



Intelligence Report

May 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 **May 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

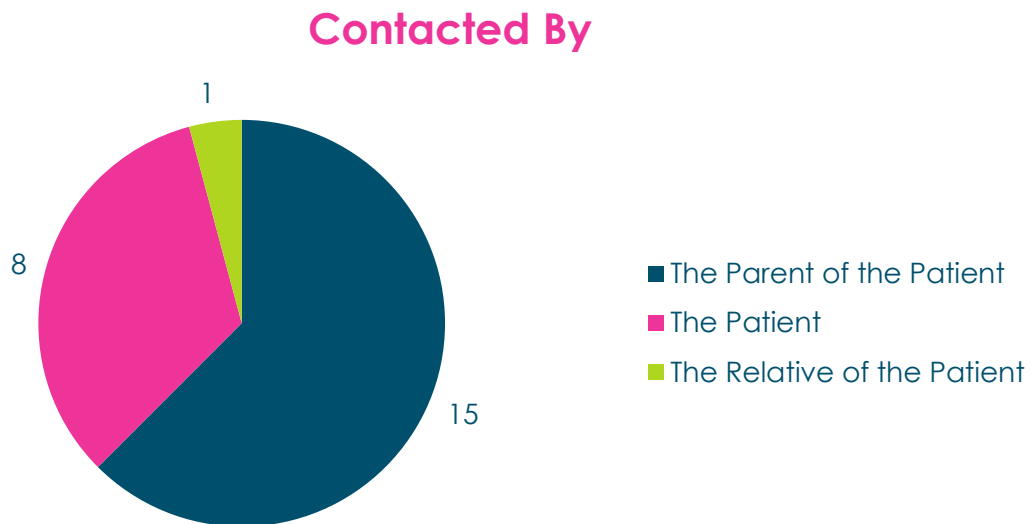
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

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.

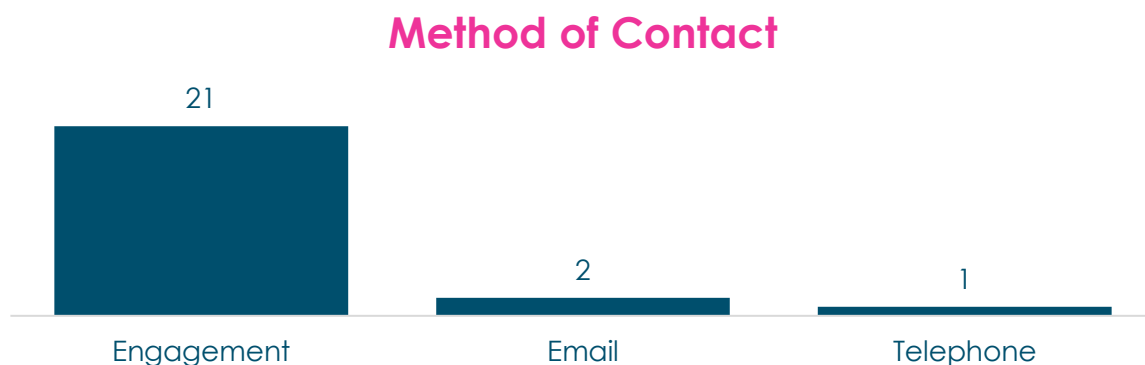
Following the publication of this report, we are happy to receive feedback from service providers using the enquires@healthwatcheastridingofyorksire.co.uk as it provides confidence to the public that their experiences are valued, acknowledged and acted upon.

2. Contact Statistics

During **May** we had **15** people contact Healthwatch directly to provide feedback or to ask for information/advice.



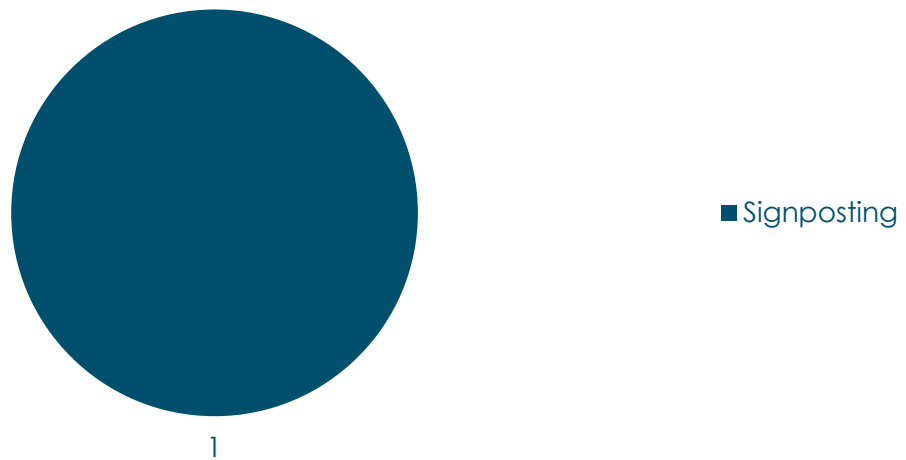
The most popular means of contacting Healthwatch this month is shown below.



We also conducted online research of local services, where we found a total of **133** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of **May**.

The total amount of information and experiences retrieved this month, through contact and research is **148**.

