



# Intelligence Report

July 2024

**healthwatch**  
East Riding of Yorkshire

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# Introduction

## What we do

Healthwatch East Riding is the independent consumer champion for health and social care. We have the power and influence to ensure people's voices are heard by those providing and commissioning local health and social care services. In addition to seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

Healthwatch also has a statutory power to 'Enter and View' local services, where we provide recommendations for improvement. To find out more, please visit:

<https://www.healthwatcheastridingofyorkshire.co.uk/enter-and-view/>

Every month, Healthwatch gathers information from the public about local health and social care services, which is shared anonymously with the providers and commissioners of these services. This process allows for issues to be addressed as early as possible in order to prevent further escalation.

## This Report

The detail in this report applies to **July 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.

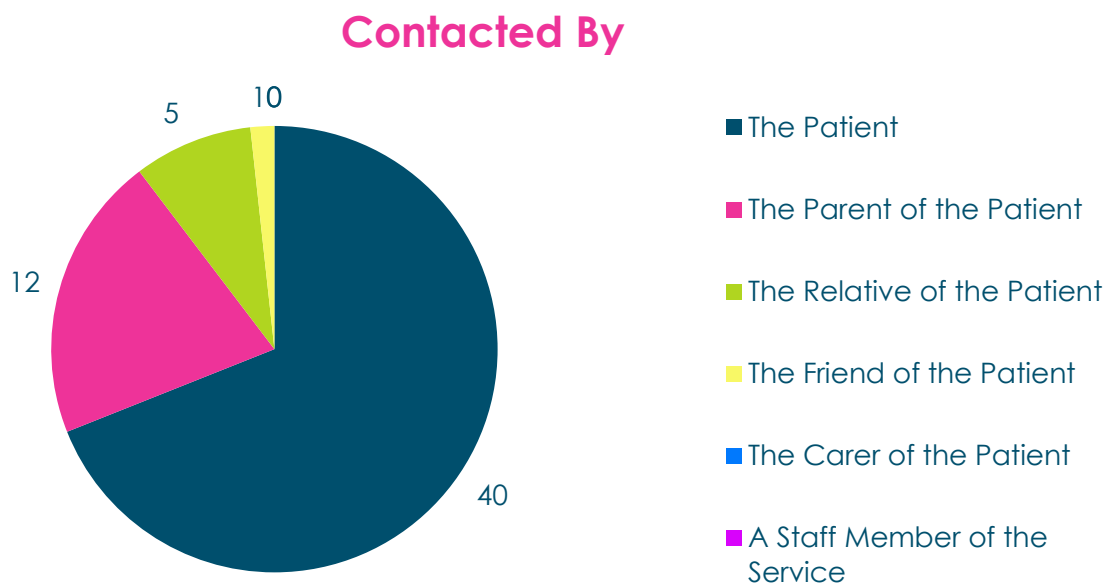
**Please note:** All experiences have been anonymised and where quotes are given, they have been recorded as provided to ensure we capture the authenticity of the experience. All experiences in this report have been received and researched in good faith and where contact details have been provided, and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

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

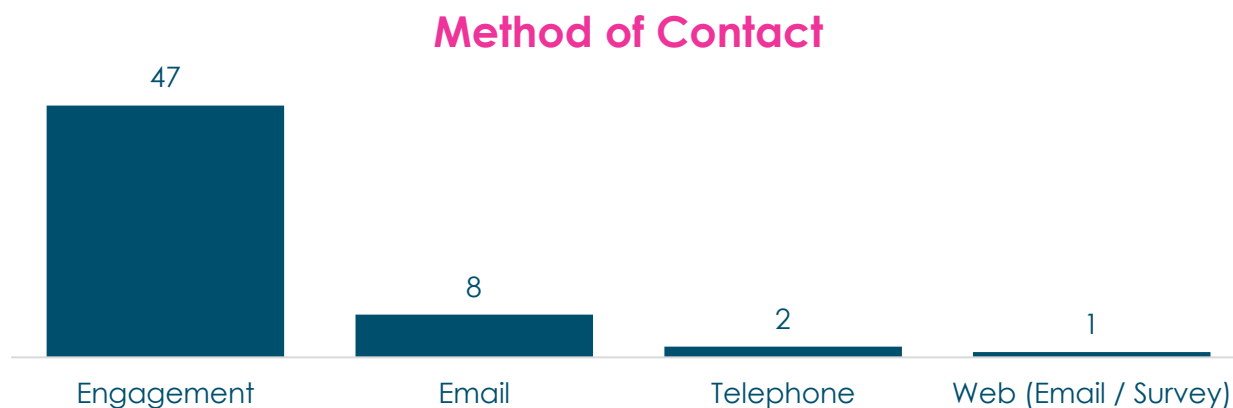


## Contact Statistics

During the month of June 67 people contacted Healthwatch East Riding of Yorkshire directly to provide feedback or ask for information and advice.



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



Healthwatch East Riding of Yorkshire also conducted online research of local services, where we found a total of 117 experiences.

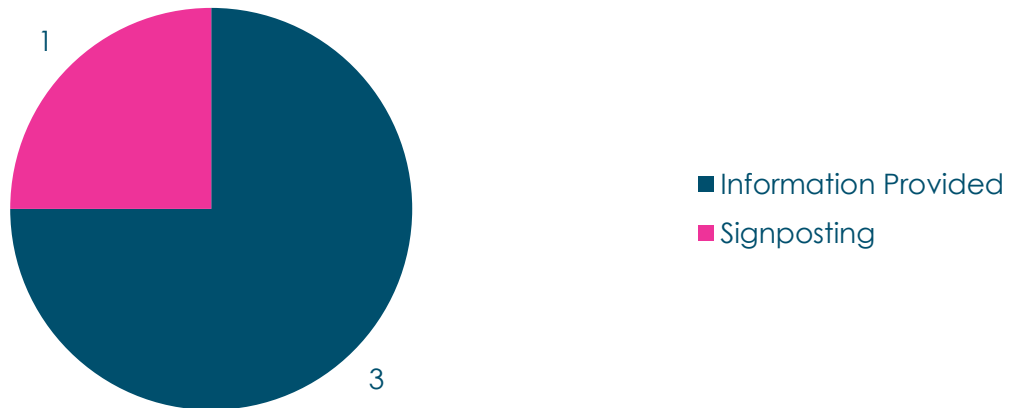


## Research Data



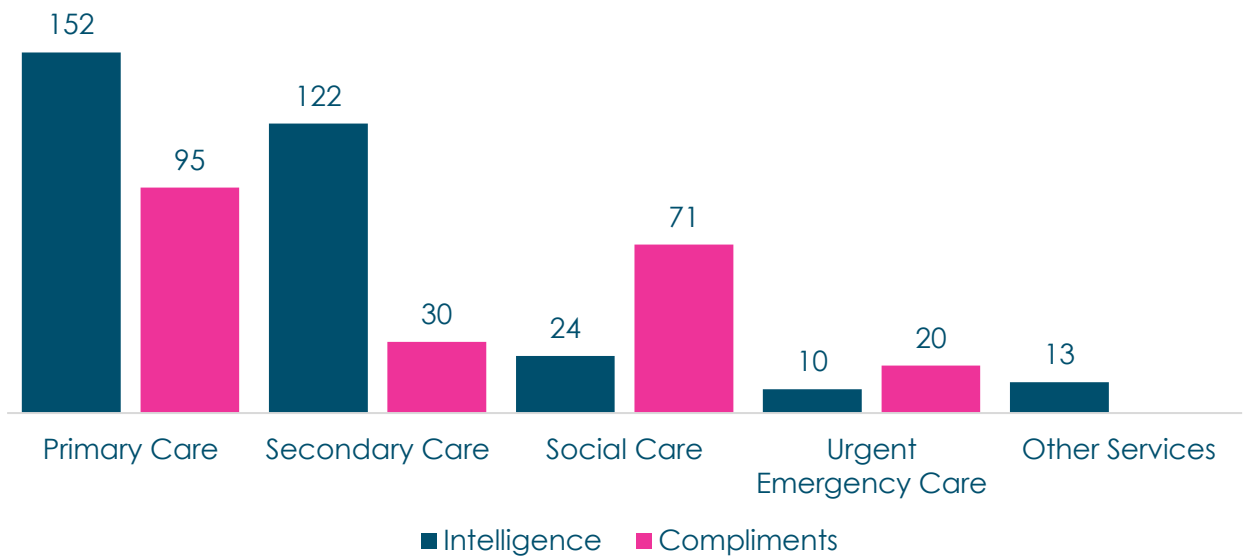
This month, Healthwatch took 3 actions from the experiences received.

