



# Intelligence Report

April 2024

**healthwatch**  
East Riding of Yorkshire



## 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 **April 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

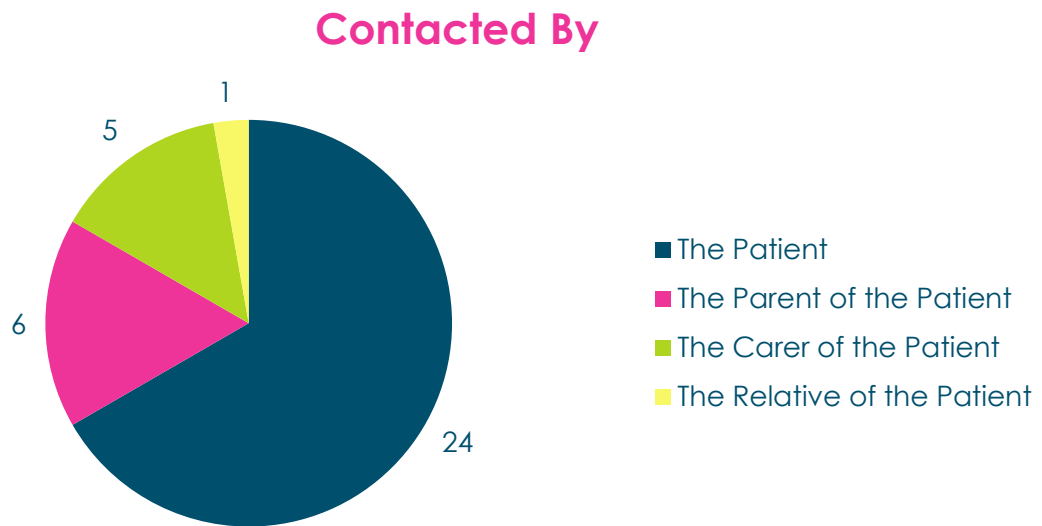
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

**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.

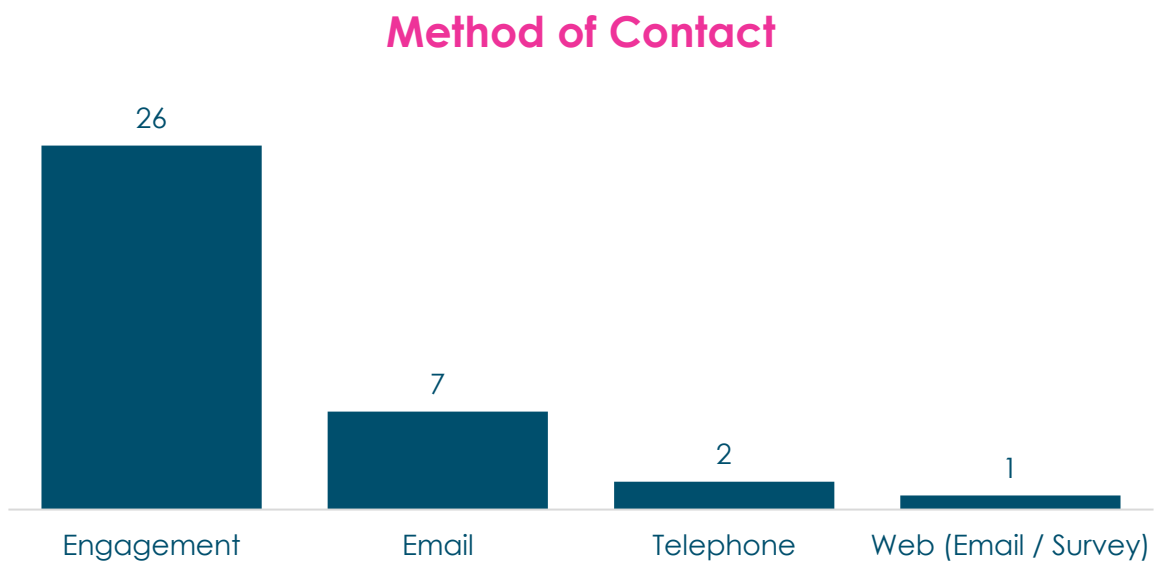
Following the publication of this report, we are happy to receive feedback from service providers using the [enquires@healthwatcheastridingofyorksire.co.uk](mailto:enquires@healthwatcheastridingofyorksire.co.uk) as it provides confidence to the public that their experiences are valued, acknowledged and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

## 2. Contact Statistics

During April we had 36 people contact Healthwatch directly to provide feedback or to ask for information/advice.



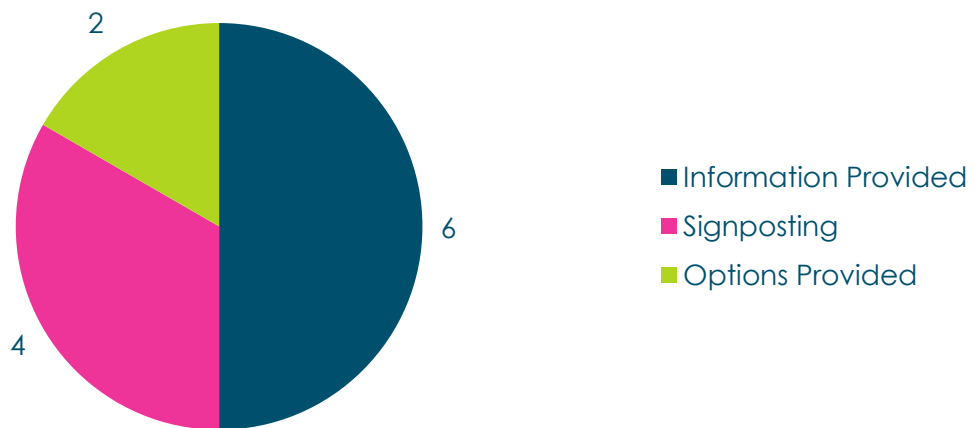
The most popular means of contacting Healthwatch this month is shown below.



We also conducted online research of local services, where we found a total of **95** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of **April**.

The total amount of information and experiences retrieved this month, through contact and research is **131**.