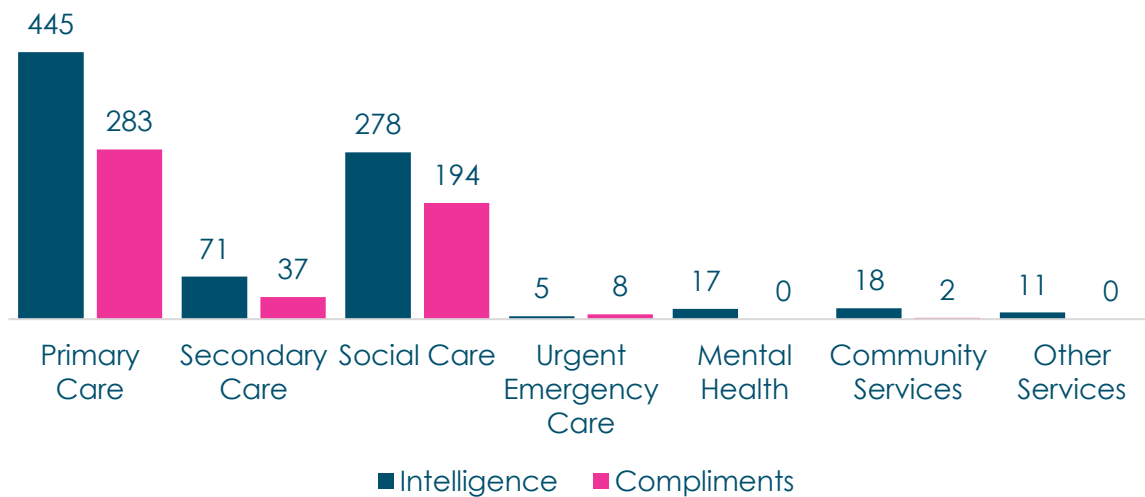
Actions Taken



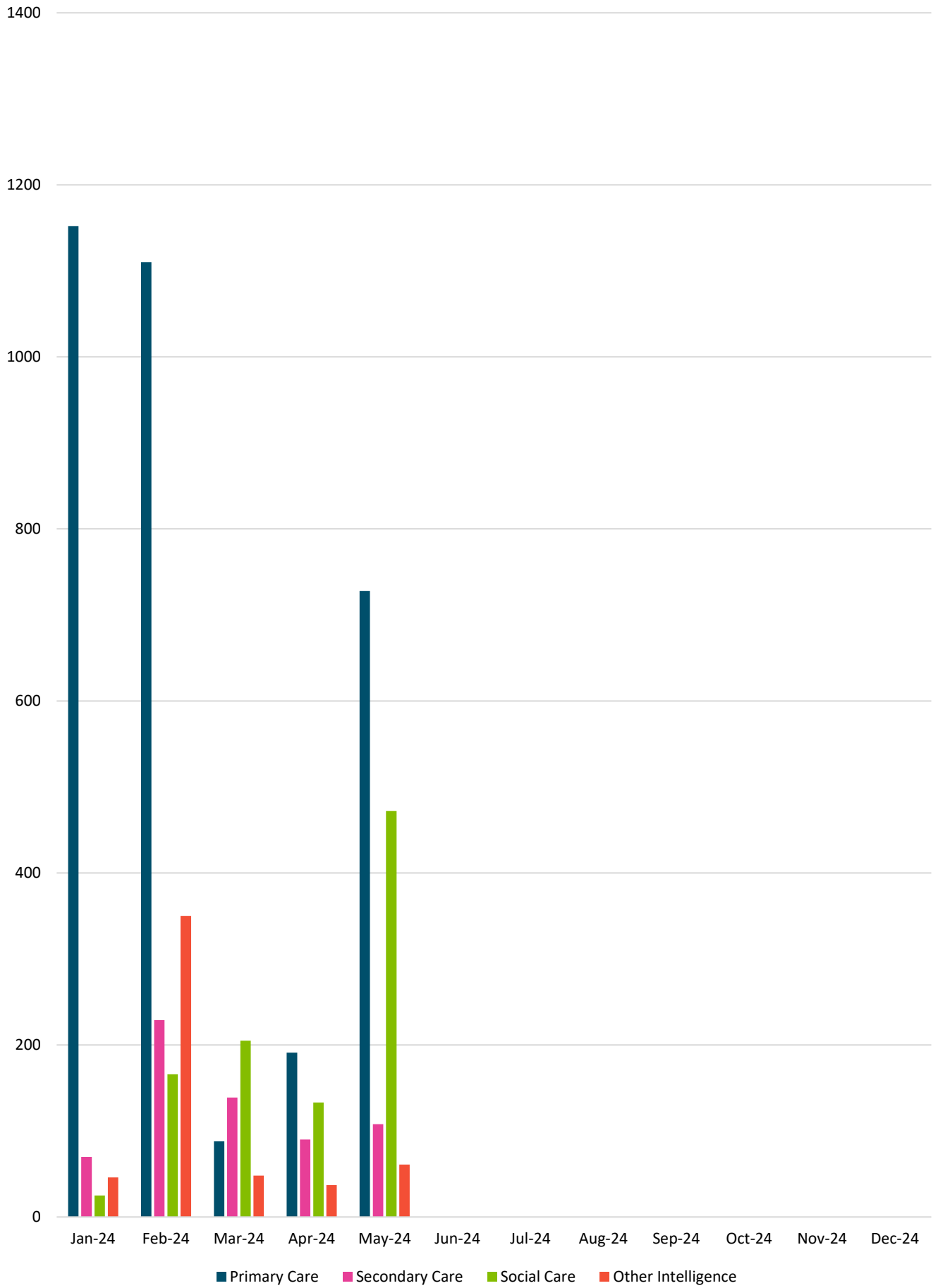
This month, Healthwatch took 1 action from the experiences received. Our most common action was providing information, options provided and signposting.

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

Care Type



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



3. Information Requests

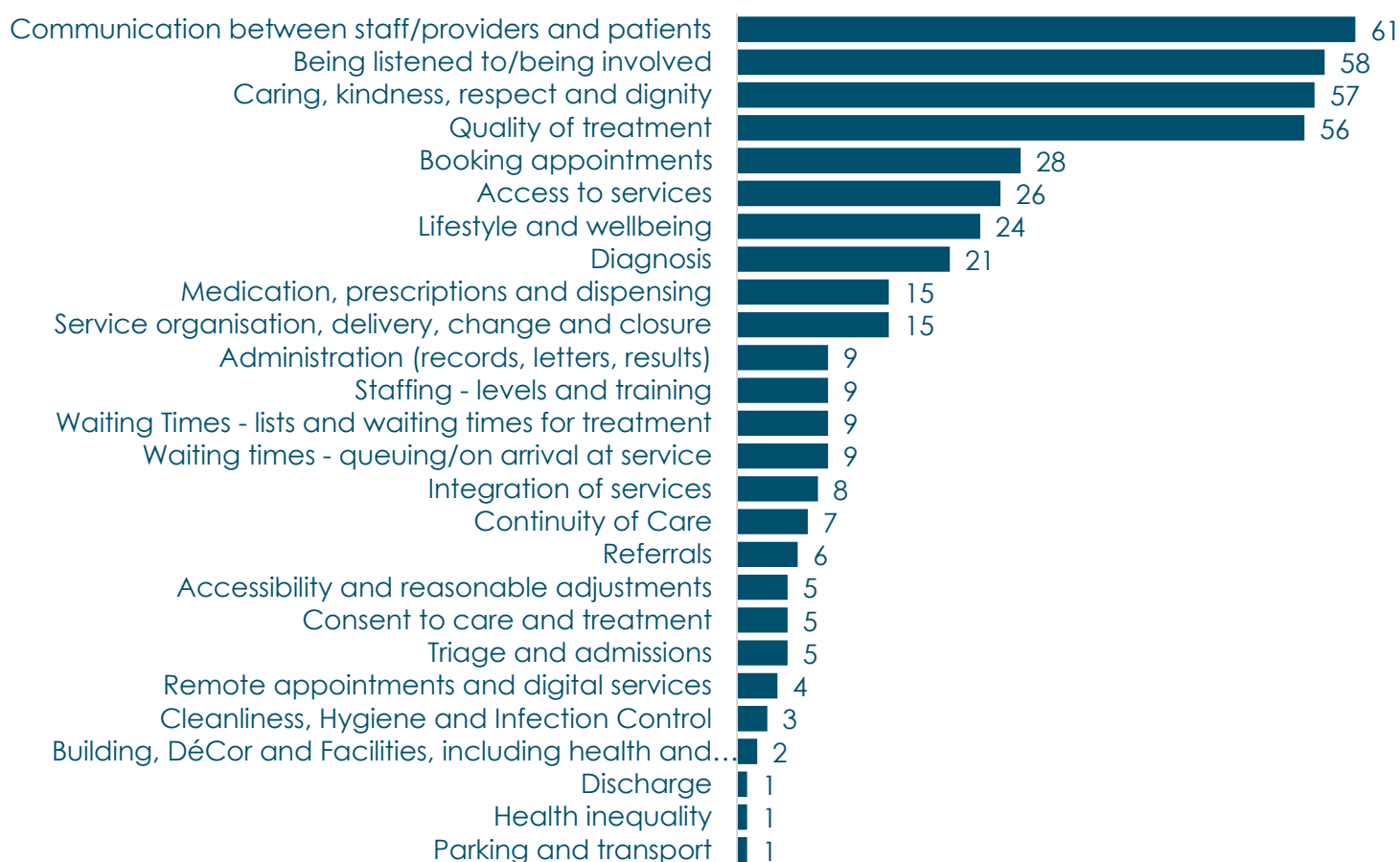
This month, Healthwatch recorded and fulfilled a total of **0** information request.

4. Primary Care

4.1 Experiences Breakdown – GP Intelligence

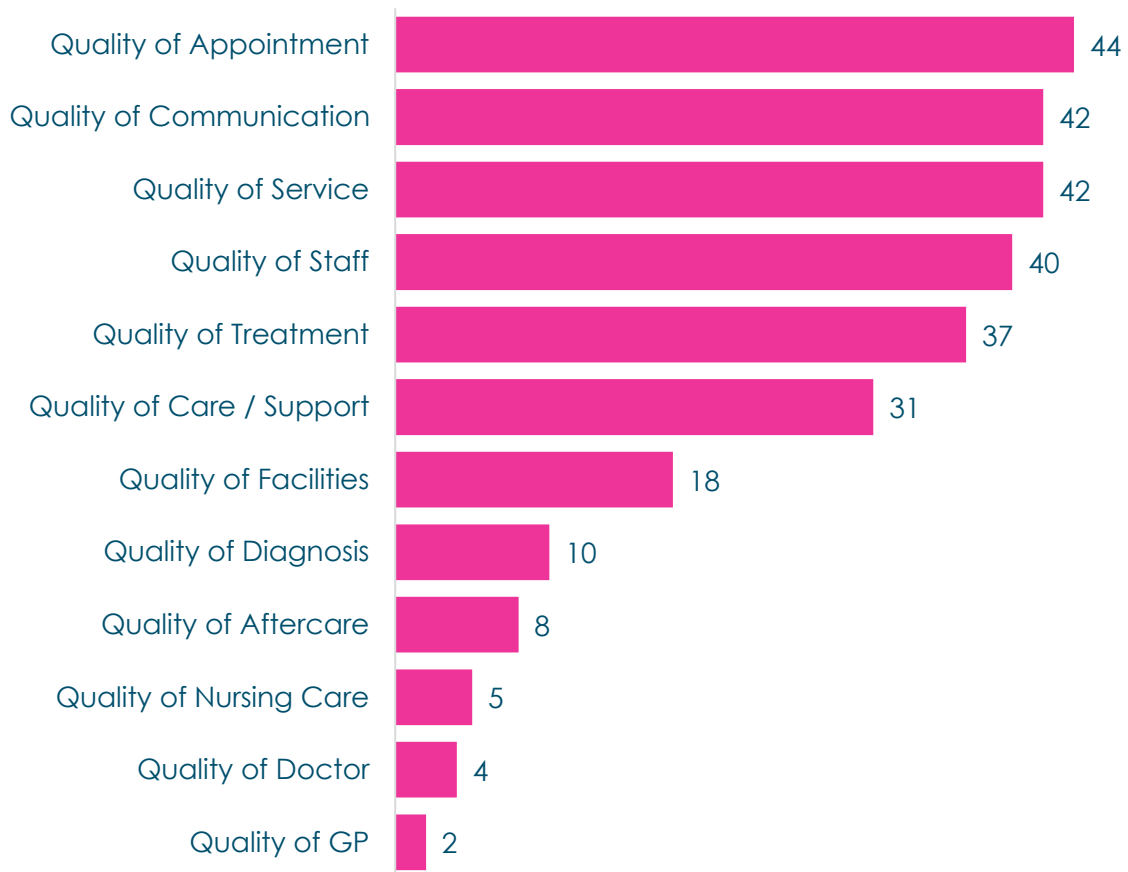
This month, Healthwatch recorded a total of **64** experiences for GP Practices. These experiences were broken down into **445** intelligence and **283** compliments.

