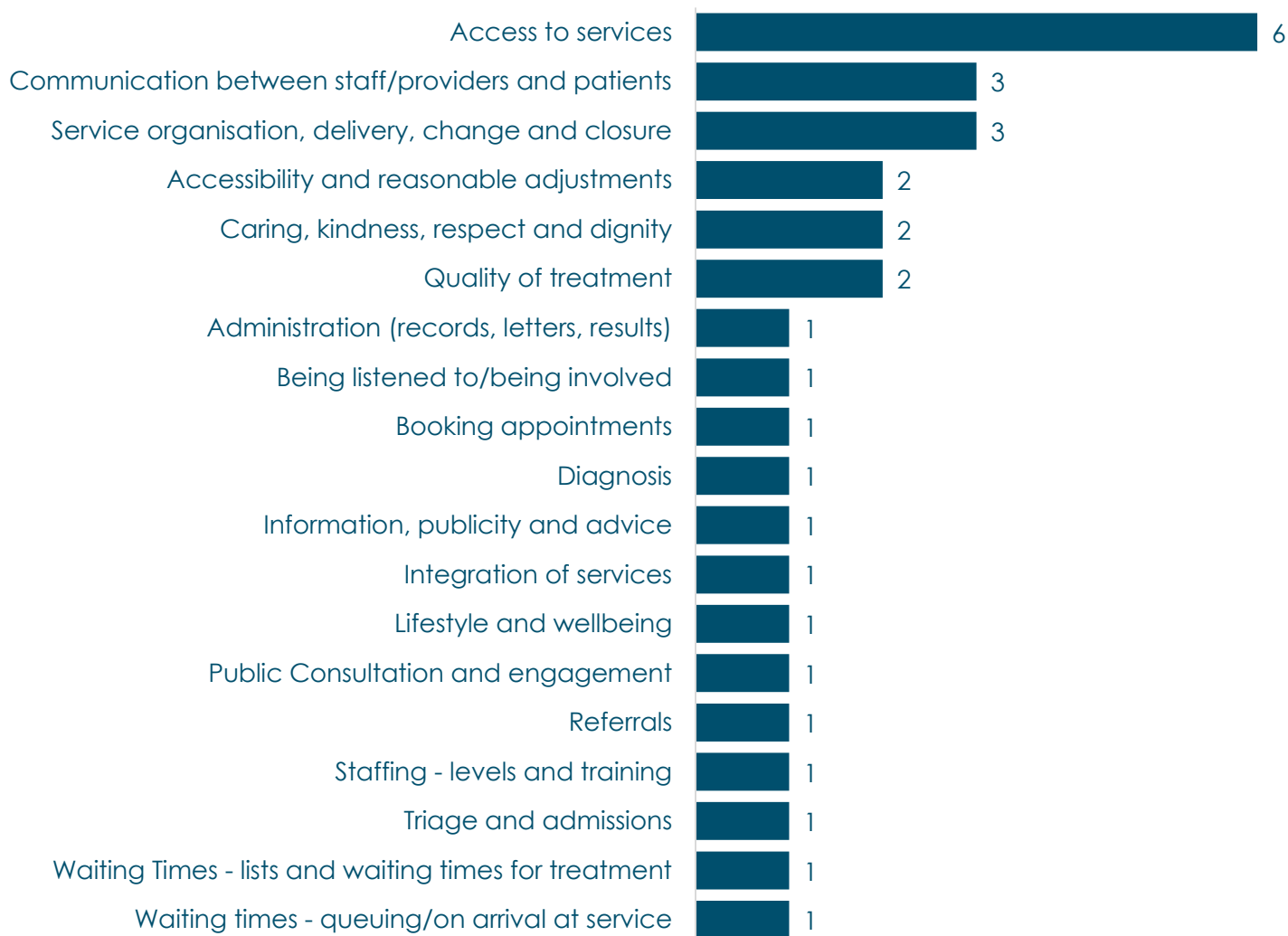
Lived Experiences – Compliments

Service Name:	CT and MRI Suite		
Identified By:	Research	Date Recorded:	26 March 2024
Experience:	<p>Patient reported "Went to have a CT Colonoscopy today and the staff in the CT department were amazing. I was a little scared as I can't do small spaces, but the staff put me at ease, talking to me and making sure I knew everything that was going to happen before it happened. Again, I can't thank them enough for the care and understanding they have shown me over the last 3 months. Thank you"</p>		
Actions Taken: (Healthwatch)	NA		