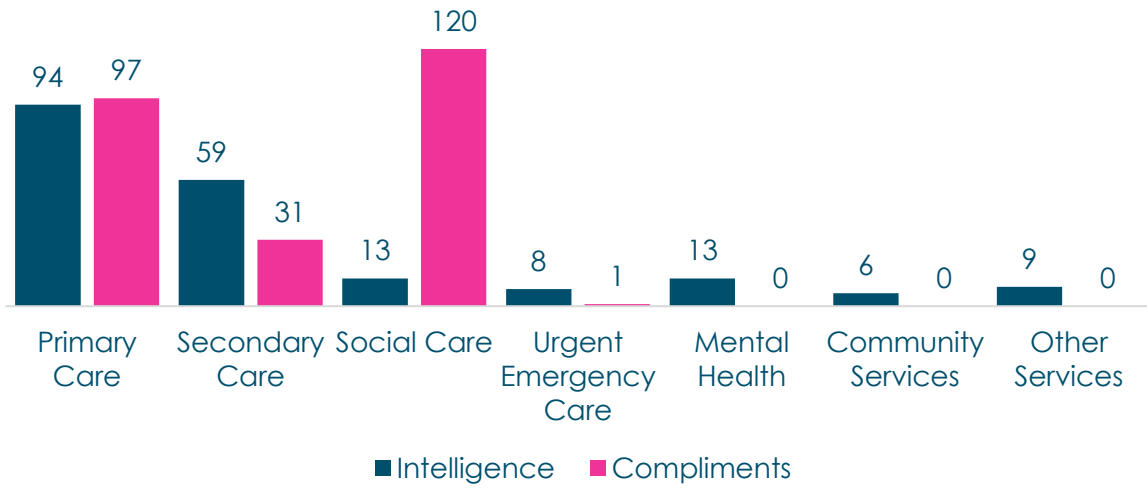
### Actions Taken



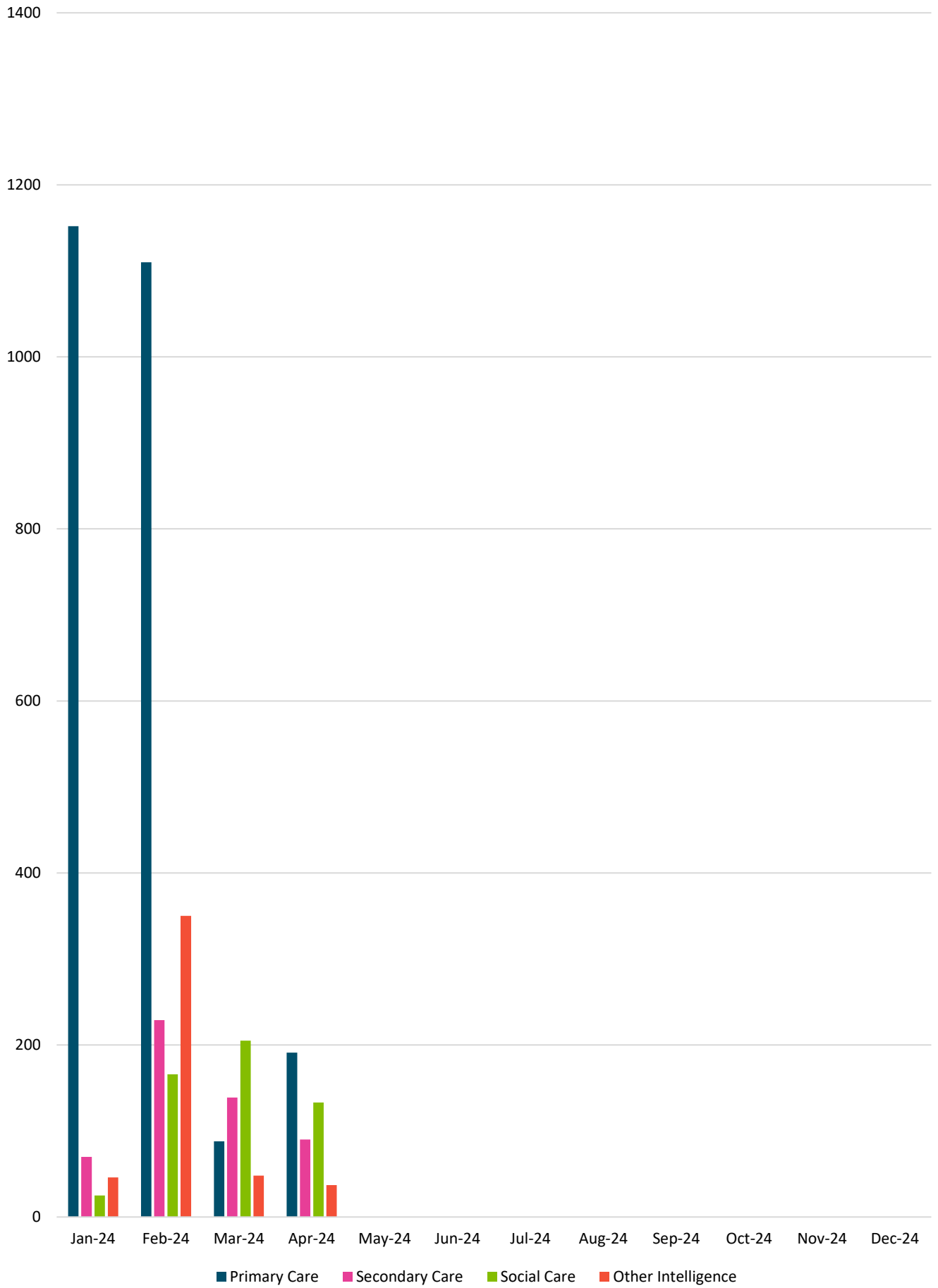
This month, Healthwatch took **12** actions from the experiences received. Our most common action was providing information, options provided and signposting.

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

## 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 Experiences Breakdown – GP Intelligence

This month, Healthwatch recorded a total of 36 experiences for GP Practices. These experiences were broken down into 55 intelligence and 97 compliments.

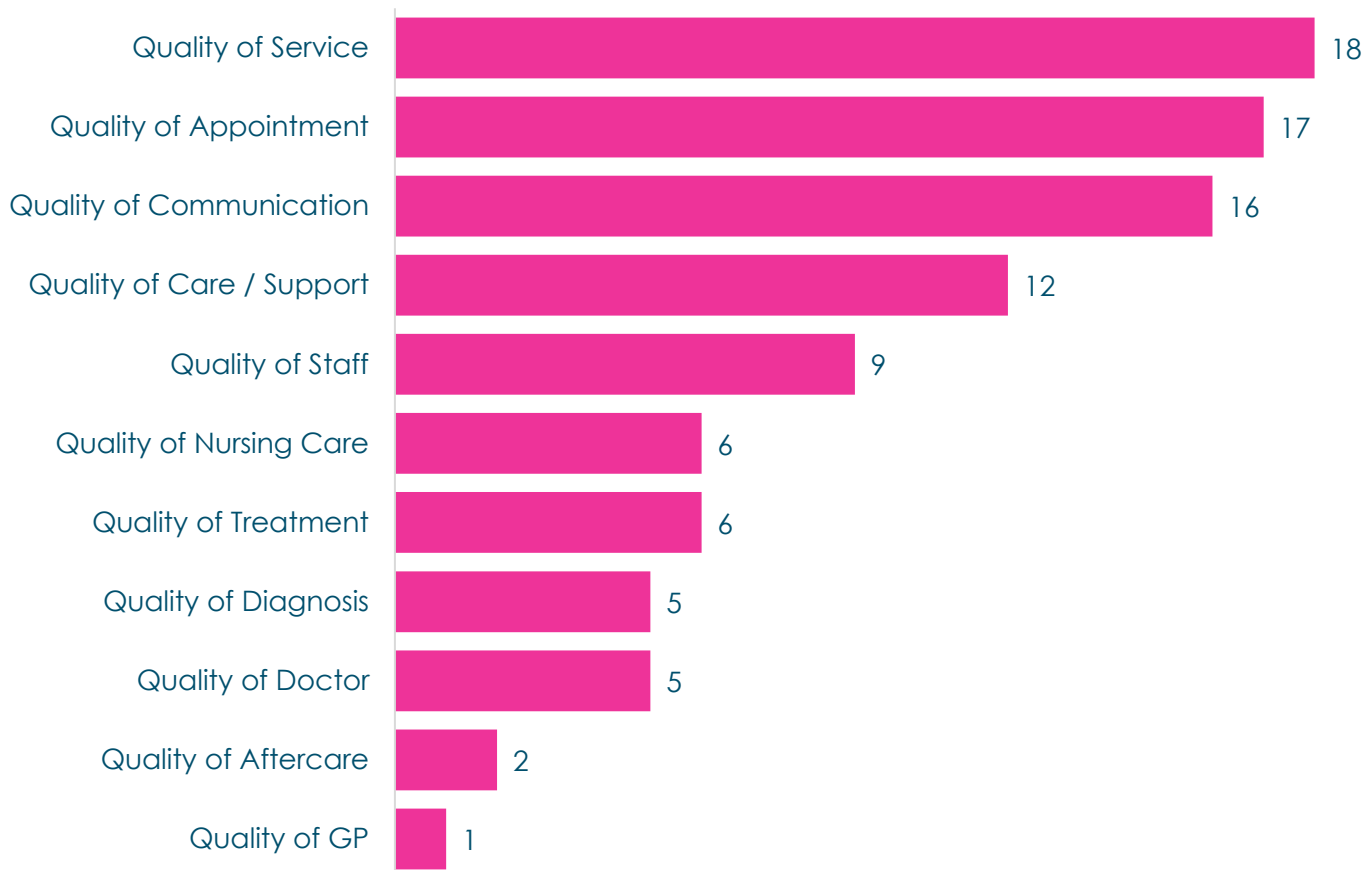
#### GP Surgery - Intelligence





**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:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Research	Date Recorded:	10 April 2024
Experience:	"We have a surgery in our village which is a nice surgery but the nurse will only work on a Thursday morning which makes it		

	extremely difficult to get to see the nurse I can't afford to travel to the other surgeries, so I have to go without treatment
	"

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	4 April 2024

Experience:	"I had an appointment with the nurse. Who informed me I needed to see the doctor. I tried to book another appointment but was told I had to ring between 8-11am (it was just past 11am). I rang the next day from 8am called 27 times, unable to get through, left it a bit and tried another 18 times until finally getting through. I was given an appointment for the same day. Both the nurse and the doctor were extremely professional, very polite, and gave good information, excellent service by them. Actually, getting an appointment, when you are in the surgery, and referred by the nurse, should not be this difficult. The receptionists were polite and just following protocol, but the systems in place seem to put obstacles in way of making everyone's life easier.
	"

Service Name:	Modality Partnership Hull		
Identified By:	Email	Date Recorded:	25 April 2024
Experience:	Rang my doctors surgery to ask if I could have the shingles vaccination, and I was told as I am nearly 67 I have to wait for another 3 years to get this. This is so unfair as if I had been just turned 66, I could have had it!! Surely, they could have contacted me and let me know when I was eligible?		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Practice 2	PCN:	Bridlington
Identified By:	Email	Date Recorded:	25 April 2024
Experience:	The GP's need to work in tandem with mental health. Also needed are specialists who deals with withdrawing from prescription medication. Patients need to be made aware of the withdrawal symptoms of anti-depressants, when they are		

	being prescribed, when they are not working or no longer needed.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Service Name:	Practice 2	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	11 April 2024
Experience:	"I can't get an appointment; I've never even met them"		
Actions Taken: (Healthwatch)	Feedback reported by HWERY.		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	1 April 2024
Experience:	"I would like the option of booking an appointment more than a day in advance"		
Actions Taken: (Healthwatch)	Feedback shared by HWERY.		