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:	Church View Surgery	PCN:	Holderness Health
Identified By:	Research	Date Recorded:	29 May 2024
Experience:	"Truly awful. Trying to get my 88 year old mother regular repeat prescriptions is a terrible experience and they are always late resulting in missing pills. Calling up no one answers you get put in a call back queue and never called back. She currently has ran out of one pill and has 3 days left on the rest even though she put in for her pills a		

	couple of weeks ago. Shame there are no other local options"		
Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the wolds PCN
Identified By:	Research	Date Recorded:	31 May 2024
Experience:	"The doctor I saw was thorough he was concerned by low salt In my kidneys and took me off tablets I had recently been prescribed, as he thought they might be causing the problem. Blood test recommended a week later. Appointment arranged by the doctor. Would like feedback on results but as of today haven't had any"		
Service Name:	Willerby and Swanland Surgery	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	30 May 2024
Experience:	"I tried to get my 85 year old mum an appointment after she'd had a fall during the night, side effects from her medication and a water infection. I was told to do this after ringing 111 and getting a call back from a doctor. The callback doctor stressed that she would need to see a GP that day to check that she was ok and to sort out her medication. I rang the practice at exactly 8:00 am and was 39th in the telephone queue. When I got through at 9:50 am I was told that there were no GP appointments left and to go to a walk in centre or wait for the emergency GP to call back to assess her case. The practice had no record of the 111 call or the subsequent call back doctors notes. The 'emergency' GP called back at 5:30 pm suggesting that I take her to a walk in centre. When I questioned the fact that seemed to be no record of the 111 call or call back notes these 'suddenly' appeared on the system. She did get to see a doctor eventually that day albeit at 9:30 pm (at the walk in centre.) "		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	16 May 2024
Experience:	<p>"When to the practice in regards to bowel issues. Doctor spent more time press keys on the computer with no eye contact when I wa talking. Felt the visit lacked any real empathy relating to my bowel issues.</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	12 May 2024
Experience:	<p>"I came in and try to explain my situation. He asked me to take my shirt off to see my shoulder. Touched it, twisted it, then recommended some physio exercise. I told him already that the pain and impediment in my shoulder is really painful nad has been for almost 2 months now. I did some physio as well (recommended by the NHS im their website). I did icing as well, full rest and ibuprofen but the pain and impediment did not change. I did this for a month to ensure all were done on my part before consulting with a GP.</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	21 May 2024
Experience:	<p>"The only negative about the practice is getting through on the phone, I was continually ringing for half an hour before I got through. I was seen quickly when I got there and the lady I saw was very helpful and put me at ease.</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	14 May 2024
Experience:	<p>"Recently my daughter was seen by the nurse practitioner who check her over but said there was no infection at the time, sent her for a chest x-ray and blood doing, she had a week off school due to been unwell, rang for tests results to be told that they had come back but doctor had not looked at them, then was told they had not come back, my daughter went back to school yesterday for the school to ring me has she was unwell, got her seen by the gp explain everything, to be told the test results had come back and she has a infection, the gp started my daughter on antibiotics and she has to go for another chest x-ray in 6 weeks time.</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	20 May 2024
Experience:	<p>"Should have on line appointment booking facility took me 2 days to get an appointment in a queue from 8am, this is not a reflection on staff but the process staff always try to help</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	19 May 2024
Experience:	<p>"Just had to wait an hour for my appointment. Would have been good to have had some communication to let me know what was happening</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	22 May 2024
Experience:	<p>"Its hard to get any scan, just need drink paracetamol, if I go not first time with my problem ,still not do nothing. So not the best,, all country its like this,, only can help doctor who are interested to help you. Like I have yesterday very good lovely doctor, help me .</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	21 May 2024
Experience:	<p>"Attended for a booked appointment Tuesday 14th May with practice nurse, only to be told on arrival they had no record of the appointment. I showed the receptionist my phone as I had called on Friday the 10th May and tried for half an hour to get through to be told I couldn't be seen Friday as they had a flu clinic but they could make me an appointment for next Tuesday. As they had no record of my appointment when I turned up on Tuesday the receptionist very helpfully said she would try and get me in to see someone else. I saw a pharmacy technician who unfortunately couldn't help me with what I needed. She booked me an appointment for Monday the 20th May with the practice nurse at 9.15. I arrived Monday at 9.10 and booked in, after half an hour waiting I asked the receptionist when would my appointment be as I had to get back to work, she said the nurse had someone in now who was 'tricky' and taking a long time and there was still one more appointment before me. After 45 minutes I had to leave the doctors as I had to get back to work ... so I still haven't seen the right person in over 2 weeks :(</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	24 May 2024
Experience:	<p>"Staff were very Polite and the doctor listened. The self booking in was not working. .I would not hesitate recommending this practice to family and friends</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	22 May 2024
Experience:	<p>"Got to see doctor yesterday and thank goodness for that(before that nurse give me wrong medicine twice) he was a true professional and gives me the right medicine and I feel better already Anyway things happened.I'm with this practice from years and must say everyone always very nice</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	31 May 2024
Experience:	<p>"Had a short app with the physio, after a couple of movement that left me in a lot of pain more than i had before i went for the appointment and i was in pain. Despite saying i have for the past 15 years been seeing the orthopaedic department on and off, the physio dismissed the treatment of the ortho and decided he knew better. Printed off a couple of exercises from the internet, I was not taken through them and sent me a self-referral to the hospital physio which is not straightforward as i found out when i tried to ring and book. Don't know if i have been referred, didn't say i needed to be seen by him again so felt the appointment left me disappointed, in pain which i</p>		

	am still in the next day. Wouldn't recommend the physio but would recommend the gp's and nurses. "
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Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	10 May 2024

Experience:	<p>"I have suffered with severe pain for many years. I have been treated at Sheffield Hallam hospital pain management department for several years. I tried to make an appointment with them but was directed to my GP as I had been discharged by SHH. I was direct to have an appointment with the GP physio. It was my first meeting with him. I have no idea of his name as it was mumbled as we walked to his consulting room. I was asked why I was there although I had had a long talk with the receptionist when I made the appointment. I tried to explain my complex pain issues but was directed to only discuss why I had made that appointment. I did explain why I wanted to be referred. The physio then spent several minutes trying to find the latest letter from SHH. I gave him the date and eventually he found the letter. But said it was from a psychiatric department. I had to point out they were working for the pain management department. I was asked to show my bruised leg and buttocks so he knew what I was talking about. Then on the couch he provided me in various area and I had to tell him when it hurt. I was then given instructions that I should have gone to the hospital when I fell. As the doctor could do nothing. I explained I had spoken to my consulting orthopaedic consultant, who had advised that I should go to see my doctor. Eventually a decision was made to refer me to the local pain service. I was unhappy with that decision as it is provided by a third party which has a truck in a car park and uses locum doctors. Which is why I went to SHH in the first place. I was dismissed like a naughty school boy, so I left expecting a referral to a service I didn't trust. Later that day I had a phone call to say exactly that. But then he said they would on this occasion refer me back to SHH. This was not an empathic consultation which I have always had</p>
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before. I felt unable to discuss the issues properly nor did I feel that I had given an honest and open expression of my condition and need. I am also being seen by an orthopaedic consultant for a foot issue and the local mental health professionals as I am suffering a severe case of anxiety and depression. Non of which was considered during my consultation.