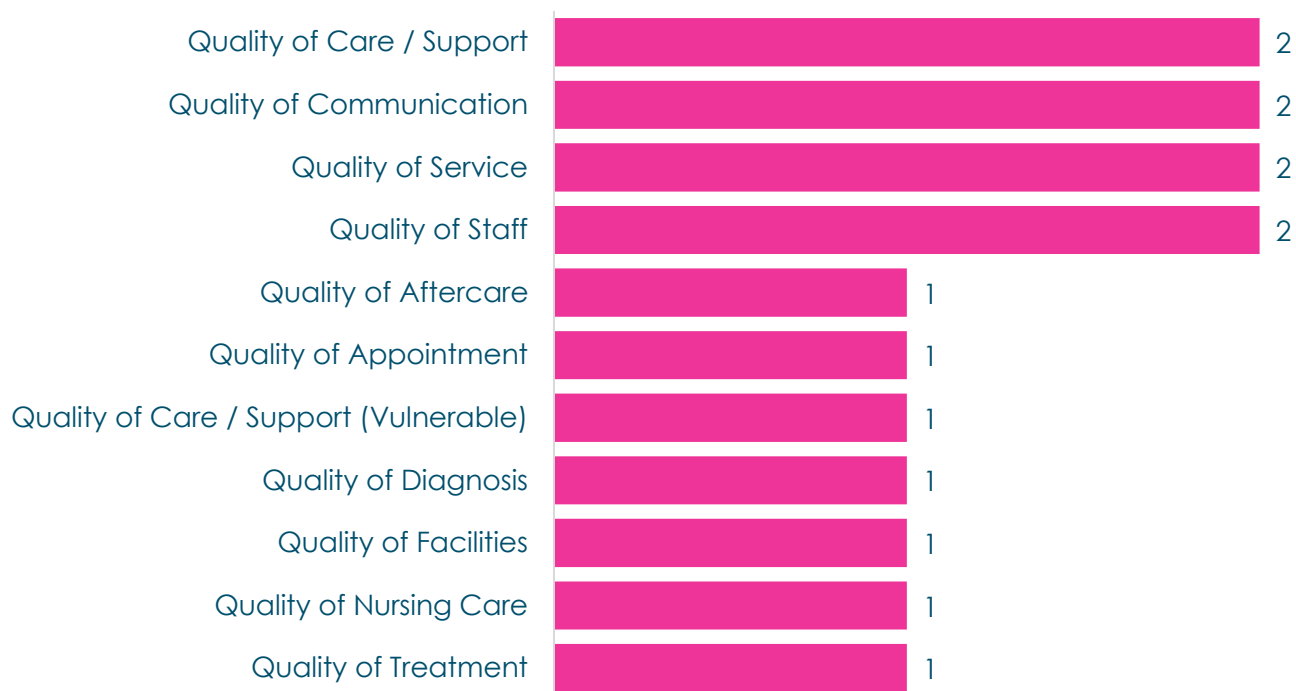
5.3 Bridlington, Goole and other Hospitals

This month, Healthwatch recorded a total of 8 experiences relating to Hospital Intelligence. This experience was broken down into 31 intelligence and 15 compliments.

Hospital - Intelligence



Hospital - Compliments



Lived Experiences – Intelligence

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

Service Name:	Eye Hospital Foundation Street		
Identified By:	Web (Email / Survey)	Date Recorded:	28 March 2024
Experience:	I should have of had a appointment from the eye clinic, been waiting four months now and need a check up.		
Actions Taken: (Healthwatch)	Healthwatch East Riding of Yorkshire will add this anonymous response to their monthly intel report.		

Service Name:	Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	28 March 2024
Experience:	No podiatrist at Bridlington Hospital. Having to travel to Driffield is awkward at least.		

Actions Taken: (Healthwatch)	Healthwatch will add this anonymous response to their monthly intel report.		
Service Name:	Scarborough / Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	21 March 2024
Experience:	"A recent visit to A&E Scarborough with my Daughter, was in that they could not access her health records via her NHS number as she lived in Worchester West County, it was lucky as was with my daughter in order to give her background info required. I was staggered that this facility wasn't available on the NHS database, this would free-up valuable time!!"		
Actions Taken: (Healthwatch)	Healthwatch will add this to the monthly intel report as an anonymous record.		
Service Name:	Goole Hospital		
Identified By:	Engagement	Date Recorded:	19 March 2024
Experience:	Parent shared that there has been so much change at the hospital changing from A&E to minor injuries to urgent care. When taking her daughter for an urgent care need, she said the hospital was filled with people who couldn't get a GP appointment and had attended there instead.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		
Service Name:	Scarborough and Bridlington Hospitals		
Identified By:	Email	Date Recorded:	19 March 2024
Experience:	I was seen back in April and was confirmed my operation was urgent there and then. I've just been told I'm now number 17. There's more to this story.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		
Service Name:	Scarborough / Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	13 March 2024