Service Name:	Non specified GP surgery		
Identified By:	Engagement	Date Recorded:	11 April 2024
Experience:	Person reported feedback stating they can never get an appointment with their GP meaning they have to use 111 every time. They said they would prefer regular care from someone who knows them, but they never get the chance as there is no continuity of care.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Practice 2	PCN:	Bridlington
Identified By:	Email	Date Recorded:	11 April 2024
Experience:	After two months I finally managed to speak to a doctor on the phone. He agreed that I needed a specific blood test, it wasn't a good result. He recommended I see a doctor on my notes. I got an appointment two weeks later; it was with a 'clinician'		

	which turned out to be a dietitian who didn't know why I was seeing her.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

## Compliments

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	29 April 2024
Experience:	<p>"I had a blood test today completed by an extremely competent nurse. I had requested the gentleman by name as it can be difficult to obtain blood from my veins. He was able to complete the process swiftly and without causing me any pain. I am truly grateful to him. The reception staff are always extremely helpful and polite. I am carer for my 94-year-old mother and feel confident in always being able to access their invaluable help.</p> <p>"</p>		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Research	Date Recorded:	30 April 2024
Experience:	<p>"I cannot praise this practice enough. I've received such good care with my current illness. Almost immediate response to online consultations and prescription/medication requests...I'm very grateful for all the help</p> <p>"</p>		

Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Research	Date Recorded:	19 April 2024

Experience:	"Wait time was lengthy on the telephone Staff were friendly Was a quick response from phone call to seeing a doctor. "		
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Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
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Identified By:	Research	Date Recorded:	28 April 2024
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Experience:	"Submitted a contact form to request an a pointless to be seen. Contacted within 15 - 20 minutes and given an appointment for early afternoon. When seen I was given a thorough assessment of the issue, given all the time I needed to discuss, be reassured and find a way forward. "		
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Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
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Identified By:	Research	Date Recorded:	21 April 2024
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Experience:	"I had cause to seek an assessment and advice about a medical problem. I submitted an online request, which was actioned the same day with a GP appointment the following day. This was easy and efficient. The medical and reception staff were very caring and helpful. The doctor listened and addressed my concerns and expectations professionally. I am fully satisfied with this excellent level of care. "		
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Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
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Identified By:	Research	Date Recorded:	30 April 2024
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Experience:	"Always find park surgery quick to respond when booking for my little boy. He was Seen the same morning and quickly prescribed something to help. "
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Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
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Identified By:	Research	Date Recorded:	26 April 2024
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Experience:	"Early yesterday morning I submitted an online form requesting help for an ongoing condition. Shortly after, I received a phone call giving me a doctor's appointment that morning. After a 20-minute wait, for which the doctor apologised, I was examined and told they would send a letter to the hospital to request further examination. I was prescribed medication that wasn't available at the dispensary but was told it would be available this afternoon. I've just had text this morning to say it's now available. Prompt and efficient service. "
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Service Name:	Willerby and Swanland Surgery	PCN:	Harthill PCN
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Identified By:	Research	Date Recorded:	23 April 2024
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Experience:	"My nearly housebound mother had a worrying spot on her face. I took a photo into the surgery and the receptionist could not have been more helpful, She sent me a link to send the photo in. Within 3 hours, a doctor had phoned to say it was non-cancerous which gave great reassurance. Many thanks for your efficiency in dealing with this"
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Service Name:	Brough Surgery	PCN:	The Ridings Medical Group
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Identified By:	Research	Date Recorded:	9 April 2024
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Experience:	"Don't go to the surgery very often as most of my care is at Castle Hill. I needed an appointment for a persistent cough, phoned at 2.30,online form completed and returned, phone call 10 mins later and appointment at4.10 made. Seen on time and
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	antibiotics prescribed home by 5pm. Couldn't have asked for anything more so thank you for a great service. Saw a paramedic who was very professional and helpful. Not sure what people are complaining about.
	"

Service Name:	Holme Upon Spalding More Surgery	PCN:	The Ridings Medical Group
Identified By:	Research	Date Recorded:	26 April 2024
Experience:	"Today I met with the practice nurse (she did give me her name, I am sorry I forgot). This lady was so professional, caring, empathetic, listened to me with patience and actioned the appointments I needed there and then. I was extremely grateful and incredibly impressed with everything. Can not thank you enough."		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	27 April 2024
Experience:	"I went to see my doctor yesterday about my mental health and he sat and he listened to me and he understood what I was saying he helped me with my medication ect he was amazing"		
	"		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	3 April 2024
Experience:	"I was in for my smear test, never enjoyable. After my last I have to have them yearly, the nurse was so lovely, never rushed me even though I know how busy she must be. I felt as comfortable as you can in that situation and really reassured. She is great at her job and hope she stays at the practice for my next smear!! Thank you!"		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	13 April 2024

Experience:	"Vastly improved, called at 8am as advised, appointment was given. Saw a GP. Thorough examination. GP was friendly and understanding, good sense of humour. Gave me the right medication and advice. Took me seriously. "		
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Service Name:	Montague Medical Practice	PCN:	Cygnnet
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Identified By:	Research	Date Recorded:	5 April 2024
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Experience:	"Information was explained clearly so that I know exactly what is going on. I am clear that in the future my medication is doing just what I need it to do. "		
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Service Name:	Montague Medical Practice	PCN:	Cygnnet
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Identified By:	Research	Date Recorded:	12 April 2024
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Experience:	"I was called in due to a query about my HRT. A thorough conversation was had to ensure I was taking my medications properly and all my questions were answered. "		
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Service Name:	Montague Medical Practice	PCN:	Cygnnet
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Identified By:	Research	Date Recorded:	31 April 2024
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Experience:	"Friendly staff. Good two way dialogue felt able to ask any questions. Was not kept waiting too long "		
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Service Name:	Montague Medical Practice	PCN:	Cygnnet
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Identified By:	Research	Date Recorded:	4 April 2024
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Experience:	"Impressed by the service I received. Rang for an appointment and was seen by a doctor within two hours of ringing. "		
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Service Name:	Montague Medical Practice	PCN:	Cygnnet
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Identified By:	Research	Date Recorded:	20 April 2024
Experience:	<p>"Now have a diagnosis for back problem that has been bothering me for 2 years and I should have gone sooner. Gave me exercises, to have a follow up, came out feeling positive.</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	4 April 2024
Experience:	<p>"The nurse practitioner was thoughtful, patient and considerate. She made sure that she considered all possible solutions to my problem.</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	31 April 2024
Experience:	<p>"She was really informative and helpful with suggestions on how to deal with my Knee/back pain. Referred me to the pain management clinic. Telephone appointment made for Monday 20th May</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	20 April 2024
Experience:	<p>"Had my 3 year screening which I am usually really nervous about but the nurse I saw was really calming. She looked at my patient records before hand so she was well informed about me and ask if I had and concerns or questions and walked me through everything and why they do certain things. She was really lovely and made what is usually a very difficult experience for me much more bearable.</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnat
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Identified By:	Research	Date Recorded:	17 April 2024
Experience:	"Managed to get urgent appointment within 24 hours and after the consultation was referred for urgent tests which was done in local hospital the next day so very quick treatment "		

Service Name:	St Nicholas' Surgery	PCN:	Holderness Health
Identified By:	Email	Date Recorded:	24 April 2024
Experience:	I always use the South Holderness Klinik site to contact the surgery and find it very efficient. For enquiries about vaccinations, blood tests and such like, someone has always texted or phoned me the same or following day to arrange an appointment or prescription. The practice nurses are very knowledgeable and helpful.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	12 April 2024
Experience:	I've got no complaints. I rang the Drs and got an appointment that day with a nurse. I was number 19 in the queue but it didn't take long. The nurse needed a GP to see me so they booked that appointment for me.		
Actions Taken: (Healthwatch)	Feedback reported by HWERY.		

Service Name:	Greengates Medical Group	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	11 April 2024
Experience:	There's a new Learning Disability Nurse available at the Cottingham Medical Centre which is great. This is a big improvement for my son who has LD, we both feel more supported.		