"

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	16 May 2024
Experience:	"I had my consultation with the Advanced Nurse Practitioner who was thorough in her questions and examination. She made me feel at ease with her friendliness.		
	"		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	21 May 2024
Experience:	"I have been in to see the doctor to explain my symptoms and to explain I have had this problem before the doctor did not listen to me at all and did not even wanna check me over instead decided to give me a bunch of medicine witch have not helped		
	"		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	31 May 2024
Experience:	Parent shared that her child with autism, epilepsy, dyspraxia and selective/situational mutism. Parent was told		

	<p>that their child was on an SEN register with them and as such, they were classed as needing to advocate for themselves as if they were an adult from the age of 14. Parent shared that the receptionist said she couldn't speak to her without the child giving consent. Parent explained that due to mutism, they were unable to do this. Parent said that receptionist was rude over the phone and said the child will have to get used to it as an adult. This ended in the parent and child needing to go into the practice to complete paperwork for the mum to be able to continue acting on the child's behalf.</p>
<p>Actions Taken: (Healthwatch h)</p>	<p>No further action required - logged as intelligence</p>

<p>Service Name:</p>	<p>Practice 3</p>	<p>PCN:</p>	<p>Bridlington</p>
<p>Identified By:</p>	<p>Engagement</p>	<p>Date Recorded:</p>	<p>31 May 2024</p>
<p>Experience:</p>	<p>Parent shared that 14 year old daughter's epilepsy consultant stated everything was OK and should continue as normal at last meeting, however GP refused to continue issuing medication until a blood test was carried out. Parent contact consultant who said this was not needed. GP insisted. Parent contact GP and explained due to other conditions, including extreme needle phobia and health anxiety, this would be challenging at best. GP said they would still refuse issue of epilepsy medication until blood tests were done. Parent pleaded with reception who issues medication as it is not something the child should stop talking and could have disastrous impact on health. Blood tests are booked, however parent stated her was told her child will need to 'grown up and get used to it' when discussing with another receptionist. Parent felt this showed a lack of compassion and empathy. Only when speaking to the receptionist who issued 1 months worth of medication was she offered emla cream which would have made things easier if this was mentioned at the beginning. Parent was disappointed in the lack of</p>		

	consideration from the GP about the consequences of taking a child off epilepsy medication so abruptly.
Actions Taken: (Healthwatch)	No further action - logged as intelligence

Service Name:	Brough Surgery	PCN:	The Ridings Medical Group
Identified By:	Engagement	Date Recorded:	23 May 2024
Experience:	Parent stated they had to make several calls to get a referral for dyspraxia. After it was done on the final call, there has been no contact from anyone since. Parent would like to know if the referral was definitely sent, if the service received it, how long the wait is and what happens next without making calls to find out.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Telephone	Date Recorded:	17 May 2024
Experience:	mental health needs, and all of this is making them worse- I have been on medication that is on my prescription, and it has been taken off due to a cost issue. I moved to Bridlington, and I have been trying to get them back onto my prescription since December last year. The medication is for pain, and it is deep heat spray- it doesn't cure the pain but does help as I have had a C5-C9 infusion of the spine and a cage put in. I have had muscle removed from my arm amongst other things, I also suffer from migraines, vertigo and tinnitus, I am on forehead for this and it helps but this has also been taken off my prescription. Due to		

	both of the medications being taken off my prescription I am spending £90 per month on them, and I have been to citizens advise as I cannot afford to do this and they have said that I shouldn't be paying for them.
Actions Taken: (Healthwatch)	Healthwatch East Riding will add this to their monthly intel report.

Service Name:	Practice 1	PCN:	Bridlington
Identified By:	Email	Date Recorded:	11 May 2024
Experience:	I went to my GP with severe back pain approximately 2 years ago, I have had blood tests, medication responsible for the pain. Now they are sending me for physical therapy. I have never had any physical or mechanical examination. I have requested investigative treatment, but have been denied		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	St Nicholas' Surgery	PCN:	Holderness Health
Identified By:	Email	Date Recorded:	11 May 2024
Experience:	I went to my GP with severe back pain approximately 2 years ago, I have had blood tests, medication responsible for the pain. Now they are sending me for physical therapy. I have never had any physical or mechanical examination. I have requested investigative treatment, but have been denied		
Actions Taken:	No further action - logged as intelligence		

(Healthwatch)	
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Compliments

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	31 May 2024
Experience:	<p>"I was in my appointment for nearly 45 minutes and the lady had all the time in the world for me, she gave me lots of advice & support and dealt with my issue. I have never felt so important before and listened to.</p> <p>"</p>		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	1 May 2024
Experience:	<p>"Friendly staff. Good two way dialogue felt able to ask any questions. Was not kept waiting too long</p> <p>"</p>		

4.2 Dental Practices

This month, Healthwatch recorded a total of 2 experiences relating to Dental Practices. These experiences were broken down into 11 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:	Highlands Dentist in Hull		
Identified By:	Engagement	Date Recorded:	31 May 2024
Experience:	Parent said their child has been on the list for Highlands Dentist in Hull as they cannot access a regular dentist. They are concerned about their child's teeth as they have been on the waiting list for over 2 years. It was a long time before this that they last saw the dentist and that appointment wasn't successful.		

Actions Taken: (Healthwatch)	No further action required - logged as intelligence		
Service Name:	Unspecified SEN specific dental practice		
Identified By:	Engagement	Date Recorded:	23 May 2024
Experience:	Parent reported their child has been on the waiting list for a SEN specific dentist due to autism and anxiety for 2 years. One year into the waiting list 2 teeth had to be removed as an emergency. This had to be done privately which incurred considerable expense, along with adding to anxiety around dental care as they didn't have a lot of knowledge about autism and anxiety.		
Actions Taken: (Healthwatch)	No further actions - logged as intelligence		

4.3 Pharmacy

This month, Healthwatch recorded 0 experiences relating to pharmacy.

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 4 experiences relating to Hull Royal Infirmary. These experiences were broken down into 13 intelligence and 4 compliments.

Hull Royal Infirmary - Intelligence



Hull Royal Infirmary - Compliments



Lived Experiences – Intelligence

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

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	9 May 2024
Experience:	<p>Patient reported that he had been at the hospital since 20:00 the night before and had not been offered any pain killers and is currently in a lot of pain in his abdomen. Patient had just had an x-ray and is currently waiting for the results but he is not sure what's going on with his care.</p>		
Actions Taken: (Healthwatch)	<p>Healthwatch representative asked a member of staff if a doctor could prescribe the patient some pain medication if it is appropriate in terms of his care. We also informed the patient of the PALS service and that we will report this experience anonymously in their monthly report.</p>		

Service Name:	Rheumatology		
Identified By:	Research	Date Recorded:	3 May 2024
Experience:	<p>Patient reported 'Wife had cancer op then chemo, she suffers rheumatoid arthritis and during chemo had to have her rheumatoid medication stopped.</p> <p>9 weeks after her last chemo the trust did not get in touch with my wife to reinstate it, I contacted rheumatology hull and they said she would have to see rheumatologist at end of May 2024.</p> <p>This means my wife has gone without her medication for 10 weeks or more.</p> <p>multi-disciplinary team (MDT) is a group of trained staff from different areas of healthcare, who meet together every week, to discuss the care of individual patients.</p>		

	The above did not happen now my wife will suffer without her rheumatoid medication.'
Actions Taken: (Healthwatch)	No further action - logged as intelligence