Experience:	Parent reported that their pre-school daughter has a life long heart condition. They live in Bridlington and were referred to the Scarborough cardiology department for a life long heart condition. Parent reports that she never feels listened to and that her requests for support to make the condition more manageable for living as near to a normal life as possible have fallen on deaf ears. She shared that they are unable to leave the house in colder weather meaning a sibling has missed school on multiple occasions. She said the hospital have stated she'll 'just have to live with it'. She wants to move her daughters care to a Hull hospital in the hope of different opinion and treatment. She also shared that her child has had her check ups moved from every 6 months to every 3 years which has caused her massive concern and anxiety as a lot can change in that time.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Lived Experiences – Compliments

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

Service Name:	Bridlington Hospital		
Identified By:	Research	Date Recorded:	4 March 2024
Experience:	patient reported "Hip operation very recently. Wonderful caring team, EVERY member contributed to make me welcome and gave me time. If only all hospitals were like this- a centre of excellence. Politicians take note."		
Actions Taken: (Healthwatch)	NA		

Service Name:	Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	5 March 2024
Experience:	Guardian reported that the child in her care developed facial cellulitis. The child has a variety of complex, long-term conditions and needs already. She reported that the hospital staff and		

	service was exceptional. She was later transferred to York hospital for further treat which was also stated to deliver a high standard of service.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

5.5 Mental Health Services

This month, Healthwatch recorded a total of **2** experience relating to Mental Health services Intelligence. These experiences were broken down into **3** intelligence and **4** compliments.

Mental Health Services - Intelligence



Mental Health Services - Compliments



Lived Experiences – Intelligence

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

Service Name:	Humber Primary Care		
Identified By:	Web (Email / Survey)	Date Recorded:	24 March 2024
Experience:	Virtually impossible to get a face to face appointment with a dr at my surgery. My husband suffers from extreme anxiety disorder and has seen no fewer than 11 different locum psychiatric consultants in the last 3 years		
Actions Taken: (Healthwatch)	Healthwatch East Riding of Yorkshire will add this anonymous response to their monthly intel report.		

Lived Experiences – Compliments

Service Name:	Specialist mental health nurse		
Identified By:	Email	Date Recorded:	17 March 2024
Experience:	Access to service very good. Experience of service good.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

5.6 City Health Care Partnership (CHCP)

This month, Healthwatch recorded 0 experiences for CHCP

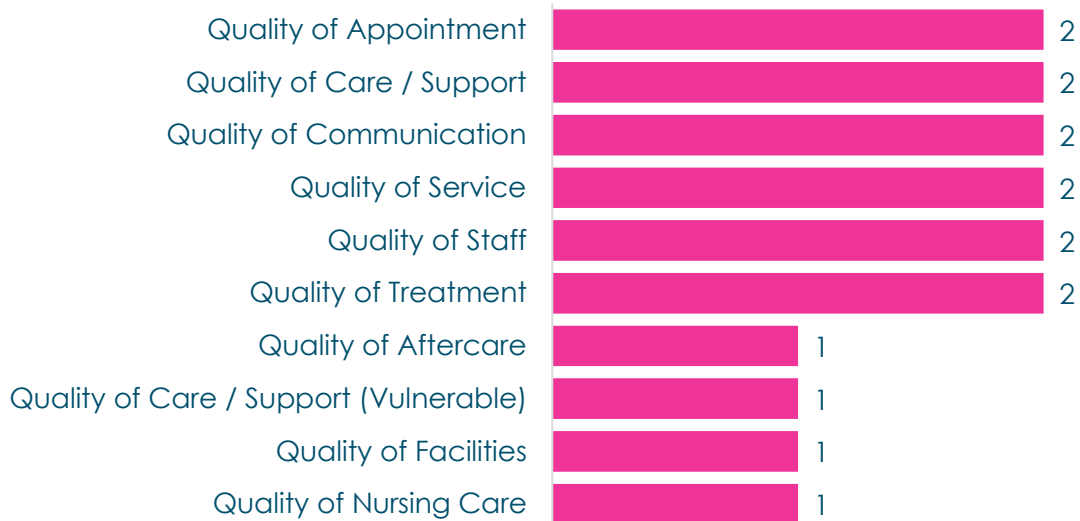
5.7 NHS Humber Foundation Trust

This month, Healthwatch recorded a total of 2 experiences for NHS Humber Foundation Trust. These experiences were broken down into 17 intelligence and 6 compliments.