<b>Actions Taken:</b> (Healthwatch)	Positive feedback reported by HWERY.
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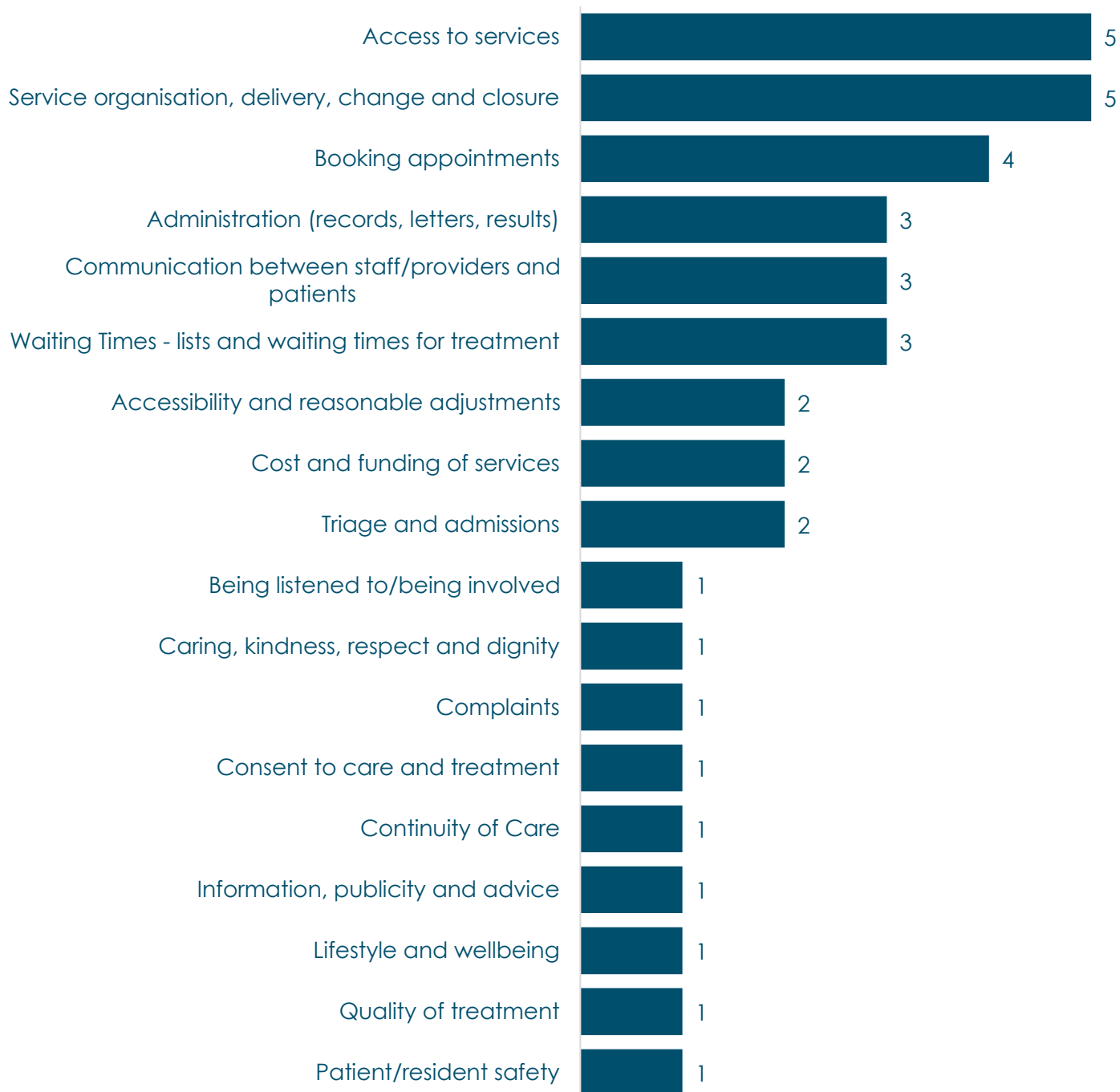
<b>Service Name:</b>	Manor House Surgery	<b>PCN:</b>	Bridlington
<b>Identified By:</b>	Engagement	<b>Date Recorded:</b>	2 April 2024
<b>Experience:</b>	"they're lovely once you get an appointment, the GP makes me laugh"		
<b>Actions Taken:</b> (Healthwatch)	Feedback shared by HWERY		

<b>Service Name:</b>	Unknown - GP in Cottingham		
<b>Identified By:</b>	Engagement	<b>Date Recorded:</b>	4 April 2024
<b>Experience:</b>	<p>The PA reported that the patient has an annual health check which is very thorough and includes physical health and overall wellbeing. In addition, the GP previously prescribed a gym pass for 18 months to access Haltemprice. This was appreciated as the patient enjoyed being able to access the gym, along with keeping healthy. They have recently requested this again which has been granted and are currently waiting for the pass to be issued. The PA shared that she had not attended GP appointments with the patients, but family always report to her that appointments went well.</p>		
<b>Actions Taken:</b> (Healthwatch)	No further action required - logged as intelligence		

## 4.2 Dental Practices

This month, Healthwatch recorded a total of 6 experiences relating to Dental Practices. These experiences were broken down into 38 Intelligence and 0 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:	Mydentist Burnby Lane Dental Practice		
Identified By:	Email	Date Recorded:	24 April 2024
Experience:	(my) dentist (Bridlington branch) is advertising for 'new patients' but cannot offer an appointment to an existing client. It has been over 2 years since me and my husband was seen by a dentist.		
Actions Taken: (Healthwatch)	Email sent to advise of dental practices complaints procedure and link provided. Also gave reference number for experience log.		

Service Name:	Unspecified Dentist		
Identified By:	Engagement	Date Recorded:	12 April 2024
Experience:	"I was with a dentist for 40 years but after COVID they went private. They offered me private care but I can't afford that. I still don't have a dentist"		
Actions Taken: (Healthwatch)	Information provided around finding a new dentist/getting on a waiting list. Patient told to ring 111 with any tooth pain.		

Service Name:	Non specified dentist		
Identified By:	Engagement	Date Recorded:	11 April 2024
Experience:	Person reported that they believe they still have a dentist but has not been able to get an appointment for a check up etc since just before COVID lockdown initially started. They said they are worried they will be removed from their surgery without being told and then need to find another dentist. After discussion, they shared that during this time they have moved from children's to adult services but have had no transition information etc sent to them or their parent, they have SEND and are supported by their family to navigate adult services.		

Actions Taken: (Healthwatch)	No further action required - logged as intelligence
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Service Name:	Non specified NHS dentist		
Identified By:	Engagement	Date Recorded:	11 April 2024
Experience:	Person reported that he has an NHS dentist, however there is a 1-2 year wait between each chec-up		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Non specified NHS dentist		
Identified By:	Engagement	Date Recorded:	11 April 2024
Experience:	Person reported that he has an NHS dentist, however there is a 1-2 year wait between each chec-up		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Edward House Dental Studio		
Identified By:	Email	Date Recorded:	10 April 2024
Experience:	Bill for treatment was far in excess of online price guide. When questioned and asked for a breakdown of the cost I was sent a copy breakdown of bill claiming to be a Pre Treatment Plan bearing my signature. Not true Made an official complaint but dentist said I had paid the bill and he had nothing more to say.		
Actions Taken: (Healthwatch)	Emailed response signposting to Cloverleaf and Ombudsman.		

### 4.3 Pharmacy

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

### 4.4 Opticians

This month, Healthwatch recorded a total of **1** experience relating to Opticians. These experiences were broken down into **7** intelligence and **0** compliments.

#### Opticians - Intelligence



#### Lived Experiences - Intelligence

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

Service Name:	Specsavers Bridlington		
Identified By:	Telephone	Date Recorded:	24 April 2024
Experience:	Patient was previously a patient at Specsavers in Bridlington but has been very rude to the patient. The patient believes this is because that Specsavers cannot get her the right prescription as she has quite a few issues with each eye. As a result of this Specsavers have banned her from all Specsavers and has put on her permanent notes that she is banned from all Specsavers because she missed her appointments. When speaking with the		

	patient she informed me that she never missed an appointment and she always told them is she was unable to attend so they could reschedule.
Actions Taken: (Healthwatch)	Healthwatch rang the patient and referred her to Cloverleaf Advocacy and also informed her that we will share this experience anonymously in our monthly intelligence reports.

## 5. Secondary Care Intelligence

### 5.1 Hull Royal Infirmary

This month, Healthwatch recorded a total of **3** experiences relating to Hull Royal Infirmary. These experiences were broken down into **0** intelligence and **13** compliments.

#### Hull Royal Infirmary - Compliments





## Lived Experiences – Compliments

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	26 April 2024
Experience:	Patient reported "I visited HRI Orthopaedic Dept today and I found the service exceptionally good everyone was so friendly from the receptionist to the radiographer and the nurse who looked after me from going into the clinic until I left she was kind considerate and friendly and polite also the doctor I saw treated me with the utmost respect thank you all for excellent service".		
Actions Taken: (Healthwatch)	NA		

Service Name:	Ophthalmology		
Identified By:	Research	Date Recorded:	27 April 2024
Experience:	Patient reported "I had my regular Botox injections today to treat blepharospasm.  The consultant has to be one of the nicest people in the world. He has time to explain things and makes me have confidence in what he says."		
Actions Taken: (Healthwatch)	NA		

Service Name:	Ophthalmology		
Identified By:	Research	Date Recorded:	18 April 2024
Experience:	Patient reported "Arrived at the glaucoma clinic at 8.15am, receptionist checked my details and amended 2 there and then. I was seen within 5 minutes of my appointment time, over the next 3 hours I had 6 or 7 tests (I lost count!) I was conducted to and from the various room. (being autistic, this was a massive benefit!) there was some time in between tests, but not long enough to become bored. 1 lady, in particular was very good,		

	and wasn't hesitant in seeking a second opinion. (or a 3rd!) I came away feeling my condition had been well and truly investigated! On the whole, a very positive experience within the confines of the condition. Fully matches my experience of the local medical practitioners! Full credit and praise to all involved. Thank You!"
Actions Taken: (Healthwatch)	NA

## 5.2 Castle Hill

This month, Healthwatch recorded a total of 3 experiences relating to Castle Hill Hospital. These experiences were broken down into 16 intelligence and 11 compliments.

### Castle Hill Hospital - Intelligence

Access to services	1
Accessibility and reasonable adjustments	1
Building, DéCor and Facilities, including health and safety	1
Cancellation	1
Caring, kindness, respect and dignity	1
Communication between staff/providers and patients	1
Consent to care and treatment	1
Health inequality	1
Integration of services	1
Lifestyle and wellbeing	1
Quality of treatment	1
Patient/resident safety	1
Service organisation, delivery, change and closure	1
Staffing - levels and training	1
Triage and admissions	1
Waiting Times - lists and waiting times for treatment	1

## Castle Hill Hospital - Compliments



### Lived Experiences – Intelligence

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

Service Name:	Oncology		
Identified By:	Engagement	Date Recorded:	30 April 2024
Experience:	Patient who attends the Queen's centre said that she sometimes struggles to see the signs that are too high as she has just had a hysterectomy and is currently struggling to walk and so cannot look up too high or she will fall.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Oncology		
Identified By:	Engagement	Date Recorded:	30 April 2024
Experience:	Women attending the Queen's Centre reported that she also attends Birmingham hospital says that the two hospitals do not communicate with each other. Patient had an MRI scan and an X-ray at Castle Hill and then the next week Birmingham hospital wanted the same scans. Patient doesn't understand why the hospitals cannot share the scans.		