## Actions Taken



Below details the type of services the public have been feeding back on.

## Care Type



# Information Requests

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

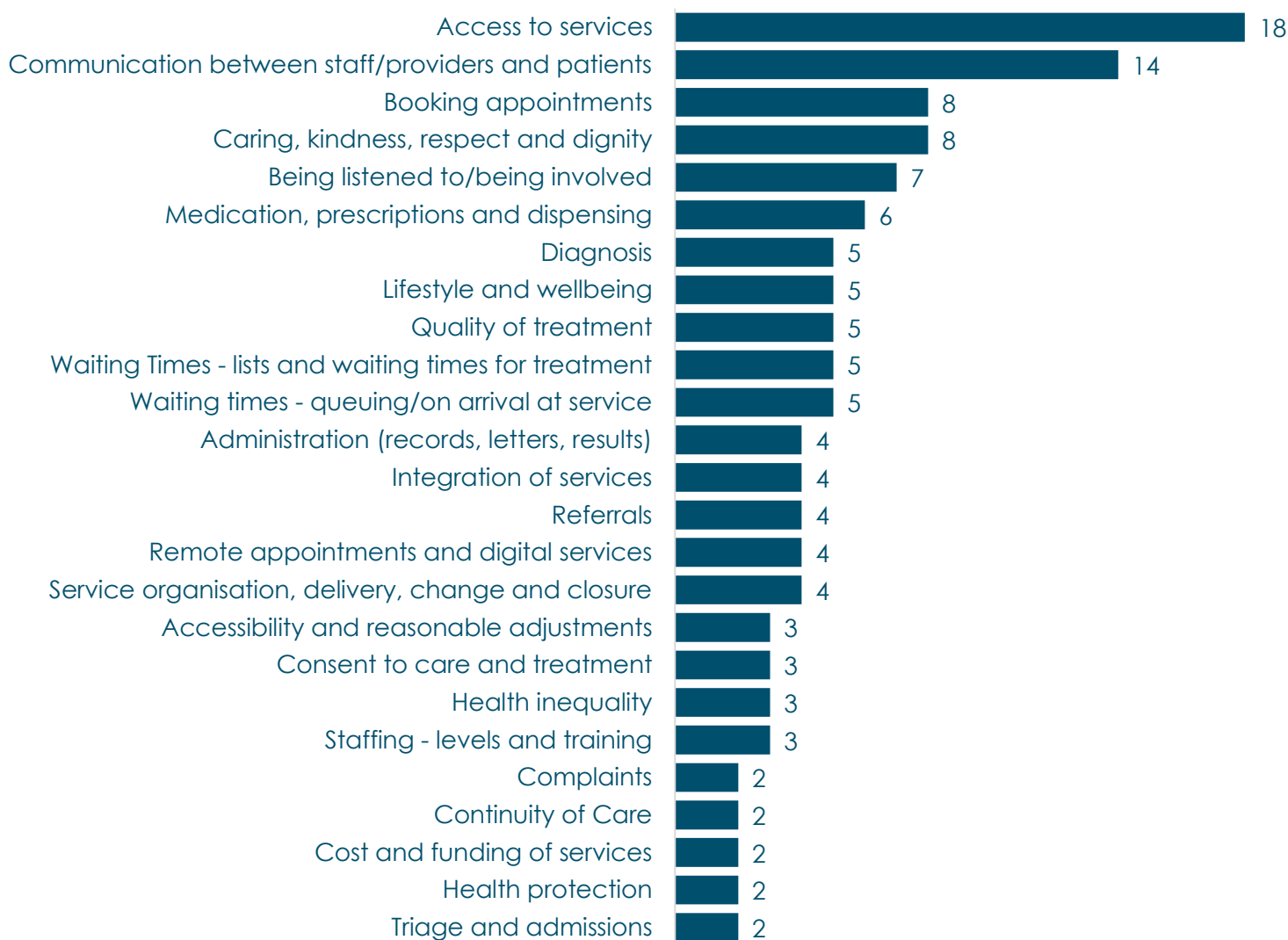
## Primary Care

### General Practise

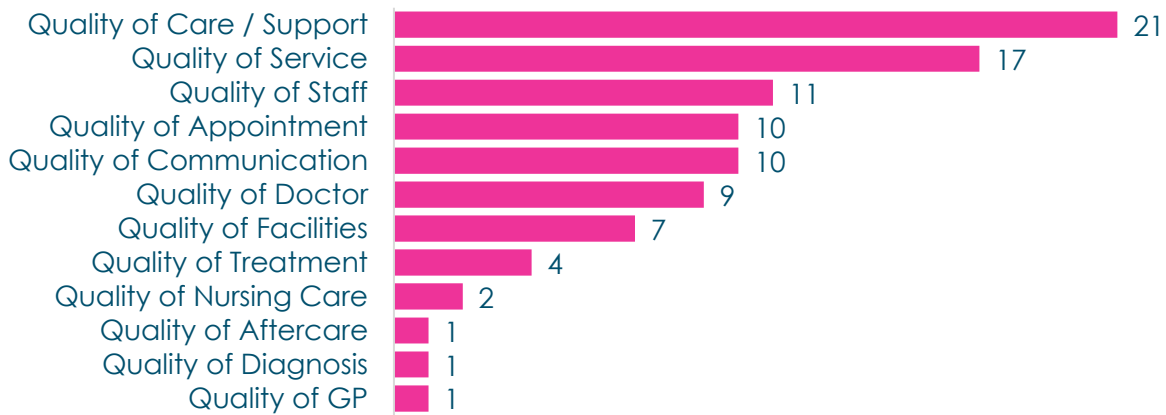
This month, Healthwatch recorded a total of 52 experiences for GP practices. These experiences were broken down into 128 intelligence and 94 compliments.

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

### GP Surgery - Intelligence



## GP Surgery - Compliments



### Lived experiences – Intelligence.

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

Service Name:	Dr Reddy & Partners	PCN:	Bridlington
Identified By:	Research	Date Recorded:	22 July 2024
Experience:	<p>"I tried today (22/7/24) to contact this surgery using their online form. Under the online contact details of this GP surgery it clearly states "You can contact us online using our online form." But when I clicked on the option to complete it, the 'online form' was unavailable. Instead, I was directed to ring either 111, or 999. So I tried to send a message via the NHS online app to this surgery but that didn't work either. So don't waste your precious time trying any of the above methods to get in touch with the surgery. I discovered the only way to get a message to this surgery is to ring them - and wait in an average (telephone) queue length of 30 or 40 people! Or actually</p>		



go into the surgery and speak to someone on reception. Where does this leave someone frail, elderly or disabled who can't visit the surgery in person? Or can't hear very well over the phone? And is it an acceptable situation anyway –for all patients? I really don't think so. In fact I think it is totally unacceptable and an extremely bad state of affairs!"