NHS Humber Foundation Trust - Intelligence



NHS Humber Foundation Trust - Compliments



Lived Experiences - Compliments

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

Service Name:	Community Paediatric		
Identified By:	Engagement	Date Recorded:	5 March 2024
Experience:	Guardian stated that the community paediatrician ensured that all services involved with the child were notified of discussions and outcomes. A referral was made by the paediatrician, and it was followed up with a call making sure nothing was missed. Guardian shared that she felt fully supported and that it took pressure off her as she usually has to coordinate services as they don't often communicate well between themselves.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

5.8 NHS 111

This month, Healthwatch recorded **0** experiences relating to NHS 111

6. Social Care Intelligence

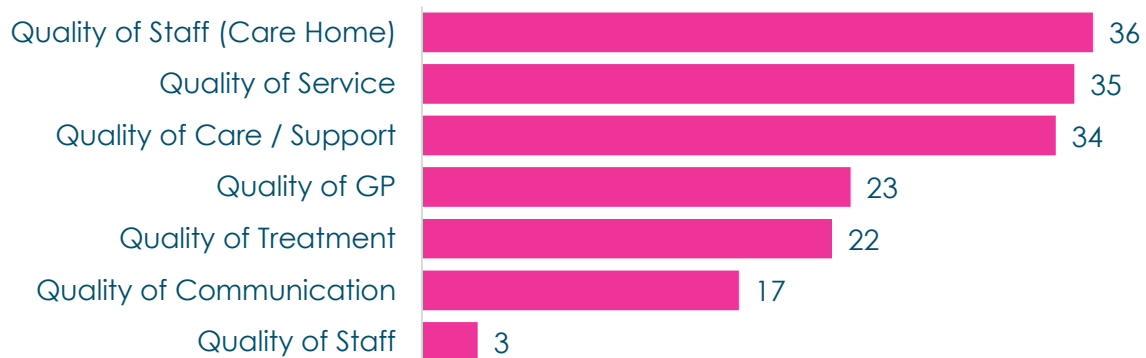
6.1 Care Home Intelligence

This month, Healthwatch recorded a total of **38** experiences for Care Homes. This experience was broken down into **1** intelligence and **170** compliments.

Care Home - Intelligence



Care Home - Compliments



Lived Experiences – Compliments

Service Name:	Westfield Park Nursing Home		
Identified By:	Research	Date Recorded:	5 March 2024
Experience:	"My father has stayed in other homes and after a stay of respite at Westfield, we have as a family, decided that Westfield Park Care Home is where my father will now stay long term. My father is of capacity so he his able to make his own decisions and he		

has chosen to stay here because he loves this home. The staff/carers are all very attentive and caring. The food is of a very high standard and always looks very appetising when I've seen it myself. I am very happy that my father has found somewhere that he is very happy to now stay long term, as unfortunately he can't return to his home address. The home always appears very clean. Also the manager is very approachable, very pleasant and she always makes my father laugh, which is great to see."

Service Name:	Westfield Park Nursing Home		
Identified By:	Research	Date Recorded:	31 March 2024
Experience:	"Westfield Park Care Home gave my 89-year-old Mum the company, supervision and stimulation that she'd not experienced since Covid began in March 2020 when she lost confidence and became afraid of the infection that claimed so many lives, coupled with the onset of Alzheimer's her world shrunk, to then have a couple of respite stays, followed by weekly daycare and eventually as a permanent resident she had company, she had activities and even though she didn't always join in she certainly enjoyed watching the others, the staff there also saved my sanity and gave me valuable support."		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	21 March 2024
Experience:	"Very caring, efficient and friendly. Mum's 1st staycation in a care home after being married for 71 years and living in the same house for 61 years. She is now totally at home and we/family are not worrying about her."		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	21 March 2024
Experience:	"My father is well cared for, all his needs are met, cleanliness is very good and the staff are very efficient and knowledgeable they are always very courteous when my family and I visit keeping us updated with any issues that may occur keep up the good work"		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	22 March 2024
Experience:	<p>" A warm, clean, and caring care home with a lovely calm environment whenever I visit my mum. Spotlessly clean, attentive 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 over two years and I feel the team have made a real effort to get to know her and her needs. I know they encourage her to join in with as many activities as possible and communication about those activities is well-publicised via the home's social media, website, and email service. Mum is very settled and a lot calmer than she used to be and she often tells me what a nice place she lives in and how kind the staff are towards her. I think the care home meets all my mum's needs and for that, I am grateful that she is living in a safe environment."</p>		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	28 March 2024
Experience:	<p>" My mother-in-law is very well looked after by the staff. They do everything requested with smiles and courtesy."</p>		