<b>Actions Taken:</b> (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		
<b>Service Name:</b>	Maxillofacial Outpatients		
<b>Identified By:</b>	Engagement	<b>Date Recorded:</b>	4 April 2024
<b>Experience:</b>	<p>The patients PA shared that she has 2 broken teeth and 7 others teeth which need to be removed. The patient typically attends an SEND specific dentist at Orchard Park, however, due to the patients needs and the severity of the work needed, a referral was made to Maxillofacial who agreed this work needed to be carried out under general aesthetic. An appointment was made and pre-op carried out each time, however the actual surgery/extraction have been cancelled several times. The reason given was that there wasn't adequate support/care available at the hospital for after the operation for someone who is non-verbal and autistic. The PA shared that it frustrated both family of the patient and her as a long term PA for the patient. She felt it was poor to allow someone to suffer in pain and felt that this was because the patient can't advocate for herself it was easier to ignore. She also stated there should be better support available and that everyone should have some awareness and training as although being non-verbal can make things complicated at times, it isn't too uncommon and worries that others will be receiving the same experience.</p>		
<b>Actions Taken:</b> (Healthwatch)	No further action taken - logged as intelligence		

**Lived Experiences – Compliments**

<b>Service Name:</b>	Castle Hill Hospital		
<b>Identified By:</b>	Research	<b>Date Recorded:</b>	17 April 2024
<b>Experience:</b>	<p>Patient reported "Just a thankyou to the crew at the urology day ward who did my cystoscopy on a Sunday.</p> <p>I was in and out in a flash and back home before I knew it even though it looked busy.</p> <p>Thanks."</p>		

Actions Taken: (Healthwatch)	NA
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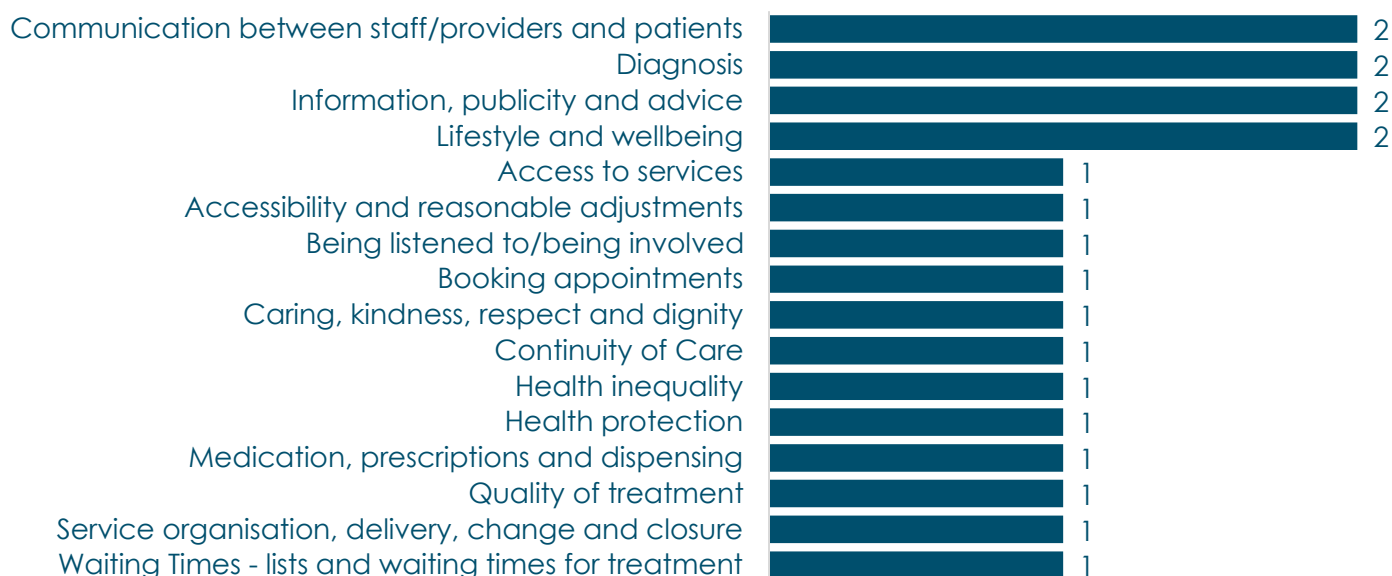
Service Name:	Oncology		
Identified By:	Engagement	Date Recorded:	30 April 2024
Experience:	Patient who regularly attends the Queen's Centre says that her care is amazing and all the staff are so lovely and are always welcoming.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Oncology		
Identified By:	Engagement	Date Recorded:	30 April 2024
Experience:	Patient who attends Castle Hill and Hull Royal and he says the care at both hospitals is fantastic.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

### 5.3 Bridlington, Goole and other Hospitals

This month, Healthwatch recorded a total of **3** experiences relating to Hospital Intelligence. This experience was broken down into **20** intelligence and **0** compliments.

#### Hospital - Intelligence



#### Lived Experiences – Intelligence

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

Service Name:	Alfred Bean Hospital		
Identified By:	Engagement	Date Recorded:	4 April 2024
Experience:	<p>This patient has age-related macular deterioration and diabetes so needs regular eye tests. These used to be carried out at Alfred Bean which was great as the patient lives in Driffield. Since then he has travelled to Bridlington, Scarborough, and Malton hospitals for these procedures, which is difficult due to not being able to drive for some hours after the tests. The patient wishes the service was still run in Driffield as it is cheaper and more convenient for regular tests.</p>		

Actions Taken: (Healthwatch)	Feedback reported by HWERY.
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Service Name:	Memory Assessment Service
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Identified By:	Engagement	Date Recorded:	8 April 2024
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Experience:	<p>Went to GP 3 x due to concerns about dementia. Was referred to MAS 3rd time. Told 12 week waiting list. Hadn't heard after 14 weeks so rang to chase. Told looking at another 6 weeks. Asked if could get a cancellation appointment. Managed to get one in Driffield.</p> <p>Frustrated as the whole process filled with delays and had to chase them up all the time.</p> <p>After assessment told a decision would be needed but no one got in touch to say that the decision had been made, or what had been decided. Heard nothing until carer chased again a few weeks later. At this point told that decision had been made but that they couldn't tell them what it was - they needed an appointment for that. Got an appointment but then told they would need another appointment for a prescription! Why could prescription be given at that appointment? When Carer rang to chase the prescription appointment they were told that no appointments were available. The secretaries were waiting for more to be sent through. Carer kept chasing for appointment and complained. They then got an appointment.</p>
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Actions Taken: (Healthwatch)	<p>Experience logged on CRM for inclusion in intelligence report.</p> <p>Advised to speak to Damien at Innovations in Dementia or Dementia Support ladies at ER Carers Support Service about the Getting Along together course as the illness and the long drawn out diagnosis and treatment is taking it's toll on their relationship.</p> <p>Will query number of appointments patients have to go through at next Dementia Delivery Group, particularly needing a separate prescribing appointment when presumably already seen consultant for diagnosis. Service needs streamlining as swift treatment important, particularly when new dementia drugs are authorised for NHS.</p>
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Service Name:	Beverley Community Hospital
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Identified By:	Engagement	Date Recorded:	8 April 2024
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<p>Experience:</p>	<p>Carer said that when her husband was diagnosed with Dementia 5 years ago there was no support.</p> <p>After seeing someone twice at Beverley Community Hospital they were told by the GP, it's vascular dementia. There is nothing we can do. There is no medication we can give. They were not given information about support groups or to help them understand the condition. The carer was left to cope on her own with her husband so had no support.</p> <p>More recently they found out about the Together We Care group and now she feels part of something and more supported.</p> <p>She said the best thing they did was to see a Neurologist privately. This was recently and she found this very helpful. Many people don't have this option.</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Experience logged on CRM for inclusion in intelligence report</p>

## 5.5 Mental Health Services

This month, Healthwatch recorded a total of **1** experience relating to Mental Health services Intelligence. These experiences were broken down into **10** intelligence and **0** compliments.

### Mental Health Services - Intelligence

Access to services	1
Being listened to/being involved	1
Communication between staff/providers and patients	1
Consent to care and treatment	1
Diagnosis	1
Integration of services	1
Lifestyle and wellbeing	1
Quality of treatment	1
Service organisation, delivery, change and closure	1
Triage and admissions	1



## Lived Experiences – Intelligence

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

Service Name:	Adult mental health service/s		
Identified By:	Email	Date Recorded:	28 April 2024
Experience:	It was very apparent to me that my parent needed help as was having serious difficulties with mental health. I found it incredibly difficult to get help as he refused to accept any support. Without his consent I just hit brick walls wherever I tried to get help. I feel that if services had been able to respond and intervene sooner then the crisis that developed may have been avoided.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

### 5.6 City Health Care Partnership (CHCP)

This month, Healthwatch recorded a total of **2** experience relating to CHCP. These experiences were broken down into **8** intelligence and **1** compliment.