Service Name:	Montague Medical Practice	PCN:	Cygnets
Identified By:	Research	Date Recorded:	14 July 2024
Experience:	"when I was at the doctor again with my sick hand and my sick elbow, I asked the doctor to just help me in some way because I can't work. It hurts so much that it hurts me inside. He said that I will get an injection because all methods have already failed. Because I was supposed to get it. I was informed that someone would call me to make an appointment, so far no one has responded"		

Service Name:	Greengates Medical Group	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	31 July 2024
Experience:	Patient shared that they were recently asked for have blood taken and it highlighted that they were in the pre-diabetic range. They said they were shocked and struggling to come to terms with this as their BMI is perfect, they are physically and mentally in very good health, eat a healthy diet and get a lot of exercise. Patient reported that no explanation of why this might have		





	happened. They said that the information about living well was teaching them 'to suck eggs' as they are already doing it. They have been medicated and will be monitored but the patient feels upset and unsupported.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Service Name:	Greengates Medical Group	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	31 July 2024
Experience:	Patient said the introduction of the digital triage form for the GP surgery has proved challenging. It will show as an issue and wont progress to the next screen, but when the patient inputs the information again it states this has been done either too often or has taken too long. It then locks the patient out for 15 minutes and requires them to start the form over again. The patient said they then need to call the surgery or visit in person.		
Actions Taken: (Healthwatch)	No further action - logged as intelligence		

Service Name:	Greengates Medical Group	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	31 July 2024



Experience:	<p>Patient shared that she had visited her GP are hip pain which was causing mobility difficulties. The GP said it wasn't 'bad enough' to warrant a referral and she should take over the counter pain medication. The patient insistent on the pain being investigated. It was found to be arthritis. Patient said the GP wanted to treat with pain medication, however she doesn't like to take anything if she doesn't have to and pushed for non-medicated support. She has been prescribed Health Plus sessions and was on route to her induction session at the time of talking to HWERY. She said she was glad she stood her ground and believes 'medication should be a last resort not first port of call'.</p>
Actions Taken: (Healthwatch)	<p>No further action - logged as intelligence</p>

Service Name:	<p>Declined to specify</p>		
Identified By:	<p>Engagement</p>	Date Recorded:	<p>31 July 2024</p>
Experience:	<p>Friend of patients' family declined to share which GP surgery as they said they feared repercussions for the family. 25-year-old man with autism and health anxiety cannot access the GP surgery. The family requested a home appointment as a reasonable adjustment. This was initially declined as they had requested over the phone. Family had to put the request in writing. At the time of talking to HWERY it had been approximately one month since the request went in. The family called the surgery to check the status of the request and was told they must be patient and wait as it is a decision only a</p>		



	GP can make. The family are fearful that minor ailments will get worse resulting in hospital treatment if it will continue to take so long to make decisions regarding the young mans care.
Actions Taken: (Healthwatch)	No further action required – signposted to services such as East Yorkshire Parent Carer Forum, advised of the 0-25 SEND team events and disability social care needs assessments for parents to receive support.

Service Name:	Park View Surgery	PCN:	Harthill PCN
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	Been going for year and never seen an actual doctor		
Actions Taken: (Healthwatch)	Healthwatch ERY will add this anonymous experience to their monthly intel report.		

Service Name:	Park View Surgery	PCN:	Harthill PCN
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	Can only get appointments online. This is no good for the elderly.		
Actions Taken: (Healthwatch)	Healthwatch ERY will add this anonymous experience to their monthly intel report.		



Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	Health visitor house needed for support health and kids in Pocklington.		
Actions Taken: (Healthwatch)	Healthwatch ERY will add this anonymous feedback to their monthly intel report.		

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	Health visitor house would be good for support health.		
Actions Taken: (Healthwatch)	Healthwatch ERY will add this anonymous comment to their monthly intel report.		

Service Name:	Humber Primary Care		
Identified By:	Telephone	Date Recorded:	17 July 2024
Experience:	Patient reported that the Humber practice in Bridlington is "terrible" and she has had a few awful experiences with them. For example, in April she went to the GP with hip		



	pains and they didn't refer her to see a specialist or give her an x-ray even though she asked for one. Overall, she saw 2 doctors and a nurse at the practice, and she has only just been diagnosed with 'wheelers bum' after trying to receive a diagnosis for months and she has only just been seen at Bridlington Hospital and is only now receiving treatment.
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	Patient 3 months after diagnosis left on autopilot. Need to improve aftercare for patients with serious illness.		
Actions Taken: (Healthwatch)	HWERY will add this anonymous experience to their monthly intel report.		

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	GP in Pocklington struggle to get appointment. Doesn't support mental health.		



Actions Taken: (Healthwatch)	HWERY will add this anonymous experience to their monthly intel report.
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Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	GP in Pocklington struggle to get appointment. Doesn't listen to needs.		
Actions Taken: (Healthwatch)	HWERY will add this anonymous experience to their monthly intel report.		

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	Not enough access to health appointments, too long to wait to see a doctor/nurse practitioner.		
Actions Taken: (Healthwatch)	Healthwatch ERY will add this anonymous experience to their monthly intel report.		

Service Name:	GP Surgery		
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Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	"Problem with Dr Walshaw. Surgery has been very unhelpful when trying to get my wife's meds. Had to go back numerous times and they got it wrong each time."		
Actions Taken: (Healthwatch)	Healthwatch ERY will add this anonymous experience to their monthly intel report.		

Service Name:	Field House	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	Three years with no appointment (Drs Reddy & Nunn)		
Actions Taken: (Healthwatch)	Healthwatch will add this anonymous experience to their monthly intel report.		

Service Name:	Dr Reddy & Partners	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	26 July 2024
Experience:	Person reported that their wife had collapsed after leaving the local leisure centre. The person reports that they contacted their GP surgery who said to take them to Scarborough hospital as there was nothing they could do for them. The person took their wife to the hospital and waited for 10 hours to be seen. Eventually the clinician		



	said there was nothing they could do either as she was conscious and well and that the GP should have referred for an MRI to see if there was an underlying cause of the collapse. They were told that the GP had wasted their time and will have known how busy the hospital was.
Actions Taken: (Healthwatch)	No further action – logged as intelligence. Patient has not received any MRI information or appointment since April when the hospital said they would request the GP make a referral. Advised to contact the GP and check status of referral.