Service Name:	Tamarix Lodge - Care Home		
Identified By:	Research	Date Recorded:	11 March 2024
Experience:	<p>"I cannot fault either the care home or the staff. My mum has been a resident since August, and I can honestly say she is well cared for and is treated with dignity. All the staff are lovely and very caring. Her room is lovely and caters for all her needs. I feel very happy, as I know my mum is happy living there."</p>		

Service Name:	Tamarix Lodge - Care Home		
Identified By:	Research	Date Recorded:	11 March 2024
Experience:	<p>"My dad stayed at this care home until he died last January and he got end-of-life care, all the staff were excellent and he was</p>		

	well after. I have now put my mum in the same care home and I would not want her anywhere else."		
Service Name:	Stamford Bridge Beaumont		
Identified By:	Research	Date Recorded:	18 March 2024
Experience:	<p>"The care home is clean and tidy and does not smell. It has a caring atmosphere and the home is pleasantly quiet. The staff are very kind, patient, attentive, friendly and above all else very caring.</p> <p>My mother was always dressed in clean clothes, Mum never smelt and above all else I thought she was happy. It is always a nightmare when setting out on the journey to find a good home for one's parents as one hears so many horror stories - but I would recommend Barchester Stamford Bridge Beaumont Care Home."</p>		
Service Name:	Stamford Bridge Beaumont		
Identified By:	Research	Date Recorded:	28 March 2024
Experience:	<p>"My very elderly mother entered Beaumont Care Home Stamford Bridge extremely ill. She had dementia, heart failure, mitral cusp prolapse, cranial arteritis and rheumatoid arthritis. She was admitted after hospital falls. She was bedbound and doubly incontinent. She was not eating and seemingly unable to communicate. Thanks to Beaumont's excellent care she began to feed herself. She began to recognise family and friends. She enjoyed going through family photograph albums - identifying faces and handwriting from the distant past. There was never a smell. She became settled and content. The care of Beaumont and family and friends gave her a year of kindness and happy parting."</p>		
Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	4 March 2024
Experience:	<p>"We brought a bedridden, dying 94-year-old in and ten days later, the transformation was amazing. He had been taken out in a wheelchair and also was eating in the dining room and interacting with other residents. The staff are brilliant with him</p>		

and he told me he loves it. Looking forward to chair exercises and a visiting singer. Nothing short of a miracle!"

Service Name: St Marys Care Centre

Identified By: Research Date Recorded: 26 March 2024

Experience: "My father was almost dead from neglect from his in-home caregivers. My sister-in-law flew from the U.S. to intervene (started giving him '40 sips'). Thank goodness we were able to get a room for him with you. It's a miracle! He's eating all his food. He is recovering quickly and noticeably! We know he is now safe (he does too). In my entire life, I have never seen him so content. I know now that if we can't be with him when his time comes he will not be alone. God bless everyone at St Mary's Care Centre!"

Service Name: Southlands

Identified By: Research Date Recorded: 5 March 2024

Experience: "All of the staff have made my father's move to Cranswick Lodge as easy and comfortable as possible. All of the staff are polite and cheerful, always speaking to me and my family, as well as my father. I cannot fault any aspects of the care we have been given as a family."

Service Name: Southlands

Identified By: Research Date Recorded: 8 March 2024

Experience: "Although my father has only been a resident for a few weeks. I have found the home very good and the management and staff I have met. My father seems quite happy and we feel a lot better knowing he is safe and well looked after"

Service Name: Southlands

Identified By: Research Date Recorded: 12 March 2024

Experience: "Excellent care home friendly staff who go above and beyond to make both Mum and myself feel safe and they have been so kind towards us both and visitors, Mum's rooms are lovely and clean at all times. The meals look, smell, and taste yummy as