## City Health Care Partnership - Intelligence

Being listened to/being involved	2
Caring, kindness, respect and dignity	2
Communication between staff/providers and patients	2
Building, DéCor and Facilities, including health and safety	1
Waiting times - queuing/on arrival at service	1

## City Health Care Partnership - Compliments

Quality of Facilities	1
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### Lived Experiences – Intelligence

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

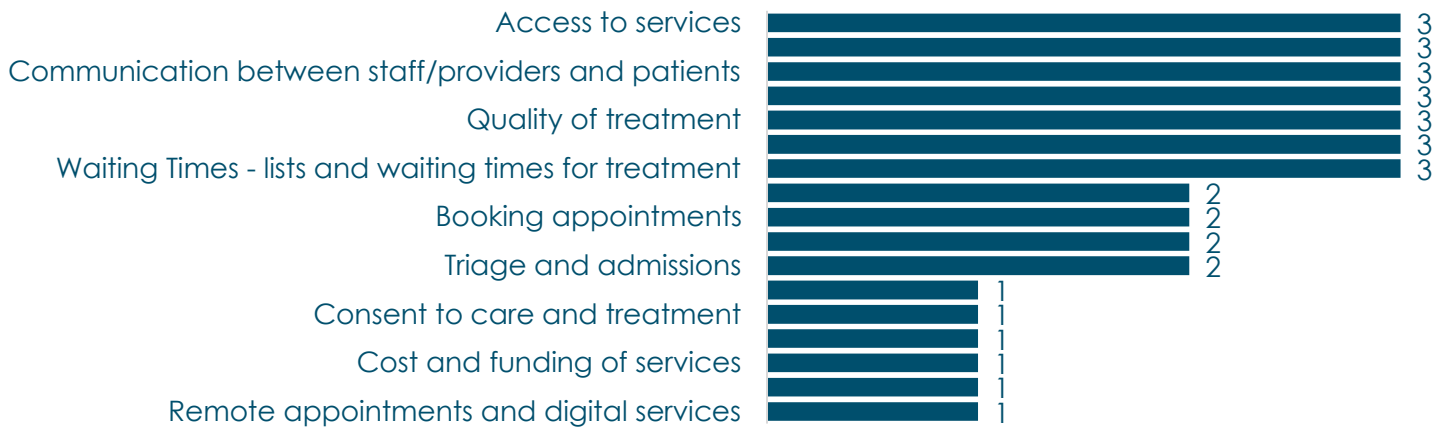
Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Research	Date Recorded:	4 April 2024
Experience:	When visiting Beverley Urgent Treatment Centre the patient reported "The receptionist was rude and ill mannered. Asking to speak to somebody in charge the female nurse refused to tell if the manager was present. All the other patients commented on how rude and ill mannered the receptionist is. This place needs a thorough investigation with new staff and a new manager. No alcohol hand gel was present on the entrance to the building. Zero stars for customer service"		
Actions Taken: (Healthwatch)	NA		
Service Name:	Beverley Urgent Treatment Centre		

Identified By:	Research	Date Recorded:	6 April 2024
Experience:	<p>When visiting Beverley Urgent Treatment Centre the patient reported "Waited 12 hours to speak to a doctor after being very unwell, doctor was fantastic. However there was an issue with the dispensing pharmacy and opening times so I called the treatment centre to attempt to get a message to the doctor.</p> <p>The receptionist is very reluctant to help and rude. My call ended up with her shouting at me and telling me I am verbally abusive and slamming the phone down on me!</p> <p>I was definitely not abusive and I'm hoping and praying calls are recorded so it can be looked in to.</p> <p>She must have gone back to the doctor because he called me half an hour later to rectify the query. The doctor was lovely and apologised for the way the receptionist spoke to/treated me. I told him it's not his fault, he had done a fab job.</p> <p>The doctors etc there are excellent and have really helped me and my children before.</p> <p>However the receptionist is extremely rude and quick to get aggressive.</p> <p>I hope this can be sorted."</p>		
Actions Taken: (Healthwatch)	NA		

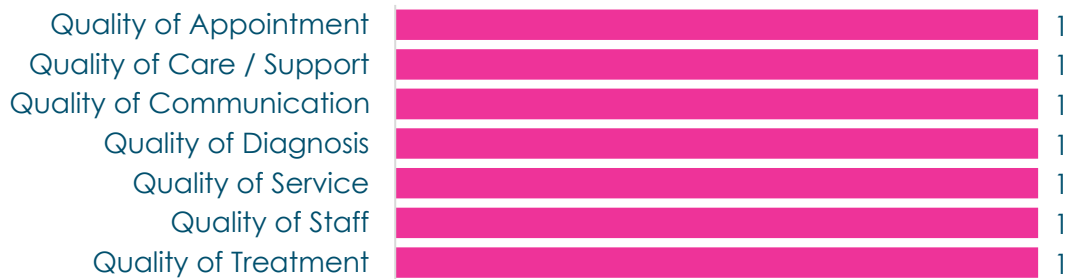
## 5.7 NHS Humber Foundation Trust

This month, Healthwatch recorded a total of **6** experiences for NHS Humber Foundation Trust. These experiences were broken down into **35** intelligence and **7** compliments.

## NHS Humber Foundation Trust - Intelligence



## NHS Humber Foundation Trust - Compliments



### Lived Experiences – intelligence

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

Service Name:	Mental Health Triage and Assessment		
Identified By:	Engagement	Date Recorded:	12 April 2024
Experience:	The patient was unhappy that they waited 3 months for a mental health assessment after being referred by their GP. The patient did not find the assessment helpful, and would have preferred an in-person appointment rather than telephone.		
Actions Taken: (Healthwatch)	Reported by HWERY with information provided about other mental health services (Mind, Samaritans etc.)		

Service Name:	Children's Occupational Therapy		
Identified By:	Engagement	Date Recorded:	17 April 2024
Experience:	Parent stated she had requested an OT assessment for her child. She was told this would only be available for Hull residents and those living in the East Riding must pay privately for it. She used a private service which cost £800. Parent said that this was money that shouldn't have to be spent and that it was an example of 'health and social care postcode lottery'.		
Actions Taken: (Healthwatch)	No further actioned required - logged as intelligence		

Service Name:	Health Visitor		
Identified By:	Engagement	Date Recorded:	17 April 2024
Experience:	Parent shared that they had a health visitor appointment after COVID lockdown restrictions were lifted. The health visitor asked if the child could do certain things like other children their own age. Parent said they were unsure as they haven't mixed with anyone for so long. Health visitor recorded the child as displaying typical behaviours and development. Parent stated she later felt frustrated when it became apparent her child needed an autism assessment and said this would likely have been picked up by the health visitor had they looked to the child for evidence rather than asking a first time parent post-COVID for their opinion.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Speech and Language Therapy		
Identified By:	Engagement	Date Recorded:	17 April 2024
Experience:	Speech and language went to visit child at school, assessed, trained staff to deliver intervention but never made an appointment to go back to check on effectiveness. Parent requested they attend again due to concerns. It was found that there was a different issue which was preventing progress, but hadn't been addressed at the initial assessment. Parent shared that they were upset saying that if they hadn't have called and asked them to attend again, this wouldn't have been picked up		

	on and it could have been viewed as the child failing when really it was lack of follow up.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		
Service Name:	Paediatrician		
Identified By:	Engagement	Date Recorded:	17 April 2024
Experience:	Parent stated that a recent paediatrician appointment, it was mentioned that they would refer to the school for support to be implemented during the academic day as this was currently not being received. The school have refused to do this until this is received in writing from the paediatrician. The parent has chased up the letter but so far it hasn't been typed up which has led to a month delay in support being formally requested and implemented.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

### Lived Experiences – compliments

Service Name:	Paediatrician		
Identified By:	Engagement	Date Recorded:	17 April 2024
Experience:	Parent reported that she saw the GP for her child who made a referral to see the paediatrician at Wilberforce Health Centre. An appointment was made for 2 weeks time. The assessment was thorough taking an hour, and a diagnosis of dyspraxia was given along with a letter sent to the school to refer for an autism assessment. Parent shared that she felt listened to and the paediatrician explained everything clearly.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