Service Name:	Reddy & Nunn GPs		
Identified By:	Telephone	Date Recorded:	23 July 2024
Experience:	<p>Patient has been ill with chest problems for well over a year. Had over 11 courses of antibiotics plus Prednisolone. Has to go to Hull Royal on Friday for an Xray and is worried she will be too poorly to attend. She saw the nurse yesterday who listened to her chest and prescribed antibiotics but not prednisolone. Patient had a bad night, coughing until gone 2am and felt really poorly as a result. Telephoned GP surgery who said they would prescribe prednisolone but when the patient went to the pharmacy to pick her prescription up it was not there.</p> <p>Patient very upset. She is 85 in poor health and lives on her own so can really do without the stress.</p>		
Actions Taken:	Listened to patient who was upset and needed to vent. Explained what Healthwatch could do. Offered to ring		





(Healthwatch)	<p>Reddy and Nunn to chase up prescription to see if it had been done but she said she didn't want me to do this.</p> <p>She said she would ring the pharmacy later as they are open until 6pm. Said that Healthwatch can record her experiences of the health services and feed this back to the services and commissioners. She was happy with this</p> <p>Checked that she was not lonely and isolated. She said she had friends and people she knew nearby.</p>
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Service Name:	Greengates Medical Group	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	12 July 2024
Experience:	<p>Parent said the whole family have their prescriptions sent to Boots pharmacy on King Street, Cottingham. Her son needed a prescription quickly as he was very poorly. When she went to the pharmacy, they had no record of it. Parent said no one could explain why, but the prescription was sent to Asda, Hessle Road, Hull instead. It took a lot of time to track it down along with travelling at a time when the parent wanted to be at home with their son.</p>		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Greengates Medical Group	PCN:	Beverley PCN
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Identified By:	Engagement	Date Recorded:	12 July 2024
Experience:	<p>Patient reported that the GP surgery has switched to online booking for appointments which can be challenging. They are having to support their neighbour in getting an appointment as they are not very good at accessing things digitally. This is more than the patient wishes to be involved with their neighbour but feels obligated to help. They added that filling in the form isn't always easy for them as they have a child with SEND who requires a lot of care. 'Waiting on hold is actually easier for me but we weren't considered. It's online or nothing'</p>		
Actions Taken: (Healthwatch h)	No further action required – logged as intelligence		

Service Name:	Hessle Grange Medical Practice	PCN:	River and Wolds PCN
Identified By:	Web (Email / Survey)	Date Recorded:	16 July 2024
Experience:	<p>I am writing this because something has to change.</p> <p>The recent experiences I have been through regarding my recent care at a Hessle GP practice show that there are still archaic gender biases at play within our healthcare system.</p> <p>Last year I was told that I had Premature Ovarian Insufficiency at the age of 32. I was facing a future of never becoming a mother or a grandmother, through no fault of my own. Something I am now having to pay</p>		



£10,000 for, for a chance at a future with a family of my own. Although this is wrong and I could go on about how this should be funded, I won't. I know the NHS is not in a fit state to fund half the procedures it does, never mind adding new ones to the list. I write this because the care that is well within the control of the GPs and other services, the care that would not cost anything monetarily but would provide much needed support, was not provided.

Unfortunately, the services I sought support from were in no position to give it, not due to a lack of time or funding but due to a lack of knowledge and understanding, and this can and should be changed.

When I was first told that I was going through Premature Ovarian Insufficiency (perimenopause that presents itself at a much earlier age) I thought that my care was sufficient and satisfactory, great even, all because the GP believed me and didn't brush me off. This should not be an indicator of great care, this is in fact the bare minimum. Looking back, I was offered no additional help and even though, on two occasions, I had discussions about my fertility fears, I was left to deal with it on my own. I was not referred to any fertility clinics, any discussion around fertility weren't entertained. I was given no leaflets signposting other places I could go for help or support. I wasn't even told that my GP surgery had an on-site menopause nurse (something I found out by accident following a smear test 6 months later). I was told 'either way you're running out of time'.

Following my first appointment with the GP it was agreed that I would have a blood test to test my hormone levels. They showed that my hormone levels had changed and that they indicated the beginnings of Perimenopause. It was agreed that I could have this blood test repeated 6



months later to see how quickly my levels were changing. After these results came back, I was informed that they had hardly changed and he confirmed I was in the very beginning stages of Perimenopause. Again, fertility fears were mentioned by myself, and again no additional support or information was offered.

It was at this appointment that I also explained my difficulty with the mental symptoms of perimenopause and how I was struggling with anxiety, feelings of being overwhelmed and endless and exhausting brain fog that lasts an undetermined and ever-changing amount of time during the month. I was told HRT wasn't an option as I was too young, but I could always take anti-depressants. It was stressed that he understood I wasn't depressed but because the symptoms mirror that of perimenopause, anti-depressants were an obvious choice. I respectfully declined and instead I SELF REFERRED to East Riding Talking Therapies. I filled out the questionnaire online and fearfully submitted it, feeling like I had failed, like this was admitting weakness as a person who couldn't deal with menopausal symptoms. My request for help was picked up very quickly, to their merit, however, it was decided that I didn't qualify for help because I wasn't bad enough. I was also told that they wouldn't know how to help me because my symptoms were due to the menopause. I'm guessing this doesn't classify as mental health.

A year on from my first blood test I decided to explore my fertility options, again I had to explore this myself and was offered zero help in navigating the minefield that is infertility. At my first consultation with Hull and East Riding Fertility Clinic I had a blood test to check my AMH levels (egg levels). A week later I was told that due to perimenopause, for my age I had a really low egg level



which would make my fertility journey quite difficult. This news came as a massive shock as only 6 months previous I was told by a healthcare professional that I had only just entered perimenopause. At no point were AMH levels discussed by my NHS doctor, if they even tested my AMH levels. If my AMH levels were tested but not discussed then this shows a woeful lack of care that has impacted my fertility journey. I also realise that AMH level testing may not be in the domain of the NHS due to costs, if this is the case then the doctor in question missed a crucial opportunity to provide me with extra support and signpost me to a private clinic that would test them to alleviate my worries. That blood test cost me £125 and ANY woman would pay that for peace of mind and conformation of their current situation regarding fertility. This opportunity was missed and in my case this has impacted my fertility journey.

All of this added to the fact that I have just had to battle for 3 weeks to get a form signed by my GP Surgery to enable me to move forward with my fertility journey shows that community care is lacking, particularly when it comes to Menopause and in particular Premature Ovarian Failure. Over the last year I have had to fight by myself against this tide of uncertainty regarding menopause symptoms while mourning the loss of the person I would have become had it not been for this medical problem, and that's what this is. A medical issue that the NHS is not sufficiently prepared to deal with, and this is to the detriment of around 50% of the population.

And this needs to change.

This would be easy to change.

You just have to be prepared to change it.



<b>Actions Taken:</b> (Healthwatch)	Healthwatch East Riding of Yorkshire will add this anonymous experience to their monthly intel report.
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<b>Service Name:</b>	Humber Primary Care
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<b>Identified By:</b>	Email	Date Recorded:	8 July 2024
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<b>Experience:</b>	<p>I have raised a formal complaint regarding Humber Primary Care and I would like to provide further feedback to yourselves. I have been trying to get a referral to Dr Ahmed at Spire Hospital and he sent a letter requesting this back in March 2024. I hadn't heard anything and when I chased in May 2024, I was told they don't always read the letters sent by consultants therefore the one sentence at the bottom of the letter from Dr Ahmed to request the referral had been missed. I was told in May they were having issues sending the referral through so I did the leg work e.g. using Google and calling Spire themselves to get the information and after this I was told the referral has been made. Fast forward to July 2024 I haven't heard anything about my referral so I called spire and was told no referral had been made.</p> <p>Why is difficult to do a simple task, a family member works for the NHS and even she has said that using the choose and book system isn't difficult and doesn't take long to do. Therefore, why is it such an issue for Humber Primary Care?</p>
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Also I need this referral as without the treatment given by Dr Ahmed, I can't do the basics to live e.g. drive, cook, basic hygiene or go to work and I am then need support from family to care for me. My condition is neurological and it causes my eyes to close and effectively I can't see. So not only is the referral a simple task that Humber Primary Care can't do, they are playing with a patients life. I am only 26 and I live on my own so it's a massive impact on my life if I don't have my treatment from Dr Ahmed.

Time and time again, Humber Primary Care has proved it's not fit for purpose and really is there any point in it being a Doctors surgery when they cause unnecessary stress to patients who need NHS support!

Further to this on 7th July 2024 I chased my referral in person and spoke to the assistant manager, she was very standoffish, wasn't empathetic, didn't apologies or explain why they can't do the referral. I feel like I have no faith in the practice to do a simple task. I have since applied for Hummanby GP Surgery, however, I am not sure if they'll accept me. If they don't please can you advise how I can change practices.