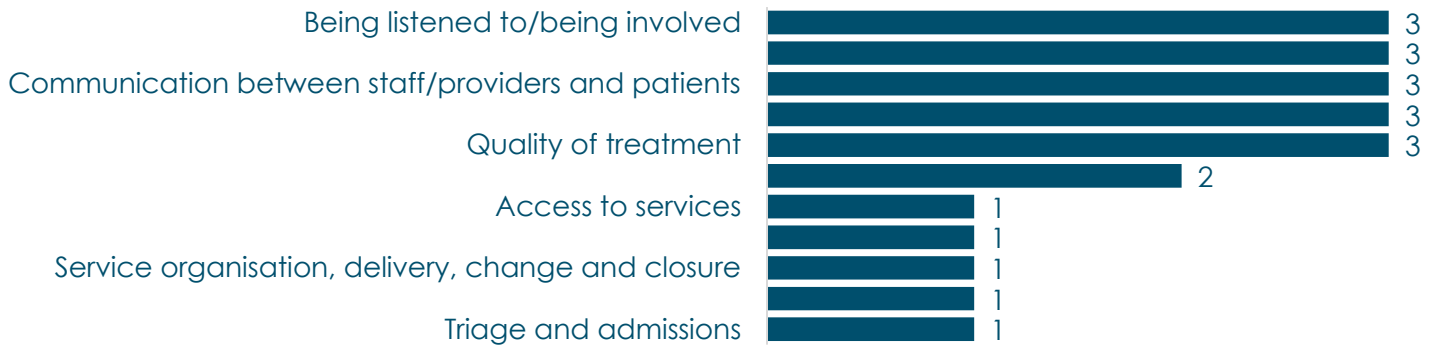
Lived Experiences - Compliments

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	9 May 2024
Experience:	Patient visiting the A&E department reported that she has been at the hospital since 1:30am (Healthwatch spoke to patient at 9:30am) and she said she is currently waiting to be signed off by a doctor as she had a fall during the night. Patient said that all the staff have been very friendly and have regularly check up on her and offered her food and water regularly. Patient also reported that she only had to wait 30 minutes for an ambulance.		
Actions Taken: (Healthwatch)	Healthwatch reported that they wil share this experience anonymously in their monthly intelligence report.		

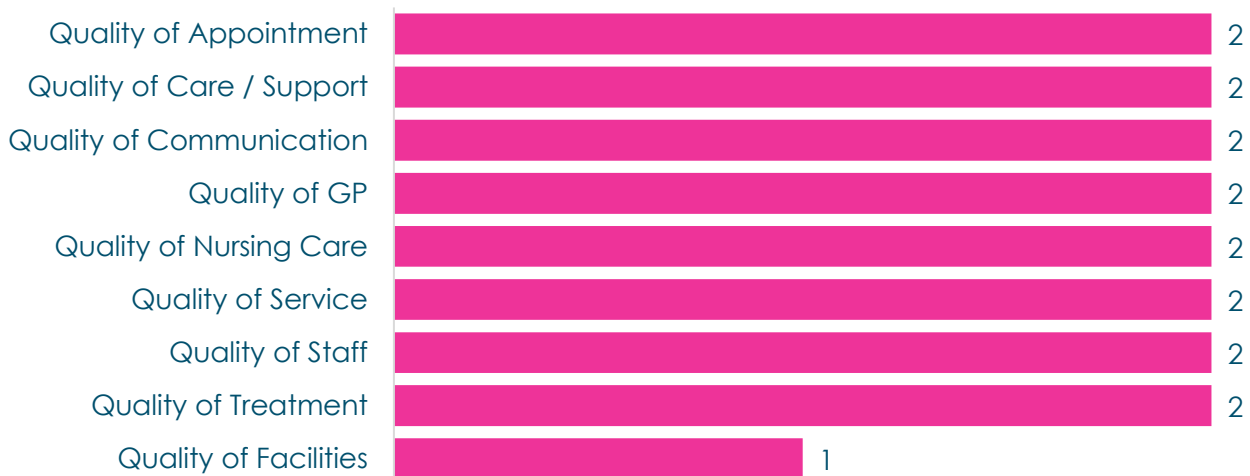
5.2 Castle Hill

This month, Healthwatch recorded a total of **3** experiences relating to Castle Hill Hospital. These experiences were broken down into **22** intelligence and **17** compliments.

Castle Hill Hospital - Intelligence



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:	Breast Care Unit CHH		
Identified By:	Research	Date Recorded:	4 May 2024
Experience:	<p>Patient reported 'I have found the aftercare from breast cancer lacking and insensitive.</p> <p>I have been left with radiotherapy damage, after breast conserving surgery and radiotherapy.</p> <p>More information needs to be given to patients with small breast cancers on the long term effects of radiotherapy. Not just to be handed a leaflet. Discussions between oncologist and consultant s need to be better explained so patients can make a better informed choice to treatments.</p> <p>I found the whole experience lacking in this area. I felt I had no choices with my treatments. People need to be treated in an individual manner not made to feel like they are on a conveyer belt. They need to feel supported, before during and after treatment. Unfortunately I have felt none of this.</p> <p>I have had a small cancer yes, and it's treated, yes, but I still have the same feelings worries and concerns of someone with a different diagnosis.</p> <p>I feel dismissed, not listened to and silenced, this is not a nice way to feel.</p> <p>Where is the support?'</p>		
Actions Taken: (Healthwatch)	No further action - logged as intelligence		

Lived Experiences – Compliments

Service Name:	Urology Day Services		
Identified By:	Research	Date Recorded:	6 May 2024
Experience:	<p>Patient reported 'I cannot praise highly enough the staff at the Urology Department. No delay in being seen and made comfortable, the nursing staff could not do enough, their kindness and patience in easing my worries cannot be praised enough. The nurse who dealt with me despite obvious pressures on her time was outstanding, a credit to the NHS. The time and trouble she took in explaining my aftercare was most reassuring. I wish it were allowed for me to mention her name as she deserves to have her service recognised. Not the first experience sadly I have had at Castle Hill but each time I have been so impressed at the quality of the service.'</p>		
Actions Taken: (Healthwatch)	No further action - logged as intelligence		

Service Name:	Breast Care Unit CHH		
Identified By:	Research	Date Recorded:	16 May 2024
Experience:	<p>Patient reported 'A huge thank you from me for my experience today at the Breast care Clinic at Castle Hill. Everything about it - the communication, the 6 different clinical staff, the administrative staff, the organisation of the service was first class.</p> <p>I've had plenty of experiences within the NHS that I wouldn't describe this way but today was a great example of how it should work. So grateful to the employees who</p>		

	<p>struck the balance between kind and patient but efficient and focussed so well. Not easy!</p> <p>Witnessing an experienced radiographer coaching and supporting a colleague learning on the job was a real privilege.</p> <p>I also bore witness to clinical staff dealing generously with stressed, agitated patients; handling non-English speaking patients kindly and effectively. Really impressive.</p> <p>The efficiency of the system and the well oiled machine (l.e. the well trained, professional staff) that implement it was great.</p> <p>Thanks again. Super grateful to be a beneficiary of NHS at its best today.'</p>
<p>Actions Taken: (Healthwatch h)</p>	<p>No further action - logged as intelligence</p>

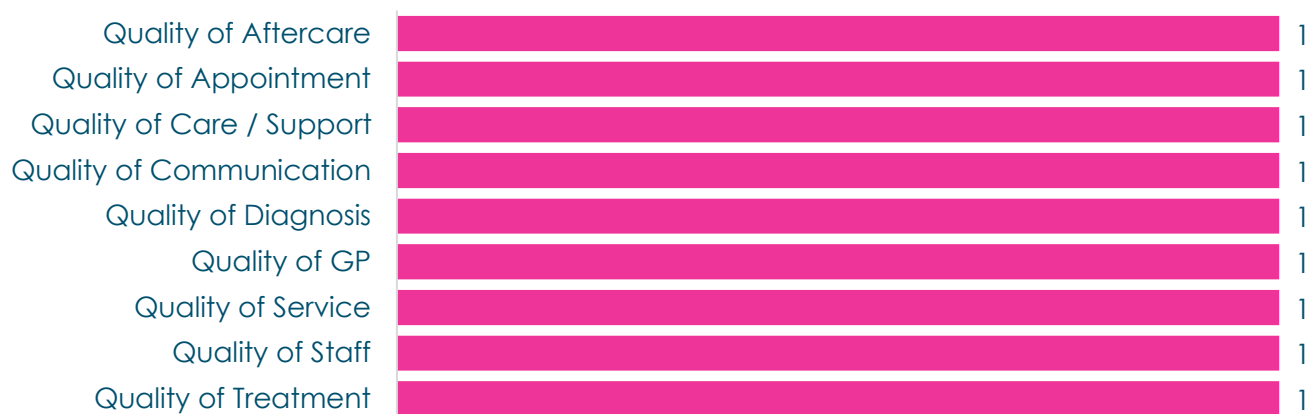
5.3 Bridlington, Goole and other Hospitals

This month, Healthwatch recorded a total of 1 experience relating to Hospital Intelligence. This experience was broken down into 7 intelligence and 9 compliments.