### 5.8 NHS 111

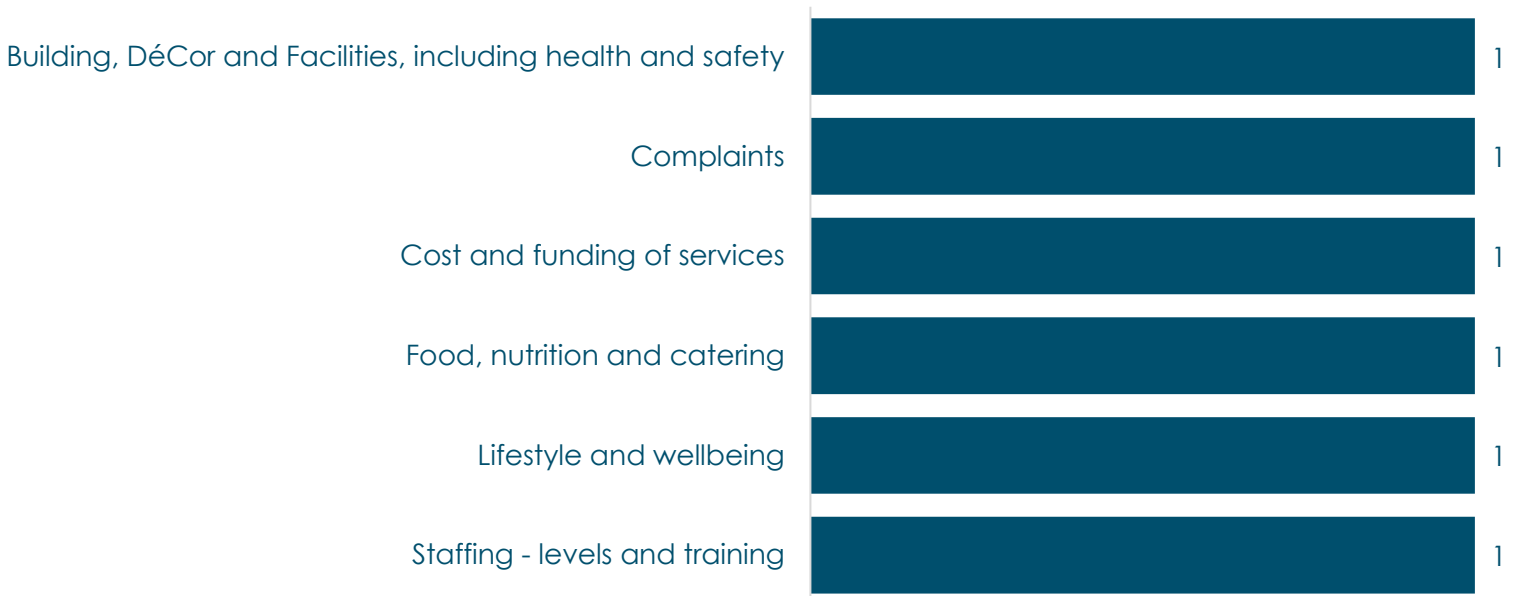
This month, Healthwatch recorded **0** experiences relating to NHS 111

## 6. Social Care Intelligence

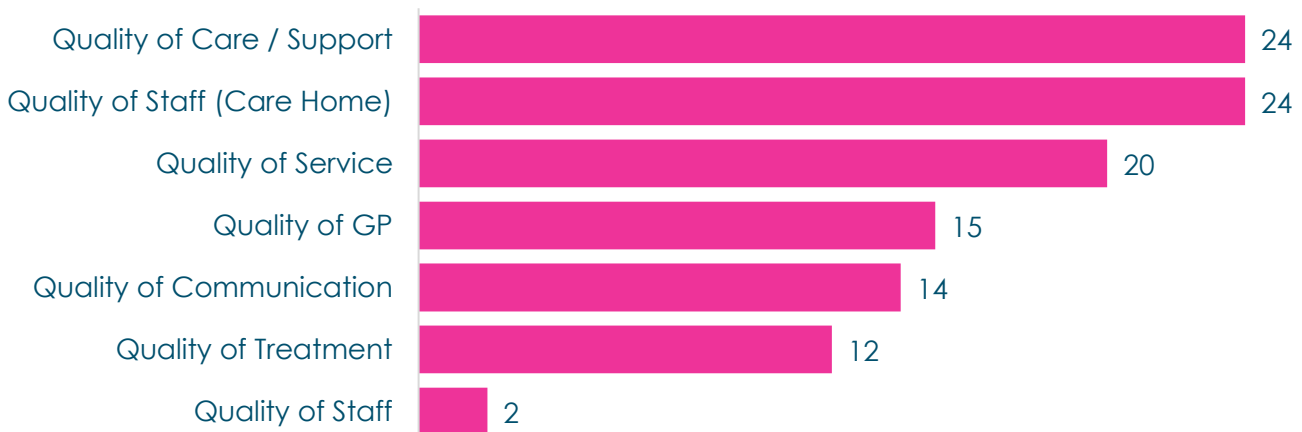
### 6.1 Care Home Intelligence

This month, Healthwatch recorded a total of **26** experiences for Care Homes. This experience was broken down into **6** intelligence and **111** compliments.

#### Care Home - Intelligence



#### Care Home - Compliments



## Lived Experiences – Intelligence

Service Name:	Lindum House		
Identified By:	Telephone	Date Recorded:	24 April 2024
Experience:	This gentleman expressed concern for his wife's care during her stay at Lindum House. The lady was receiving respite care, and her husband says her specialist pillows were not used to support under her knees and feet, the sleep system was not used properly resulting in sores on his wife's heels, and that she was not positioned properly in her wheelchair. This person also says he is concerned that there was one nurse for 20+ residents.		
Actions Taken: (Healthwatch)	Feedback reported by Healthwatch East Riding, this person was signposted to further complaints procedures at his request.		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	5 April 2024
Experience:	" I often visit my father-in-law in the home. Whenever I visit him, he seems too thirsty. I am not too sure how often he is being given a drink, because he couldn't feed himself. I don't understand about the system, or I just worry about his condition compared to other residents. I hope my concern will be clear to understand and see him more lively and fresher. Thank you."		

## Lived Experiences – Compliments

Service Name:	Westfield Park Nursing Home		
Identified By:	Research	Date Recorded:	11 April 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."
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Service Name:	Westfield Park Nursing Home		
Identified By:	Research	Date Recorded:	15 April 2024
Experience:	<p>" My husband came into Westfield initially for respite care but ended up staying for a total of 8 weeks as his health deteriorated, and he was unable to return home and passed away peacefully in the care home. My family and I have been very impressed with the care that he has received throughout.</p> <p>The kindness and attention of all staff members has been overwhelming and particularly during the difficult last few days their care to both my husband and me and my family could not be faulted. I felt very comforted that my husband was receiving care and attention when I was unable to visit or be there by his side. If ever I need to move into a care home Westfield will be my number 1 choice and I will be reassured that it is a place that I would feel happy to live in."</p>		

Service Name:	Westfield Park Nursing Home		
Identified By:	Research	Date Recorded:	30 April 2024
Experience:	<p>" My wife was admitted in October 2023 because of Alzheimer's/dementia. She settled in immediately and due to the care and engagement of the staff she is more vocal now. They have given me Peace of Mind and that is priceless. Wonderful place and wonderful people."</p>		

Service Name:	The Manor House		
Identified By:	Research	Date Recorded:	16 April 2024
Experience:	<p>" My dad has really appreciated his time at The Manor House. He described the staff as caring and in one conversation stated, 'and I am a person.' As a family we are really happy with the care and love he has received as a respite resident. He has built good friendships with both staff, management and residents and feels valued. I am impressed by the level of care/love given to an elderly resident with dementia. I couldn't ask for more."</p>		

Service Name:	Riverhead Hall Nursing Home		
Identified By:	Research	Date Recorded:	26 April 2024
Experience:	<p>"Highly recommend. The staff are fantastic, always friendly welcoming and helpful. You can tell they care about the residents. Always some activity for the residents to join in. One staff member organises fantastic things, especially the Riverfest last year. The home is undoubtedly amazing for my uncle who is well cared for and well fed and if he has any issues, then it's dealt with immediately. Can't fault them."</p>		

Service Name:	Riverhead Hall Nursing Home		
Identified By:	Research	Date Recorded:	26 April 2024
Experience:	<p>" My mum has been in the care home for over a year. She is very happy and very well looked after. Any problems if Mum is poorly or anything else the staff always ring to inform me and sometimes Mum just wants a chat with me, so they ring and we have a chat, it's never an issue. Mum always comments on the food is good so it must be, she has always liked her food.</p> <p>She loves all the staff they are very good with the residents, and she loves all the daily activities they do with the residents keeping her occupied so she's never bored. I would highly recommend it to anybody."</p>		

Service Name:	Priory Care Residential Home		
Identified By:	Research	Date Recorded:	4 April 2024
Experience:	<p>" Having looked after Mum before her going into care I know how hard the work can be. The care Mum gets is second to none, her dementia can make her difficult at times, but the carers take this all in their stride and are always respectful and good-natured with her, and nothing is too much trouble.</p> <p>From the moment you walk into the home, you are made to feel welcomed by all the staff and I am given information about Mum and her wellbeing. When she recently had a long-standing chest infection, I was kept informed about how she was doing and what treatment she was being given.</p>		

	Thank you to all the staff, carers, receptionists, and cleaners (who usually let me out) for all the work you do, I feel happy knowing she is in good hands."
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Service Name:	Overton House - Care Home	
Identified By:	Research	Date Recorded: 24 April 2024
Experience:	"Treat my mum really well and she seems happy. Lovely staff. All needs seem to be taken care of. Quite responsive to queries. Medical needs taken care of. Home is quite clean. Visits are easy. Thank you for looking after her."	

Service Name:	Overton House - Care Home	
Identified By:	Research	Date Recorded: 26 April 2024
Experience:	"My mother has been in Overton House now since January 2020 and we have been very grateful to all the staff who go out of their way to help her. I live in Peterborough, and it is reassuring to know that the manager and her team are always willing to let me speak to her on the phone in between visits. The Reception Staff are first rate. We are very lucky to have got her into Overton House when she can get the best of care for her condition."	