Actions  
Taken:  
(Healthwatc  
h)

Healthwatch East Riding will add this anonymous experience to their monthly intel report.

Service  
Name:

Elvington Medical Practice - York



Identified By:	Email	Date Recorded:	3 July 2024
Experience:	<p>Patients parent reported that they have had lots of issues with the GP surgery. She has currently been waiting 15 working days for an epilepsy prescription for her child and is running dangerously low on her medication. She reported that the GP surgery say they will turn up eventually. It was added that they tend to use pen and paper quite often which means their integration with other services is hampered. Also, when prescriptions have been short before, they record it on paper and don't track it so when the patients parent went back, they relied on her to inform what medication was short etc which concerned the person reporting. Additionally, she said that with the family living in the East Riding on the edge of the boundary but having a GP in York meant that referrals for her child with multiple health needs were often sent to the wrong services/services who do not cover the households who have cross-boundary residence/GP.</p>		
Actions Taken: (Healthwatch h)	<p>No further action required - logged as intelligence.</p> <p>Signposted to Cloverleaf Advocacy and shared information about NHS 111 for emergency administration of repeat prescription medication.</p>		





## Lived experiences – Compliments.

Service Name:	Eastgate Medical Group, Hornsea	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Research	Date Recorded:	10 July 2024
Experience:	"Had to ring the reception this morning, about a query I had about a hospital visit last week. I know how busy they are, but I am delighted to say that the receptionist was so helpful, it was as if she had all the time in the world to sort out my query. Excellent service."		

Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Research	Date Recorded:	24 July 2024
Experience:	"After recent health problems that had been going on for several months I saw a lovely female GP. She referred me for tests that I didn't have to wait too long for. I didn't have to chase the results she kept me informed with either texts or phone calls. She was very caring and has got to the bottom of my problem. A credit to her profession and this practice."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
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Identified By:	Research	Date Recorded:	11 July 2024
Experience:	"Despite running late the practice nurse I saw was pleasant, thorough and personable throughout my appointment. I felt heard and respected and appreciate the time taken with me."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	11 July 2024
Experience:	"The GP was amazing, listened to what I needed to say and I had my pain patch dosage adjusted and she wrote a referral to the specialist I need to see there and then. By the time I got home I had received an appointment. I feel my issues are taken seriously and I am treated as a person. The receptionists are lovely and always happy to help where they can as are the rest of the staff, I've been with the surgery since it opened in the 1990's and wouldn't go anywhere else."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	5 July 2024
Experience:	"Visited the practice on 4th July, the Doctor was very helpful and took the time to discuss my symptoms and explain possible causes before referring me for further tests"		



Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	25 July 2024
Experience:	"Lovely staff. The practice was clean and hygienic. Wait times were short and there was no judgment."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	20 July 2024
Experience:	"Went in 3.20 pm spoke with Doctor, within one hour had my bloods done and was sent my referral code"		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	24 July 2024
Experience:	"The doctor I spoke with knew exactly what the problem was and talked me through everything. She was very thoughtful and explained everything to me. There was no rush and I left feeling very happy with my visit."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	11 July 2024



Experience:	"Phoned the receptionist and explained my problem and was placed in with a really lovely Dr that very morning, seen and diagnosed and sorted out brilliantly."		
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Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	20 July 2024
Experience:	"Rang reception the lady was very helpful the practice nurse was thorough and referred me to see the relevant person, really nice lady couldn't be more helpful"		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	16 July 2024
Experience:	"Was seen very quickly by friendly very helpful physiotherapist. Many thanks excellent many thanks. Wouldn't hesitate to use again"		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	5 July 2024
Experience:	"Went to the Centre to renew my prescription. The doctor was very efficient, understanding and compassionate"		



Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	31 July 2024
Experience:	"The doctor was very helpful as were , ladies answering the phones ,call back from the doctor was on time , he also explained everything I needed going forward"		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	18 July 2024
Experience:	"Able to obtain same day appointment Listened to, thorough examination, urgent bloods referred for investigations with same day. Delighted with care very thorough importantly kind and compassionate."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	31 July 2024
Experience:	"It was quick and easy, helped me a lot and I felt very heard about my issues. I would recommend this doctor to other people I know who are struggling with issues like me. It was very easy to get my prescription on the same day and so far it has been successful"		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
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Identified By:	Research	Date Recorded:	11 July 2024
Experience:	"Visited the practice and from walking in to leaving the whole process was relaxed and calming. The automated booking in system is easy to follow. The GP,s manner was both professional and reassuring, he explained the results I was there to review very clearly and advised me on the best way forward with my treatment."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	11 July 2024
Experience:	"Doctor was right nice and helped me figure out my illness. He gave me my results and clearly explained what each meant."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	16 July 2024
Experience:	"I am very happy with my consultation with the lady who is a physiotherapist, very professional and helpful, she made me feel calm and more informed about my health condition."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
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Identified By:	Research	Date Recorded:	16 July 2024
Experience:	"From the patient app , to the receptionist call , to the physio appointment , then an x ray all in 3 days ! Thank you very much"		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	18 July 2024
Experience:	"Doctor and practice nurse took the time to explain my problems to be. I didn't feel rushed. My experience was positive and I would highly recommend this practice."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	28 July 2024
Experience:	"After a course of medication & exercises I have now got relief after having a cortisone injection in both knees . Haven't been this pain free for years. Brilliant job."		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	9 July 2024
Experience:	"Staff always pleasant and helpful I got an appointment with the GP I needed to see. Wasn't kept waiting very long"		



	line always very busy but if your patient your call is answered."
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Service Name:	Beverley Health Centre, Manor Road Surgery	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	31 July 2024
Experience:	The patient had lots of praise for his GP surgery saying that he submitted an online form resulting in a telephone appointment. The practitioner on the phone said he'd like the patient to come into the surgery and will be seen as soon as he arrives. The patient said he "thinks it's great, the only thing is that I don't always want a telephone appointment".		
Actions Taken: (Healthwatch)	Compliments recorded by HWERY, patient was reminded they can request a face-to-face appointment with the GP if they find it more appropriate.		

Service Name:	Park View Surgery	PCN:	Harthill PCN
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	Always get prioritised for baby son and get face to face appointment		
Actions Taken: (Healthwatch)	Healthwatch ERY will add this anonymous experience to their monthly intel report.		





Service Name:	Howden Medical Practice	PCN:	Cygnnet
Identified By:	Engagement	Date Recorded:	12 July 2024
Experience:	<p>Patient reported that they had had a routine health check with the nurse at the surgery. She reported that it was carried out so professionally. Her weight is higher than recommended which was handled sensitively asking 'how do you feel within yourself'. The patient said she would like to lose a little weight and would welcome support. The nurse said she would make a referral for the weight management plan which was done and a registered within 2 hours of leaving the appointment. The patient said that the nurse had read her medical history prior to her entering the room which made it a lot easier not having to explain everything. Her son was also entitled to a health check due to his SEND. The appointments had been arranged back-to-back to make it easier which was appreciated.</p>		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		



## Dental Practices

This month, Healthwatch recorded 5 experiences relating to dental services. These experiences were broken down into 17 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:	Field house		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	No emergency dentist.		
Actions Taken:	Healthwatch ERY will add this anonymous experience to their monthly intel report.		



(Healthwatch)	
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Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	No NHS dentist in Driffield.		
Actions Taken: (Healthwatch)	Healthwatch East Riding of Yorkshire will add this anonymous experience to their monthly intel report.		

Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	Doesn't have a dentist. Can't get an NHS dentist.		
Actions Taken: (Healthwatch)	Healthwatch ERY will add this anonymous experience to their monthly intel report.		

Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	17 July 2024



Experience:	Brid dentists- thinking of going private.
Actions Taken: (Healthwatch)	Healthwatch ERY will add this anonymous experience to their monthly intel report.

Service Name:	Emergency dentist - York		
Identified By:	Engagement	Date Recorded:	26 July 2024
Experience:	<p>Patient reported they do not have an NHS dentist and could not afford to pay privately. Their filling came out so called NHS III. They were advised the nearest emergency dentist from Bridlington was in York. The patient did not drive so spent £20 for a train ticket to get there and back. At the appointment a temporary filling was put in with another appointment made for a permanent filling to replace it. When the patient made the second trip they were told that they should have an Xray at the same time as there was a possibility that the tooth would be better being removed rather than filled. The Xray was not working on that day so another appointment was made. As the patient travelled via train to the third appointment they received a call to advise them that the appointment was cancelled with the dentist calling in sick. The patient said it was eventually resolved after 4 trips totalling £80 and NHS dental charges on top. She stated she valued being seen but thought the distance was excessive and it was well organised needing so many appointments for a filling.</p>		
Actions Taken:	No further action taken - logged as intelligence.		



## Pharmacy

This month, Healthwatch recorded a total of 2 experience relating to opticians. These experiences were broken down into 7 Intelligence and 0 Compliments.

### Pharmacist - Intelligence



## Lived Experiences – Intelligence

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

Service Name:	Pharmacist		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	Pharmacy is no good at communicating whether they have/will have items in stock.		
Actions Taken: (Healthwatch )	Healthwatch East Riding of Yorkshire will add this anonymous experience to their monthly intel report.		

Service Name:	Station Avenue Pharmacy Ltd- Brid		
Identified By:	Engagement	Date Recorded:	26 July 2024
Experience:	Patient reported that they frequently get a text message confirming their prescription is ready to collect only to arrive and be told it has not been ordered and the text was sent it error. They leave a few days to ensure the pharmacy has had time to order and pick the prescription, however they reported that this is still an issue.		
Actions Taken: (Healthwatch )	No further action required - logged as intelligence		

## Opticians

This month, Healthwatch recorded a total of 0 experience relating to opticians.

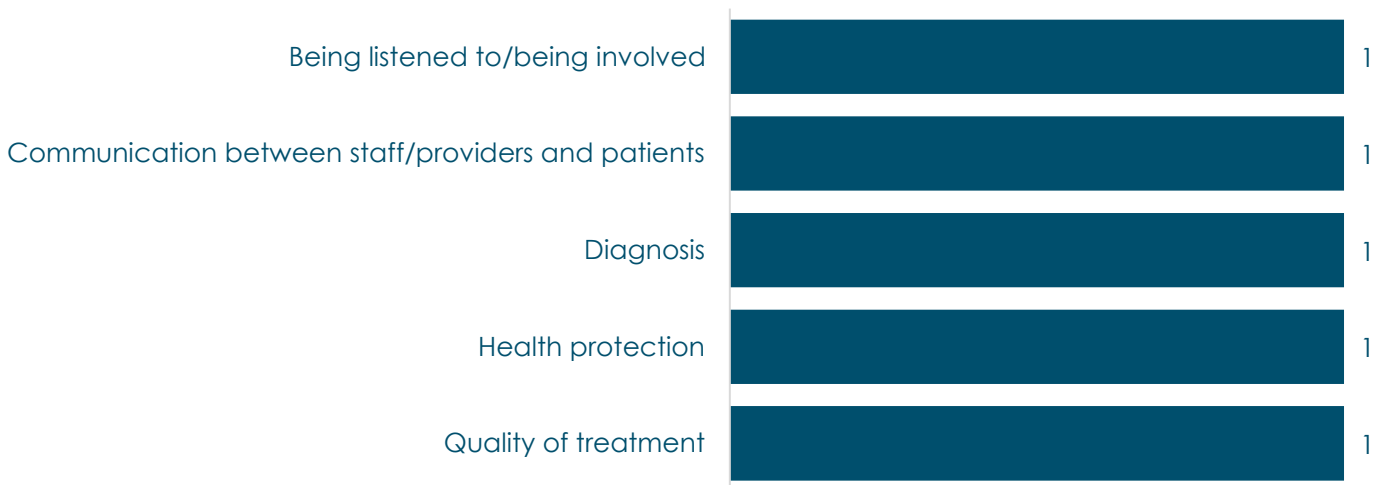


# Secondary Care Intelligence

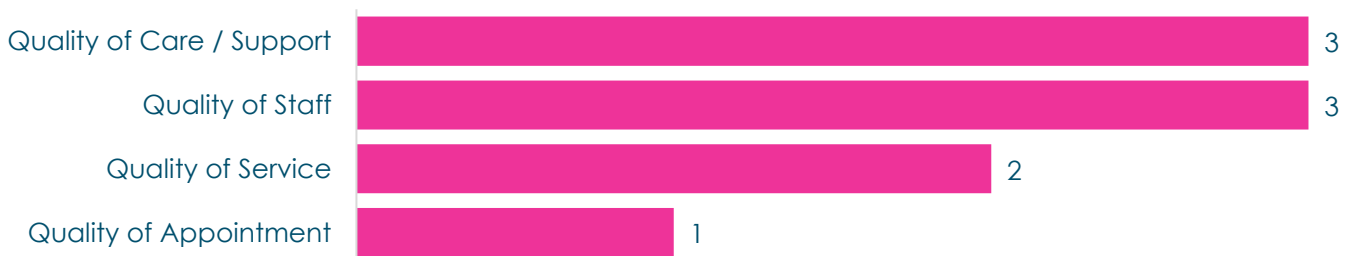
## Hull Royal Infirmary

This month, Healthwatch recorded a total of 9 experiences relating to Hull Royal Infirmary. These experiences were broken down into 23 intelligence and 19 compliments.

Hull Royal Infirmary - Intelligence



Hull Royal Infirmary - Compliments



## Lived Experience – Intelligence

Service Name:	Women & Children’s Hospital		
Identified By:	Engagement	Date Recorded:	31 July 2024
Experience:	<p>Patients parent reported that her adult daughter with learning difficulties had a minor gynaecology operation at the women and children’s hospital. She said the operation went well but the ward was incredibly hot due to the heat wave. She said if they opened the windows it trigger the heating to start and there was no way of turning it off. Her daughter became unsettled due to the heat and a member of staff said they would bring a fan to cool the room down, but no one did. There was no water to drink post surgery. A matron said she would personally make tea and toast and bring it to the patient. An hour passed and the parent went to ask about the tea and toast as her daughter was hungry and thirsty after being nil by mouth for the operation. A nurse said the matron had finished her shift as she left their room and hadn't asked anyone else to do this. The nurse apologised, made the food and drink and brought it to the patients room. The patients parent said that she couldn't fault the staff, they were incredibly busy at all times but that it did impact patient care a little at times.</p>		
Actions Taken: (Healthwatch )	No further action required - logged as intelligence		

Service Name:	Orthopaedic Outpatients		
Identified By:	Engagement	Date Recorded:	31 July 2024
Experience:	<p>Patient has been having immense pains in her knees and her hips as she knees are not in the right place. Over this year the patient had two MRI scans and a CT scan and the doctors have informed the patient that they have two different</p>		