	Mum said so. They treat Mum with great respect and dignity and the management is fantastic too. I would highly recommend Cranswick Lodge to anyone. I'd give a score of 10 out of 10!"
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Service Name:	Southlands
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Identified By:	Research	Date Recorded:	14 March 2024
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Experience:	"The care I receive here at the home is a very high standard compared to the previous home I stayed at. The staff here are so kind and nothing is any trouble to them. The man in charge is so lovely the food is excellent lovely and warm and tasty. My room is spacious and always clean and I have a comfy bed. All my friends who visit along with my son have agreed it is the best place ever and I feel so safe here."
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Service Name:	Red House - Care Home
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Identified By:	Research	Date Recorded:	18 March 2024
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Experience:	"My wife is treated with respect and compassion. The carers are all very good and helpful. I don't think she could be treated any better, no matter where she was. I would recommend Red House Care Home to anyone."
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Service Name:	Priory Care Residential Home
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Identified By:	Research	Date Recorded:	22 March 2024
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Experience:	"Our relative receives exceptional care from all members of staff consistently, and the management takes into account the best interest of their residents. As a result of a care review, our relative was required to exchange their room, which I have to say was undertaken extremely quickly and professionally. Our relative is happy with the move and actually didn't feel anxious at all."
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Service Name:	Priory Care Residential Home
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Identified By:	Research	Date Recorded:	25 March 2024
Experience:	<p>"My stepfather was moved to Priory Residential Care on the 9th February 2024, after a difficult week in the hospital. I was concerned the first day I visited, which was also his first day because I'd asked for a room with a toilet, which wasn't possible. After the first few days, my concerns about a toilet in my stepfather's room paled into insignificance, when I saw how wonderful the staff were concerning my stepfather's needs. As the last few weeks have progressed, I can't speak highly enough of the care home, which is spotless, lots of activities, the staff are very caring and open, putting his needs first and foremost. So very pleased he is in a home with such fabulous staff, who really do care!"</p>		

Service Name:	Overton House - Care Home		
Identified By:	Research	Date Recorded:	5 March 2024
Experience:	<p>"Very caring home. My wife has been in nine years. Always welcoming when I go. Always nice and clean in bedrooms and corridors, food seems to be good quality, and staff very friendly. I'm always notified straight away if any problems with my wife."</p>		

Service Name:	Overton House - Care Home		
Identified By:	Research	Date Recorded:	5 March 2024
Experience:	<p>"Always friendly and willing staff. My mum is well cared for both physically and medically, and her environment is spotlessly clean and comfortable. She is in the best place possible, and her needs are fulfilled with dignity."</p>		

Service Name:	Overton House - Care Home		
Identified By:	Research	Date Recorded:	5 March 2024
Experience:	<p>"Mum is a resident here, and I can honestly say it was life-changing for us, Mum, especially when we got her a place here. The staff are absolutely amazing, and I can honestly say Mum loves them all. You can see by how she interacts with them that she is happier and feels safer than she has been for a long time."</p>		

All staff, from the top to the bottom, are professional yet caring and approachable for both residents and family members.

Mum's room is lovely and is always clean and presentable as is the rest of the home. Mum always tells us the food is great, and the extra things like afternoon teas, pizza night etc, that the staff lay on show how well catered for the residents are.

As a family member, I can honestly say that getting Mum a place here was the best thing that could possibly happen for us all. I know that Mum is well cared for, stimulated, and above all, safe and can ask for no more, so from the bottom of my heart, thank you all."

Service Name:	Overton House - Care Home		
Identified By:	Research	Date Recorded:	5 March 2024
Experience:	"More than happy with everything that is done for Mum. Everyone concerned has total commitment to the resident's care and well-being. Not only the care they show but also keeping the residents happy, holding events and parties and getting them involved with the activities. Seeing Mum dancing at past parties, clapping and singing to the music. A big thank you to everyone."		

Service Name:	Overton House - Care Home		
Identified By:	Research	Date Recorded:	5 March 2024
Experience:	"I pick my friend up on a regular basis and take him out for a few hours. I have always been pleased with the care and attention my friend receives from all of the staff. He appears to have settled well and is well looked after. Staff have been very supportive of me and have made it easy for me to visit and take my friend on little trips."		

Service Name:	Overton House - Care Home		
Identified By:	Research	Date Recorded:	6 March 2024
Experience:	"Very friendly and attentive staff. As a visitor I always feel welcomed. I have no doubt that my grandma is in safe and capable hands. They also provide regular entertainment for the		

	residents, and host numerous raffles that I will one day win. Mark my words."		
Service Name:	Overton House - Care Home		
Identified By:	Research	Date Recorded:	7 March 2024
Experience:	"My mother has severe incapacitating dementia and is totally reliant on the care and welfare provided by the brilliant staff. I fully trust them to continue to provide what is turning into end of life care. Thank you for all you have done for her in the last ten years."		
Service Name:	Overton House - Care Home		
Identified By:	Research	Date Recorded:	18 March 2024
Experience:	<p>"The staff are all friendly, polite and helpful.</p> <p>The receptionists are very attentive and help in any way they can.</p> <p>They will always answer any questions and queries - nothing is ever too much for them.</p> <p>I feel the residents are safe and always look clean and tidy."</p>		
Service Name:	Overton House - Care Home		
Identified By:	Research	Date Recorded:	18 March 2024
Experience:	"My mum has been at Overton for around three years now. She has always been well cared for and seems happy. The staff are always friendly and look after her very well. The team have given her excellent care and always keeps us updated on any health problems."		
Service Name:	North Ferriby Nursing Home		
Identified By:	Research	Date Recorded:	21 March 2024
Experience:	"My dad spent nearly three years at North Ferriby Nursing Home and I am very happy with the quality of the facilities and the standard of care he received. It's a very homely place and the		