Service Name:	Overton House - Care Home	
Identified By:	Research	Date Recorded: 30 April 2024
Experience:	"Living in Elloughton, my Mum was some 60 miles away in Leeds and suffering from advanced dementia and unable to properly look after herself. It was clearly evident the only solution was to bring her over to East Yorkshire where she could be looked after properly. After looking at a number of care homes it was clearly evident that Overton House was our first choice. Right from the first time we visited, the manager and the staff made us very welcome and showed us around the excellent facilities that were in place. My Mum received first-class caring care from all the staff, nothing was too much bother, and she was made welcome from the first day she arrived. The food provided was of good quality, and the staff ensured she received her medication daily. My mum was treated with dignity at all times and her personal welfare was a priority at all times. We have	

	been kept up to date at all times regarding her health, and staff make us welcome whatever time of day we visit."
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Service Name:	Overton House - Care Home		
Identified By:	Research	Date Recorded:	30 April 2024
Experience:	<p>"My mother-in-law through her Alzheimer's was very difficult in her own home however once she had adjusted to her new surroundings and with the help of all the staff, she became more relaxed and enjoyed the company of others around her. My husband and I found from our very first visit, to take a look around the home, that the staff went out of their way to help and accommodate all of my mother-in-law's needs and everyone always spoke to us. This was the same throughout the 3 years she spent at Overton and even now after her passing they still welcome us. They celebrate all festivals and special occasions and engage residents in crafts, baking etc. Afternoon teas, Coronation Day party. Everyone works hard for all their residents, and we really appreciated this."</p>		

Service Name:	North Ferriby Nursing Home		
Identified By:	Research	Date Recorded:	9 April 2024
Experience:	<p>" My family have been very happy with the care and attention afforded to our mother over the last 5 years. They must have gone through the most difficult time possible with the COVID pandemic in recent years. The fear of the illness entering the home and the damage it would cause must have given all concerned sleepless nights. I am happy to recommend this home, its owners and staff have provided a caring home in the last difficult years of my mother's life."</p>		

Service Name:	Mallard Court		
Identified By:	Research	Date Recorded:	18 April 2024
Experience:	<p>" Mum began her stay at Mallard Court, Bridlington, in early January 2024. Sadly, but not unexpectedly, she died in early April 2024. Although fiercely independent and so somewhat resentful of the fact that she now needed full-time care (as she had a terminal cancer diagnosis) Mum soon settled into Mallard and began to appreciate that she was safe, cared for, warm and well-fed. She had many visitors, and most afternoons were busy for her. As her son, I was a frequent visitor and soon got to</p>		

know the staff and formed an opinion of Mum's new home. We could not have wanted more - Mum was so well looked after in what we felt was an excellent and very well-run care home. There were nurses on hand for any medical problems, she was kept scrupulously clean, and her favourite foods were prepared for her as needed. There was daily entertainment provided by the home and her relatives and friends were welcome 24 hours a day. Thank you to all at Mallard - five stars plus!"

Service Name:	Magdalen Park Nursing Home		
Identified By:	Research	Date Recorded:	19 April 2024
Experience:	"My brother was cared for January-April 7th, 2024. During that time his care was excellent with all staff attentive and caring in the extreme. The standards set in this care home are a credit to the manager and her staff and my family will be eternally grateful that, for the last few weeks of my brother's life, he received quality care of the highest order. Our prayers and thanks are offered to Magdalen Park."		

Service Name:	Magdalen Park Nursing Home		
Identified By:	Research	Date Recorded:	31 April 2024
Experience:	" So sorry for the delay in reviewing Magdalen Park.  I have nothing but praise for the staff and management for their kindness shown to us. We were made welcome from the day Mam came on 24th April 23. To the day she sadly passed away 7th Oct 23. There were always drinks and biscuits when we arrived. They looked after our mam with all the care they could give that our mam had dementia and lung cancer. Our mam's room was spotless, and we spent a lot of time in her room as a family. Towards the sad end of our man's life, the staff were brilliant towards us. Mam got the best of care. The girls even came in on their days off to sit with Mam when we had to go home. Thank you to you all, you deserve it."		

Service Name:	Green Lane Farm		
Identified By:	Research	Date Recorded:	18 April 2024
Experience:	"I just want to say how happy my family member is with Green Lane Farm. My family member accesses the service regularly for		

	respite, having done so for a number of years and always looks forward to going. You do a great job, and the staff are always pleasant and helpful."
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Service Name:	Figham House
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Identified By:	Research	Date Recorded:	26 April 2024
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Experience:	"I have had occasion to come to Figham House over several years and have always been welcomed by carers, management and all staff members. I feel very much at home and can rely on pleasant surroundings and friendly treatment. I feel at home in Figham House."
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Service Name:	Claremont House
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Identified By:	Research	Date Recorded:	22 April 2024
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Experience:	"The care my brother is given as a permanent resident is always excellent and the rooms and food are complemented by him on our visits as he can no longer manage much of his basic needs without assistance.  The building and facilities are excellent."
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Service Name:	Claremont House
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Identified By:	Research	Date Recorded:	29 April 2024
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Experience:	"I can't speak highly enough of Claremont House. The staff and management are lovely and work hard to ensure the needs of residents are met with respect and dignity and always a smile. Due to the changing needs of my mother-in-law, we have had to explore alternate placement options. Claremont House has been so supportive in this process, ensuring both my mother-in-law's welfare is of priority but also that we, as direct family, also feel supported and engaged in the process. Thank you Claremont House."
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Service Name:	Bessingby Hall
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Identified By:	Research	Date Recorded:	10 April 2024
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Experience:	" Friendly, open, welcoming, helpful, and communicative staff who care about all of the residents. The home is clean, well decorated, and feels very homely. Comfortable rooms, nice and clean."
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Service Name:	Bessingby Hall		
Identified By:	Research	Date Recorded:	10 April 2024
Experience:	" First visit to my Nan at Oaktree. The staff are very friendly and thorough. Lovely home and décor, very warm and cosy. My Nan seems very happy here so far."		

Service Name:	Bessingby Hall		
Identified By:	Research	Date Recorded:	10 April 2024
Experience:	" First visit to Oaktree to see Step Mum, who moved in recently. A nice and warm place, cosy and homely. Care workers are very friendly, helpful, and informative. Step Mum is more alert and able to communicate, since the move. Good to know that there is a new care plan in place and proper record-keeping."		

Service Name:	Bessingby Hall		
Identified By:	Research	Date Recorded:	26 April 2024
Experience:	" My aunt came here for end-of-life care, she was treated with compassion and dignity by everyone, they treated me the same way when she passed. The staff are so friendly and kind, nothing is too much for them, and they made my aunt's last weeks very comfortable.  "		

## 6.2 Home Care

This month, Healthwatch recorded a total of **3** experiences for Care at Home. This experience was broken down into **0** intelligence and **9** compliments.

### Home Care - Compliments



### Lived Experiences - Compliments

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

Service Name:	New Concept Care and Nursing		
Identified By:	Research	Date Recorded:	15 April 2024
Experience:	" My daughter's review was in conjunction with her social worker's review. No issues raised, communication good and any issues prior to review dealt with swiftly and effectively. All care staff are of high quality and support my daughter in the things she likes to do."		

Service Name:	Caremark		
Identified By:	Research	Date Recorded:	23 April 2024
Experience:	" All the carers I have seen have been kind, dedicated, polite, smart, professional and interested in their clients."		

Service Name:	Burlington Homecare		
Identified By:	Research	Date Recorded:	4 April 2024



Experience:

" Very efficient management of Mum's care needs. Always considerate and caring towards Mum and the family. A fabulous care team who always try their best and go above and beyond sometimes. I am confident Mum's needs will be met and if there are any problems, I will be informed."

### 6.3 Local Authority

This month, Healthwatch recorded a total of **2** experiences relating to the Local Authority. This experience was broken down into **7** intelligence and **0** compliments.

### Local Authority - Intelligence

Access to services	1
Accessibility and reasonable adjustments	1
Consent to care and treatment	1
Continuity of Care	1
Cost and funding of services	1
Lifestyle and wellbeing	1
Medication, prescriptions and dispensing	1

### Lived Experience – Intelligence

Service Name:	East Riding of Yorkshire Council		
Identified By:	Engagement	Date Recorded:	4 April 2024
Experience:	PA reported that patient has had a social care package in place for 9+ years allowing 30 hours per week across 2 PAs. One PA is a family member, the other is an experienced PA who responded to the job advertisement but has worked with the patient for 9 years. She reported that there are no regular social care package reviews unless initiated by the family. The PA shared that the patient does not see a social worker so is unsure if she has one. She also shared that the package of 30 hours allows the family to take a break and the young person to do things such as go to the cinema, the gym and SEND sessions, however the patient doesn't enjoy accessing day centres.		

Actions Taken: (Healthwatch)	No further action required - logged as intelligence		
Service Name:	East Riding of Yorkshire Council		
Identified By:	Web (Email / Survey)	Date Recorded:	3 April 2024
Experience:	<p>I receive home care.</p> <p>It is limited in time and life limiting.</p> <p>I still work full time with my disabilities and social services always limit the care and help I get.</p>		
Actions Taken: (Healthwatch)	Issue logged on CRM for inclusion on 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.

## 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.