	<p>measurements for her knees and hips and are not sure which one is correct. In the past week the patient had an appointments where they informed the patient that they are planning surgery to fix her knees however, patient then had a follow up appointment where they informed her that they are now not sure what to do as they are not sure the cause of her pain/knees. Patient is very distressed by this news as she was hopeful that there was a plan in place but now it is back to square one. The doctors also informed the patient that they would prescribe pain medication but have not yet done so.</p>
<p>Actions Taken: (Healthwatch )</p>	<p>Healthwatch have informed the Orthopaedic department of the issue. Healthwatch also reported that they will share this experience anonymously in their monthly intelligence report. Healthwatch also recommended to go to her local pharmacy to see if they would be able to prescribe some pain medication.</p>

Service Name:	Emergency Department		
Identified By:	N/A Multiple Experience	Date Recorded:	23 July 2024
Experience:	<p>Patient has been ill with chest problems for well over a year. Had over 11 courses of antibiotics plus Prednisolone. Has to go to Hull Royal on Friday for an Xray and is worried she will be too poorly to attend. Patient distressed that despite many different tests and being dealt with by Scarborough, York and Hull Royal Infirmary that she is still so poorly.</p>		
Actions Taken: (Healthwatch )	<p>Listened to patient who was upset and needed to vent. Explained what Healthwatch could do. Said that Healthwatch can record her experiences of the health services and feed this back to the services and commissioners. She was happy with this</p>		



Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	4 July 2024
Experience:	<p>Patient and mum arrived at the Emergency Department and was met with a rude triage nurse. In September the patient had a brain bleed and have to undergo surgery. This morning the patient was displaying similar symptoms and so went to the ED and informed the triage nurse of this and the nurse said that they should go to the Urgent Treatment Centre instead. After the disagreement the mum said that she is going to stay. The mum and patient then overheard the nurse speaking with a doctor and the doctor agreed that the patient should be in the ED and not the Urgent Treatment Centre.</p>		
Actions Taken: (Healthwatch )	<p>Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.</p>		

Service Name:	Emergency Department		
Identified By:	Engagement	Date Recorded:	4 July 2024
Experience:	<p>Patient had been waiting in the waiting room of the Emergency Department in HRI since 5am (time spoken to was approx. 11:15) and said that she is in immense pain in her abdomen when she breaths and lays down. Patient reported that she is currently waiting for a CT scan however the staff have not communicated how long the patient would be waiting and was not offered any food or drink or pain medication.</p>		
Actions Taken: (Healthwatch )	<p>Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.</p>		



## Lived Experience – Compliments

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	27 June 2024
Experience:	Patient reported "The dental team where brilliant today 27/06/2024 they made me feel comfortable and in the hands of professional people I had to have some roots removed but they removed them with ease and no pain"		
Actions Taken: (Healthwatch )	NA		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	7 June 2024
Experience:	Patient reported "I came into the vascular unit to have a btk amputation however, with knowledge of all the clinicians it was decide to try to save the leg by doing a front foot amputation. This was not successful, and I am now awaiting a btk amputation. Throughout the team (from auxiliaries to senior consultants) showed exemplary care and understanding even when I got a tad emotional. All the team members were fantastic with far too many to name-check, but they know who they are".		
Actions Taken: (Healthwatch )	NA		

Service Name:	Hull Royal Infirmary		
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Identified By:	Research	Date Recorded:	30 June 2024
Experience:	<p>Patient reported "As a result of the bowel screening process, blood was found in my poo earlier this year and I had to go into Hull Royal Infirmary on 13th June 2024 to have large polyps removed from my bowel which, if left would probably become cancerous. The staff at the endoscopy ward were lovely, they made me feel relaxed and were very efficient. The colonoscopy procedure wasn't as bad as I thought it would be and all the staff were brilliant. I've got to return in a few weeks for removal of remaining polyps and will not be worried at all about the procedure.</p> <p>The whole bowel screening programme is fantastic and almost certainly saved me from bowel cancer.</p> <p>Thank you!"</p>		
Actions Taken: (Healthwatch)	NA		

## Castle Hill

This month, Healthwatch recorded a total of 2 experiences relating to Castle Hill Hospital. These experiences were broken down into 0 intelligence and 6 compliments.

### Castle Hill Hospital - Compliments



Lived experiences – Compliment.

Service Name:	Castle Hill Hospital
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Identified By:	Research	Date Recorded:	4 June 2024
Experience:	<p>Patient reported "The staff were very welcoming and offered refreshments before and after the surgery. Surgeon fully explained procedure, risks and expectations. Nurses were polite, ensured privacy and dignity throughout. During the surgery, there was regular check-ins on my comfort and wellbeing. When I mentioned I could feel some pain, more aesthetic was applied to numb the area further. At each stage, I was made aware of any potential discomfort and the nurses and surgeon were attentive. Following surgery, I was taken through the aftercare and the next steps, what to expect and what to avoid ensuring the best possible healing."</p>		
Actions Taken: (Healthwatch )	NA		

Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	14 June 2024
Experience:	<p>Patient reported "Thank you to the consultant I saw recently, what a lovely chap so polite helpful caring , really reassured me regards my condition so knowledgeable and was easy to understand in his diagnosis I must also mention the volunteer lady sue who helped us by taking me to the department we needed having gone in the wrong entrance such a lovely lady thank you also reception at the department very welcoming and polite , to all the staff within the NHS thank you for everything you do take care stay safe."</p>		
Actions Taken: (Healthwatch )	NA		



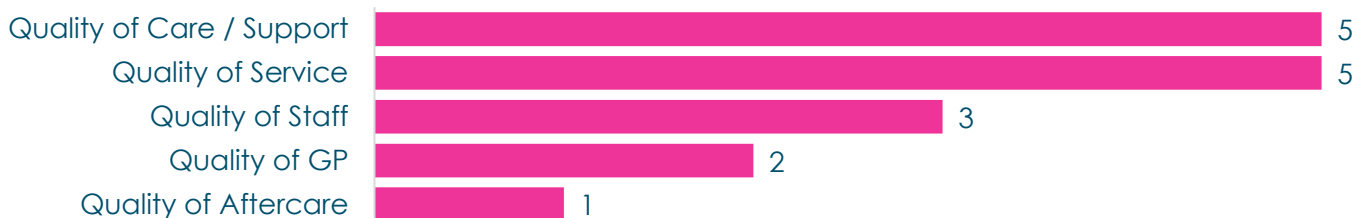
## Bridlington, Goole and other hospitals

This month, Healthwatch recorded a total of 9 experience relating to Beverley hospital. This experience was broken down into 9 intelligence and 16 compliments.

### Hospital - Intelligence



### Hospital - Compliments



### Lived experience – Intelligence.

Service Name:	Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	do not listen. Turned poorly baby away without looking at him. Ended up having to go to A&E on Christmas day.		
Actions Taken: (Healthwatch )	HWERY will add this anonymous experience to their monthly intel report.		

Service Name:	Alfred Bean		
Identified By:	Engagement	Date Recorded:	17 July 2024



Experience:	wound clinic turned away for getting stitches removed so had to go to Beverley UTC.
Actions Taken: (Healthwatch )	HWERY will add this anonymous experience to their monthly intel report.

Service Name:	Hospital		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	Brid urgent treatment broken - don't have the budget to x-ray. Great service but needs x-ray and budget sorting.		
Actions Taken: (Healthwatch )	Healthwatch ERY will add this anonymous experience to their monthly intel report.		

#### Lived experience – Compliments.

Service Name:	East Riding Community Hospital		
Identified By:	Research	Date Recorded:	4 July 2024
Experience:	I rang 111 and was treated in the UTC within 1.5hours of calling in the middle of the night. Very welcoming and friendly staff and my treatment was very effective. The best NHS experience I've had, thank you!		
Actions Taken: (Healthwatch )	HWERY will add this anonymous experience to their monthly intel report.		