	staff are very friendly and helpful and Dad seemed happy throughout his stay there."		
Service Name:	Magnolia House		
Identified By:	Research	Date Recorded:	25 March 2024
Experience:	"My mum is a resident at Magnolia House and has been for the past 2 years. The staff are amazing, they have bucket loads of patience, kind and very caring. I can't fault the care that they give my mum. She is very settled, she always looks clean and tidy."		
Service Name:	Magdalen Park Nursing Home		
Identified By:	Research	Date Recorded:	8 March 2024
Experience:	"A big thank you to all the day and night carers for care and attention, all managed by a manager with a very friendly and efficient personality. PS my praise goes to all at Magdalen Park Care Home."		
Service Name:	Lindum House		
Identified By:	Research	Date Recorded:	18 March 2024
Experience:	<p>"My aunt was at Lindum House for 2 years and was initially resistant to staying, having been a very independent ninety-two-year-old. She came to like her stay, recognising she was safe, and well-cared for and enjoying meals and talking to staff.</p> <p>I found the staff very helpful and believe my aunt thought</p> <p>the team at Lindum House were very caring and considerate and she had her favourites. I know my aunt was occasionally grumpy and yet I saw staff handle her with patience, kindness and consideration, even when needing to be firm.</p> <p>In our dealings with Barchester, the communication and management of residential care paperwork and invoicing was timely and efficient.</p> <p>Given the challenges of finding a well-run and affordable residential care home we appreciated the positive experience</p>		

	my aunt had at Lindum House in the last two years of her life. Our thanks go to all the staff - front of house and behind the scenes."
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Service Name:	Figham House		
Identified By:	Research	Date Recorded:	14 March 2024
Experience:	<p>"All of the staff on duty on Mum's arrival day came to meet her and introduce themselves (so impressed).</p> <p>Both Mum and I treated with care, compassion, dignity and respect.</p> <p>Management - the managers went over and above my expectations."</p>		

Service Name:	Bessingby Hall		
Identified By:	Research	Date Recorded:	4 March 2024
Experience:	<p>"I came to visit the care home and found everyone very friendly, it was clean and found this was the place for my husband to stay while I had a break from caring. For 18 days he remained in the care of the staff at Oaktree Hall. When he came home he was fine, with no grumbles and his possessions were all intact. I am very happy with the outcome of his stay and would recommend it to others. He put on weight so the food must have been good."</p>		

Service Name:	Albemarle - Care Home		
Identified By:	Research	Date Recorded:	4 March 2024
Experience:	<p>"I would highly recommend Albemarle to anyone looking for a care home for their family members as it has friendly and caring staff and a welcoming atmosphere. The manager is always there to answer any questions you may have."</p>		

Service Name:	Albemarle - Care Home		
Identified By:	Research	Date Recorded:	6 March 2024

Experience:	<p>"Whilst my Mum was a resident of Albemarle she was treated with care and dignity by all the staff.</p> <p>We found the residents were kept safe and well cared for. The home is very secure.</p> <p>There were always plenty of drinks and snacks offered to the residents in between meal times.</p> <p>Background music is played in the reception area which is really nice for people with Dementia and TV lounges where friendships are made with other residents."</p>
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Service Name:	Albemarle - Care Home
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Identified By:	Research	Date Recorded:	18 March 2024
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Experience:	<p>"Albermarle has gone above and beyond for both my parents. Dad passed away in December 2023 after 2 1/2 years in their care, he wasn't the easiest and knew exactly what he wanted and kept everyone on their toes. The staff were always patient with him even when he pressed the emergency button for a chocolate bar, well it was an emergency to him I suppose. Mum is currently in Albermarle, and the care has been amazing. Everyone is really caring and goes above and beyond. The manager has been amazing too and her door is always open if you need to chat and quick to action on any concerns. Thank you for the excellent care and support not only to my parents but to me as well. What a fantastic team."</p>
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6.2 Home Care

This month, Healthwatch recorded a total of 5 experiences for Care at Home. This experience was broken down into 6 intelligence and 10 compliments.