Hospital - Intelligence



Hospital - Compliments



Lived Experiences – Compliments

Service Name:	Leeds Teaching Hospital - Genetics Service		
Identified By:	Engagement	Date Recorded:	23 May 2024
Experience:	<p>Parent shared that they live in the East Riding but were referred to Leeds as attempts to diagnose her child's condition locally were unsuccessful. She said she didn't think the service would be able to offer any further information or clarity but was delighted when the clinician said what they thought it might be almost instantly with a high level of confidence despite making it clear it was an extremely rare condition. Tests were carried out promptly which confirmed the diagnosis. Parent stated that the clinician was incredibly kind and considerate, saying to not google the condition as there is a large amount of upsetting information, and instead talked through it and sent some carefully selected site links. The parent said she was incredibly grateful for the diagnosis, finally having answers, but the way the information was delivered was appreciated. Due to other severe and complex medical conditions, this has changed the deterioration process that is typical for the newly diagnosed condition. The parent shared that this clinician visits Hull once a quarter and has been very supportive of them and their family.</p>		
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 17 intelligence and 0 compliments.

Mental Health Services - Intelligence

Caring, kindness, respect and dignity	2
Communication between staff/providers and patients	2
Access to services	1
Accessibility and reasonable adjustments	1
Administration (records, letters, results)	1
Being listened to/being involved	1
Continuity of Care	1
Diagnosis	1
Health inequality	1
Information, publicity and advice	1
Quality of treatment	1
Public Consultation and engagement	1
Service organisation, delivery, change and closure	1
Staffing - levels and training	1
Waiting Times - lists and waiting times for treatment	1

Lived Experiences – Intelligence

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

Service Name:	CAMHS Child Autism Assessment Service		
Identified By:	Engagement	Date Recorded:	17 May 2024
Experience:	Parent reported that when applying for an autism assessment, they were sent a list of reasons they might want to reconsider such as difficulty gaining employment when older which she added would be illegal and discriminatory of an employer so didn't feel it was relevant,		

	and that they may struggle to get travel insurance. The parent said she felt the reasons listed were not for her or her child's benefit and were there to put people off continuing with their application. She feels these reasons should be reviewed, and considered how they may present to someone at the beginning of an application.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Service Name:	CAMHS Children's Autism Assessment Service		
Identified By:	Engagement	Date Recorded:	17 May 2024
Experience:	<p>Parent shared that due to their location, their child's autism assessment referral was sent to CAMHS. They had an initial assessment, then a significant amount of time passed with no contact. The parent requested a progress update and was told that assessor had left, and their child had 'fallen off the list'. They were placed back on the list but required assessing again due to missing paperwork from the previous worker. All throughout the report it was acknowledged there were autism traits however a diagnosis was denied. When the parent queried why this was, they were told the child was able to make eye contact, and could use their imagination which they wouldn't be able to do if they had autism. Both the family and school believe this is not the case and is outdated views, however there is no information to appeal this decision.</p>		
Actions Taken: (Healthwatch)	Forwarded information on, requesting appeal process for CAMHS and will update parent when received.		

5.6 City Health Care Partnership (CHCP)

This month, Healthwatch recorded no experiences related to CHCP.

5.7 NHS Humber Foundation Trust

This month, Healthwatch recorded a total of 4 experiences for NHS Humber Foundation Trust. These experiences were broken down into 33 intelligence and 11 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:	Community Nursing - Childrens Immunisations		
Identified By:	Engagement	Date Recorded:	31 May 2024
Experience:	<p>Parent shared that their child could not have their immunisation jabs at school due to severe needle phobia. They were told to attend St Johns Church in Bridlington instead. The parent said it was really busy which left the child as anxious as they would have been at school. The parent explained about needle phobia and sensory needs, the child doesn't like to be touched at all and it would be best to jab and go. Parent said the nurse kept talking and touching the childs arm and shoulders as if she was trying to prove the parent wrong. The child became distressed so the parent asked multiple times again to not touch unnecessarily, however the nurse continued. The parent said, although it was never going to be a stress-free time, it was made worse by not only a refusal to listen to a reasonable request, but doing the exact opposite. The parent would like to see specialist community sessions that are not so busy and led by clinicians who have deeper knowledge of SEND, phobias and sensory needs.</p>		
Actions Taken: (Healthwatch h)	No further action required - logged as intelligence		

Service Name:	SALT		
Identified By:	Engagement	Date Recorded:	23 May 2024
Experience:	<p>Parent reported their child had been working with one speech therapist for a while which was going well, then</p>		

	received no contact. When chasing this up they were told their child had been missed during a handover to a new member of staff after the previous worker had left. Since being told about the change in worker, there has been no contact since which has been a few months. This has delayed appropriate speech and language therapy and reviewing that has been done made progress. Parent shared that they have been what they feel works through their own research due to missing professional support.
Actions Taken: (Healthwatch)	No further action taken - logged as intelligence, advised to call service to chase and if no response to use service escalation process.

Lived Experiences – compliments

Service Name:	ADHD Nursing Service		
Identified By:	Engagement	Date Recorded:	31 May 2024
Experience:	Parent shared that the child's ADHD nurse supported the family by attending a meeting with the parent at the school. The parent felt dismissed by the school. They stated that the nurse challenged the school for providing items to support the child's needs surrounding ADHD, but failing to utilise them appropriately and as guided by clinicians. The parent was grateful for the support as they felt if the nurse wasn't there the meeting would have focused the blame of unmet ADHD needs on the child.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		
Service Name:	Children's Physiotherapy Service		

Identified By:	Engagement	Date Recorded:	23 May 2024
Experience:	Physio therapy for my daughter - she did not get along with the first lady. The service was good and changed to a different member of staff when I explained about their autism.'		
Actions Taken: (Healthwatch h)	No further action - logged as intelligence		

5.8 NHS 111

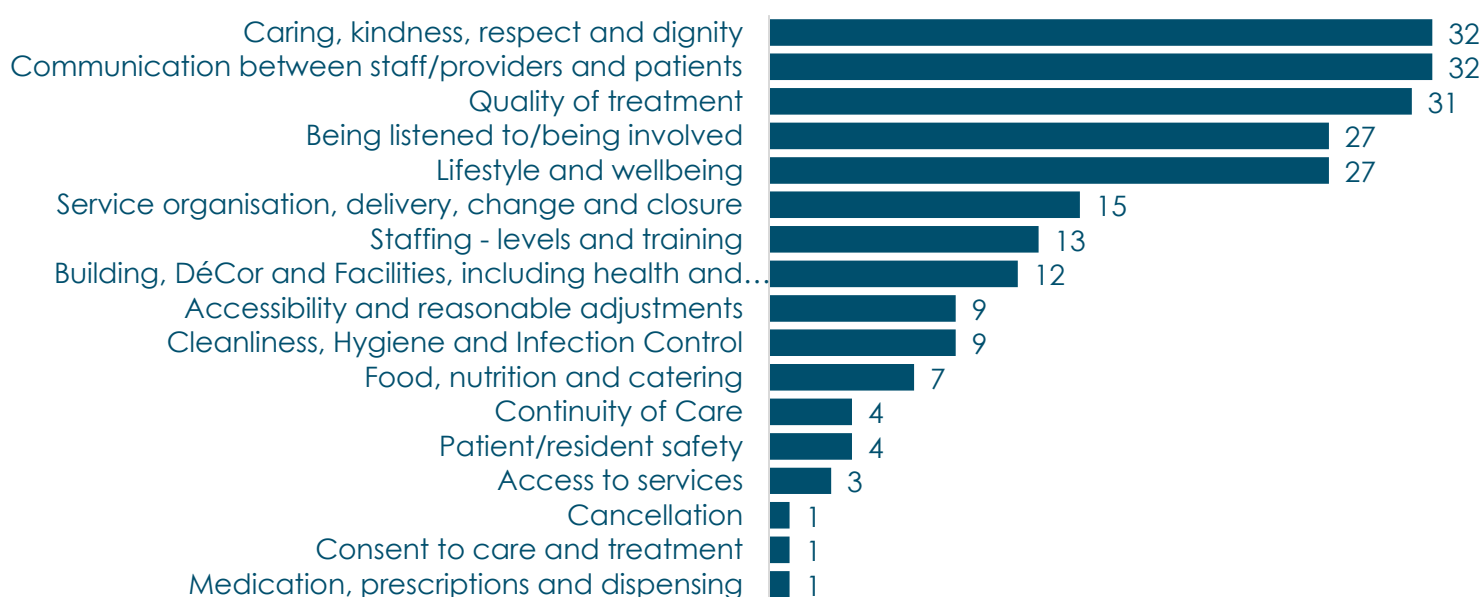
This month, Healthwatch recorded **0** experiences relating to NHS 111