Home Care - Intelligence

Accessibility and reasonable adjustments	1
Being listened to/being involved	1
Communication between staff/providers and patients	1
Cost and funding of services	1
Information, publicity and advice	1
Staffing - levels and training	1

Home Care - Compliments

Quality of Care / Support	2
Quality of Service	2
Quality of Staff (Care Home)	2
Quality of Staff (Home Care)	2
Quality of Treatment	2

Lived Experiences - Intelligence

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

Service Name:	Home Care		
Identified By:	Telephone	Date Recorded:	13 March 2024
Experience:	Carer frustrated that even though Occupational Therapy had produced a report saying that either 1 or 2 carers could provide care at a time, agency still insisting on sending 2 carers to lunch and tea calls even though the lady they cared for may not need to be moved. Carer had agreed to 2 carers for all other care calls but said that for these 2 calls only 1 carer was		

	<p>necessary. Instead, they were paying £175/ week more than they needed to.</p> <p>Carer stated just wanted information to know where she stood in order that they could feel confident in challenging this. Was mindful of not causing any bad feeling with the agency</p>
<p>Actions Taken: (Healthwatch)</p>	<p>HW representative contacted ERYC. Put through to Independence and advice hub. Advised best to get someone from Social Services to ring agency on Carer's behalf. Told them that had already happened, and nothing had changed. Spoke to OT Team. Emailed DRT manager for advice and obtained contact details for Customer Relations Team.</p> <p>Fed back information to carer who said agency had now got back to them and agreed that only 1 carer need do those 2 calls.</p>

Lived Experiences – Compliments

Service Name:	Caremark		
Identified By:	Research	Date Recorded:	1 March 2024
Experience:	"The level of care that was provided to my nanna was amazing, I couldn't fault it, they were professional and caring! And had the utmost respect for her."		

Service Name:	Caremark		
Identified By:	Research	Date Recorded:	6 March 2024
Experience:	" The carer is a very good carer for my husband. He comes regularly four times a day to attend to my husband's needs. He enjoys his company, and the carer is a very cheerful person. We usually have a laugh when he is here"		

Service Name:	Caremark		
Identified By:	Research	Date Recorded:	18 March 2024
Experience:	"Excellent caring service. Evening calls are inconsistent with timings which can be an issue with meal times.		

	Overall excellent, like the way staff use PPE. Respect his views and dignity."		
Service Name:	Burlington Homecare		
Identified By:	Research	Date Recorded:	28 March 2024
Experience:	"All the carers that look after my partner are very efficient and caring, they treat him with dignity at all times and are considerate of his needs. The office staff are always available to chat when needed."		

6.3 Local Authority

This month, Healthwatch recorded a total of **3** experiences relating to the Local Authority. This experience was broken down into **18** intelligence and **0** compliments.

Local Authority - Intelligence



Lived Experience – Intelligence

Service Name:	Carers information and support services		
Identified By:	Web (Email / Survey)	Date Recorded:	28 March 2024
Experience:	<p>Felt that support was not there for unpaid carers. Instead, all these services are taken up by paid pa carers.</p> <p>Carers can only access the services if they book in advance and have transport to get to them as they are based well away from the town centre.</p>		
Actions Taken: (Healthwatch)	Logged on CRM for inclusion in intelligence report		

Service Name:	East Riding of Yorkshire Council		
Identified By:	Engagement	Date Recorded:	19 March 2024
Experience:	<p>Parent stated her son, aged 20 with global development delay, a visual condition and issue with his spine would benefit from more support but has been told that he is not entitled to a social worker and social care support. Parent shared that she is struggling to support him due to her own severe health needs and would have liked to be supported by the social care team.</p>		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	East Riding of Yorkshire Council		
Identified By:	Engagement	Date Recorded:	19 March 2024
Experience:	<p>Parent stated that her son is 21 years old with autism, epilepsy, double incontinence and non-verbal. He has now got to the age of needing to claim Universal Credit. Parent was told the disability social worker would support with this; however, she said the DSW is difficult to reach, rarely responding to contact from the family. Parent wanted support as UC team are saying her son is fit to work and has no restrictions to employment yet with</p>		

	all the conditions combined, he is a complex individual and unable to work. Parent stated she would have expected more and better-quality support as she has her own health needs to consider and is struggling to manage to UC system as well as her sons day-to-day needs,
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

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.

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 rationale to use the Healthwatch statutory power to 'Enter and View' and our decision-making in future project work.