6. Social Care Intelligence

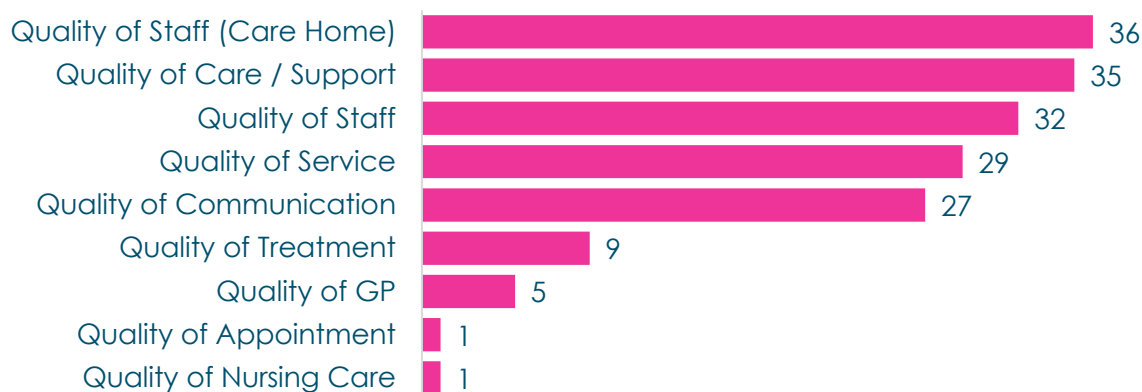
6.1 Care Home Intelligence

This month, Healthwatch recorded a total of **40** experiences for Care Homes. This experience was broken down into **228** intelligence and **175** compliments.

Care Home - Intelligence



Care Home - Compliments



Lived Experiences – Intelligence

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	31 May 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."		

Service Name:	Stamford Bridge Beaumont		
Identified By:	Research	Date Recorded:	13 May 2024
Experience:	" My care was excellent during the day. Lovely staff, nothing was too much trouble. A very happy atmosphere. During the night, was bad a couple of nights, not so good. Staff not too good on English and quite uncertain at times as to what I wished."		

Service Name:	Foresters Lodge		
Identified By:	Research	Date Recorded:	15 May 2024
Experience:	" The room has deteriorated during the last 5 years (mum's stay). Furnishings very old fashioned decor needs freshening up. I am satisfied with the care given to mum by the carers."		

Service Name:	Foresters Lodge		
Identified By:	Research	Date Recorded:	17 May 2024
Experience:	" The staff are all lovely my mother is well cared for. The premises feeling tired and my mother's room could benefit from a decoration. The door to her room has been replaced in 2023 and has still not been painted, remaining in a rough wood state. The furniture is looking tatty."		

Lived Experiences – Compliments

Service Name:	Foresters Lodge		
Identified By:	Research	Date Recorded:	15 May 2024
Experience:	" It's been a settling period for my mum very understanding with all of us. We have good days and bad ones but most of all we understand it's not easy for Mum and the staff understand that and are all very caring with her. What I have experienced is understanding caring staff with great activities to keep them busy."		

Service Name:	Foresters Lodge		
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Identified By:	Research	Date Recorded:	15 May 2024
Experience:	" This house is clean and tidy at all times. All the staff are polite well spoken and very professional. As a visitor, I was treated most kindly and helped with any questions I had."		

Service Name:	Figham House		
Identified By:	Research	Date Recorded:	9 May 2024
Experience:	" The staff at this home are caring and attentive to residents. I have always had good communication with them. The manager is excellent. The home is clean and bright, there is a welcoming, calm atmosphere. The meals are beautifully prepared and tasty."		
Actions Taken: (Healthwatch h)	No further action required - research imported		

Service Name:	Figham House		
Identified By:	Research	Date Recorded:	23 May 2024
Experience:	" My mother was a resident of Figham House for three years. During her time living here, she was cared for and loved by the wonderful staff. Mum was always treated with respect and kindness. Her appearance has always been important to her. The staff made sure she always looked her best. Even at the end of her days putting her favourite lipstick on for her. The atmosphere at Figham is a happy one. Activities are provided. An excellent hairdresser is there for the residents. The laundry department takes great care with the resident's clothes The cleaning staff are excellent and cheerful. Mum enjoyed the superb homemade food, everything was presented well, and fresh. Lots of lovely puddings and afternoon teas as a treat, again an excellent catering staff. The manager and her		

team really do help to make Figham home for the residents. As a family we can't thank them enough, they all helped our mum to remain safe and happy throughout her time living there. Thank you Figham House."

Service Name:	Figham House		
Identified By:	Research	Date Recorded:	23 May 2024
Experience:	"My mum has been at Figham for 2 years. Not once has she ever been anything other than content and happy in herself. She has memory issues but can still express emotions and every day she seems happy. She is always clean and well-dressed and eats all of the fabulous home-cooked food. The Manager is always visible and sorts out anything I need her to sort out. So reassuring! All of the staff are kind and helpful and mum responds well to them all."		

Service Name:	Claremont House		
Identified By:	Research	Date Recorded:	3 May 2024
Experience:	" All the staff was very welcoming to Mum and her family. Claremont is a very clean and tidy home. Mum has settled well and the staff seem to love her. Since being in the home they have managed to get her to have her hair done and have progressed with her personal care."		

Service Name:	Claremont House		
Identified By:	Research	Date Recorded:	15 May 2024
Experience:	" I can highly recommend Claremont House Care Home for the kindness and respect shown to the residents. The times we have asked the staff to make various changes to enhance the comfort and personal needs of my mother have been met with a very prompt and polite response."		

We are very happy with the professionalism of the staff and their caring attitude towards the residents. It is plain to see that my mother is happy and willing to join in the various daily activities available to her.

It is a lovely, bright and homely place, and we are highly delighted."

Service Name:	Cedar Grange		
Identified By:	Research	Date Recorded:	7 May 2024
Experience:	" My mother is well looked after in this care home and the staff are second to none. She is happy and talks highly of the staff. The change in management is noticeable and the stand-in manager is very efficient and no request is too much for her to handle. I would like on behalf of all our family to thank the staff at Cedar Grange for the excellent care that they give to my mother."		

Service Name:	Cedar Grange		
Identified By:	Research	Date Recorded:	16 May 2024
Experience:	" My mother has been a resident at the home for 5 months now and I'm extremely pleased with how well she has settled. The management changes are continuing to improve all aspects of the home, especially with the current stand-in Manager, whom I have excellent communication with. I can see that the quality of staff (some have been there quite a number of years) and good teamwork is a priority. The staff clearly care about their residents and I have peace of mind that my mother's needs are recognised and catered for as best they can be. I would strongly recommend the home to anyone."		

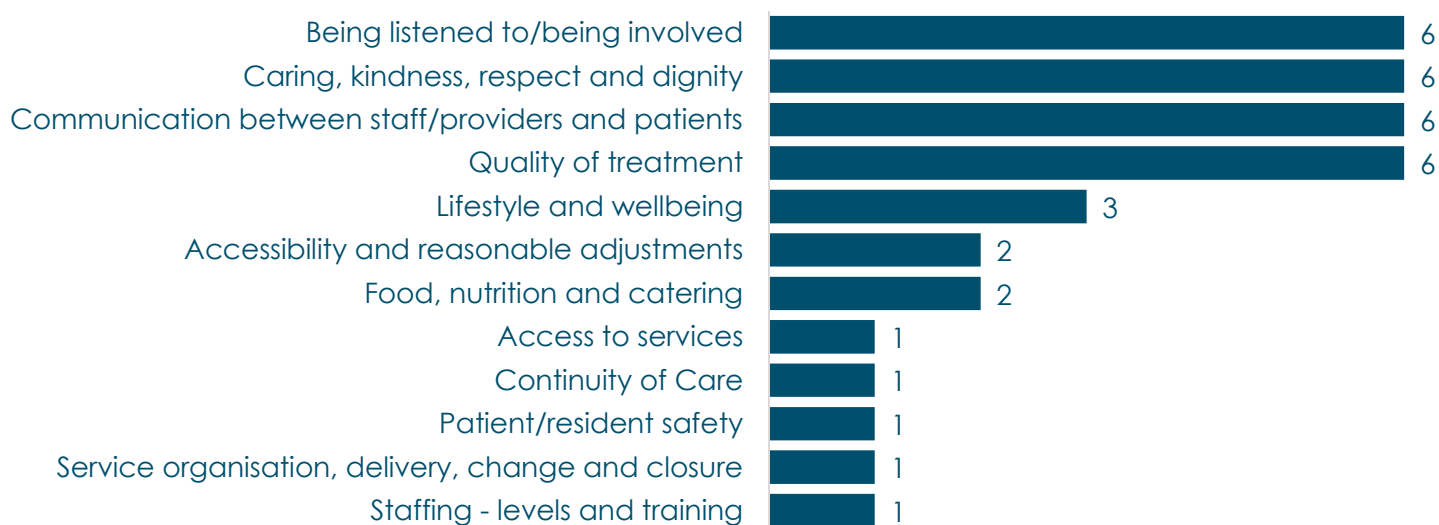
Service Name:	Beverley Grange Nursing Home		
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Identified By:	Research	Date Recorded:	22 May 2024
Experience:	"My Mother was discharged hospital with a terminal illness and was a resident of Beverley Grange Nursing Home for the last almost six months of her life. The care that she received was excellent, as was the compassion shown both to her and her visiting relatives."		

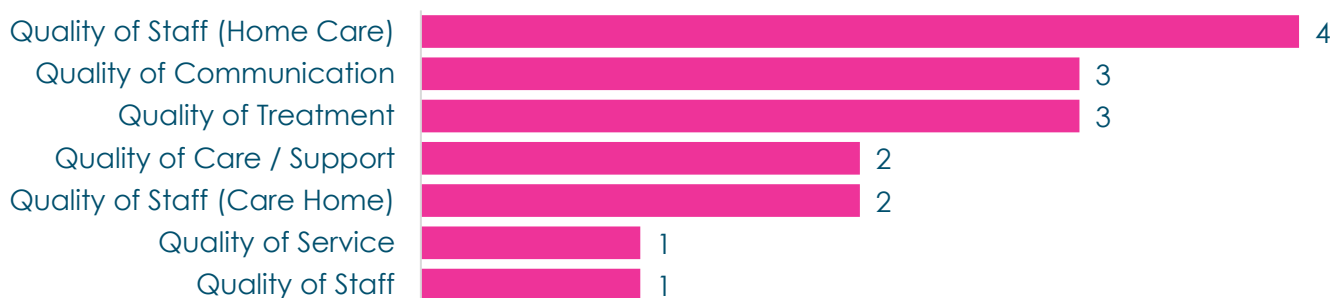
6.2 Home Care

This month, Healthwatch recorded a total of **6** experiences for Care at Home. This experience was broken down into **36** intelligence and **16** compliments.

Home Care - Intelligence



Home Care - Compliments



Lived Experiences – Intelligence

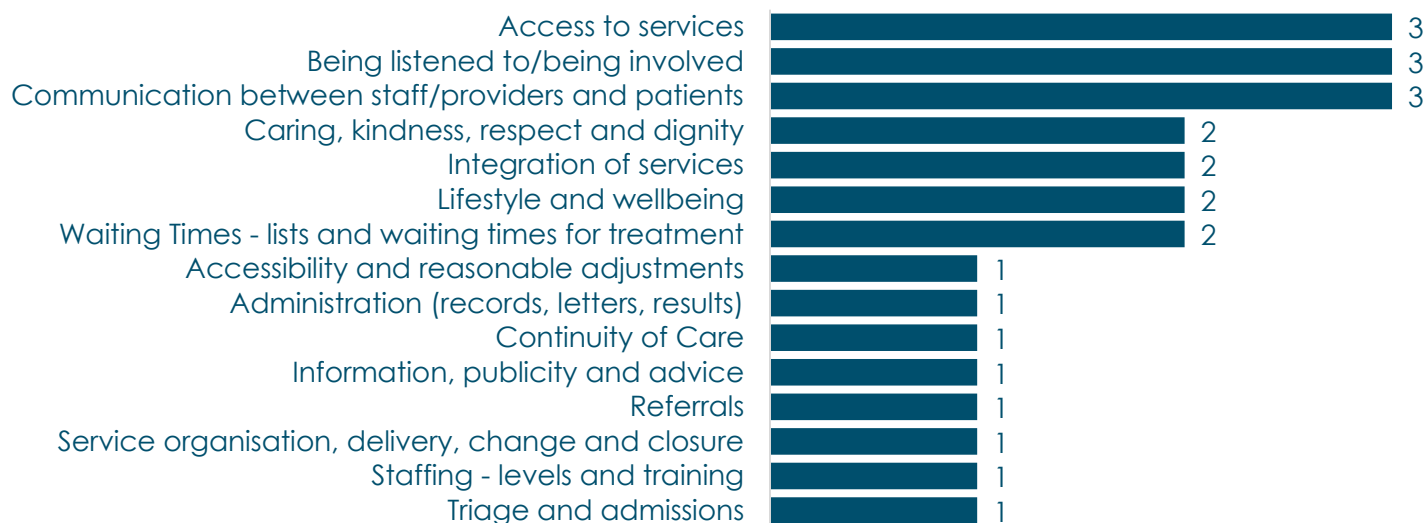
Please note: some experiences can have multiple intelligence or compliments and may contain both intelligence and compliments.

Service Name:	Caremark		
Identified By:	Research	Date Recorded:	31 May 2024
Experience:	"The overall care varies depending on the carers allocated. New carers need more training in English, how to use a microwave, the names of items of food e.g. eggs, and basic cooking. Allocated times are not always adhered to. My night call was always 9:30 pm the last few months it can varied between 8 pm and 10 pm. Few careers are very good and able to do things without being asked to."		

6.3 Local Authority

This month, Healthwatch recorded a total of 4 experiences relating to the Local Authority. This experience was broken down into 25 intelligence and 3 compliments.

Local Authority - Intelligence



Local Authority - Compliments

Quality of Appointment	<div style="width: 100%; height: 15px; background-color: #e91e63;"></div>	1
Quality of Care / Support	<div style="width: 100%; height: 15px; background-color: #e91e63;"></div>	1
Quality of Communication	<div style="width: 100%; height: 15px; background-color: #e91e63;"></div>	1

Lived Experience – Intelligence

Service Name:	Local Authority		
Identified By:	Engagement	Date Recorded:	8 May 2024
Experience:	This lady fell and broke 6 ribs just after Christmas, so she rang East Riding Council to request support at home. The carers service rang 3 months later, at which point the lady said "I don't need you now, I needed you 3 months ago".		
Actions Taken: (Healthwatch)	Feedback reported by Healthwatch East Riding.		

Service Name:	East Riding of Yorkshire Council		
Identified By:	Engagement	Date Recorded:	31 May 2024
Experience:	Parent shared that the Local Authority have refused to assess for an EHCP based on medical grounds. They have had 2 attempts at mediation but have proceeded with tribunal. The parent was told all information needed to be submitted to the Local Authority solicitor to continue the appeal by a specific deadline. This was done, but no acknowledgement was received. After chasing with the solicitor and getting no response, they contacted		

	someone else within the EHCP team and was told that person no longer worked there, but couldn't provide them with who the new point of contact should be. The parent is worried that deadline for tribunal will be missed through poor communication and that their child's health needs will continue to be unsupported within school due to insufficient funding as they require someone beyond what is typical of their peers.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Service Name:	East Riding of Yorkshire Council		
Identified By:	Engagement	Date Recorded:	23 May 2024
Experience:	Parent stated their child's referral to Occupational Therapy from both SALT and the paediatrician has been rejected 3 times for not meeting the threshold. Parent said they had asked, and the 2 referring services what the threshold for being accepted was, or which specific area was missing in case they could supply further evidence, but have all been told this information is not available. Parent shared it is frustrating as they may meet the threshold, but all are unsure what else is needed. They said they would like clear information of thresholds and exclusion criteria to offer transparency for those trying to access services.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Lived Experience – Compliments

Service Name:	East Riding of Yorkshire Council		
Identified By:	Engagement	Date Recorded:	7 May 2024
Experience:	Family stated they had requested a child disability OT assessment for the child's main residence to look at what adaptations may be possible to support every day living for a growing child with a high level of needs relying on physical support. Family shared they found the wait time good, waiting 2-3 months for someone to attend. The OT shared what work could be carried out which was extensive. After a lot of discussion, it was mutually agreed for the family to sell their home and find somewhere potentially better suited with OT agreeing to assess the new property in the future. The family were happy with the advice given.		
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 rational to use the Healthwatch statutory power to 'Enter and View' and our decision-making in future project work.