Service Name:	East Riding Community Hospital		
Identified By:	Research	Date Recorded:	29 July 2024



Experience:	"Visited the urgent treatment centre, Monday morning. It was very busy, but the staff were polite, helpful and reassuring and able to leave after a two hour wait. Many thanks."		
Actions Taken: (Healthwatch )	HWERY will add this anonymous experience to their monthly intelligence report.		

Service Name:	Spire Hospital		
Identified By:	Engagement	Date Recorded:	31 July 2024
Experience:	This patient had his hip replaced at Spire Hospital through the NHS. The patient was awake during the surgery and said he didn't feel a thing. The person said he needs his other hip replacing too and if they had space for him at Spire tomorrow he would go without hesitation. "they were absolutely brilliant" he said. The patient said he was really well looked after following the operation too.		
Actions Taken: (Healthwatch )	Compliment recorded by HWERY.		

Service Name:	Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	17 July 2024
Experience:	helpful, good at prioritising patients.		
Actions Taken: (Healthwatch )	Healthwatch East Riding of Yorkshire will add this anonymous experience to their monthly intel report.		





## Mental Health services

This month, Healthwatch recorded no experiences relating to mental health services.

## City Health Care Partnership (CHCP)

This month, Healthwatch recorded 1 experience relating to CHCP. These experiences were broken down into 7 intelligence and 0 compliments.

### City Health Care Partnership - Intelligence

Administration (records, letters, results)	1
Being listened to/being involved	1
Caring, kindness, respect and dignity	1
Communication between staff/providers and patients	1
Consent to care and treatment	1
Cost and funding of services	1
Quality of treatment	1

### Lived experiences – Intelligence.

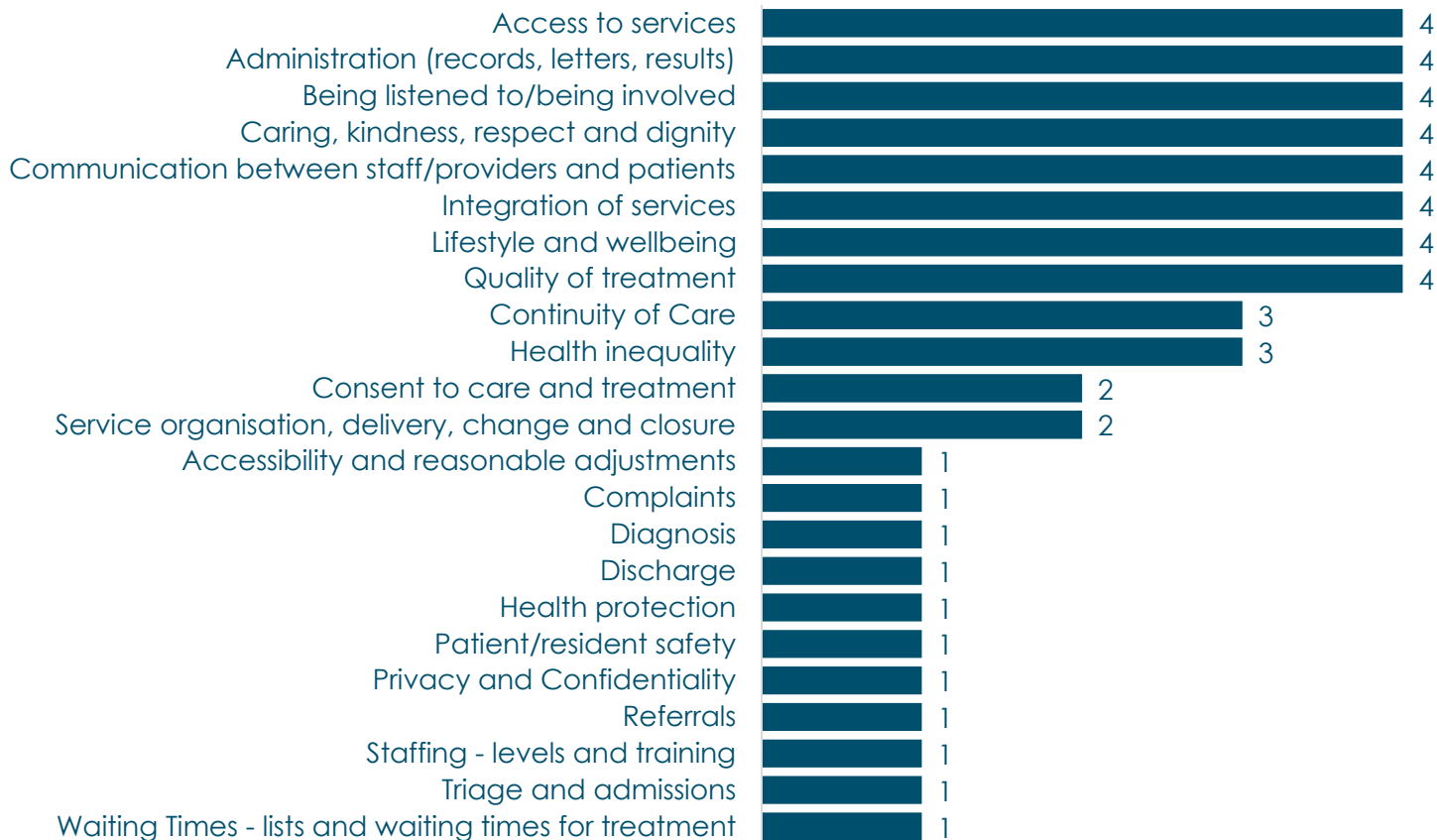
Service Name:	East Riding Community Hospital - Beverley		
Identified By:	Engagement	Date Recorded:	31 July 2024
Experience:	Patient said she had been referred to the hospital for an x-ray on her hip. She said she hadn't realised what they were doing but that it became clear they had taken an x-ray of the wrong hip. She has told them, they checked and realised they had made a mistake but refused to x-ray the correct hip initially. She said she had to go back for another appointment for the correct hip to be x-rayed. The patient said that the reason she was given at the first appointment for not redoing the x-ray was that there was budget allocated for an x-ray and that it been spent on the wrong hip.		
Actions Taken: (Healthwatch )	No further action required - logged as intelligence		



## NHS Humber Foundation Trust

This month, Healthwatch received 4 experiences relating to NHS Humber Foundation Trust. These experiences were broken down into 53 intelligence and 0 compliments.

### NHS Humber Foundation Trust - Intelligence



### Lived experiences – Intelligence.

Service Name:	NHS Humber Foundation Trust & NHS England		
Identified By:	Email	Date Recorded:	10 July 2024
	Experience: Patient called to report that they had involvement from primary care services who had referred to secondary care services. She stated that secondary care had attempted to offer treatment before assessment. When challenging this, it was claimed that the patient had refused treatment and support. Patient said this was not the case. Patient said primary care and secondary care did not help despite her having complex PTSD. A complaint was made which has been		



	<p>with the ombudsman for over 20 months now. The patient has sought private treatment as she did not get the help she needed from NHS services. The patient also reported that when she asked for her medical records, she found that her private and personal information was shared outside of the NHS and commissioned services. She lives in a tight-knit community and discovered that people locally who work for services outside of the NHS had been discussing her with others and that when reporting the data breach, it was claimed this didn't happened, but patient has said it did and there is evidence of this. Patient feels let down by all services and that even when trying to escalate her case, it wasn't acted on appropriately. Healthwatch East Riding of Yorkshire offered Cloverleaf Advocacy contact information, but patient said she had spoken to them in the past and found them unhelpful and that they were siding with the NHS before hearing the full extent of the issues she has faced.</p>
<p>Actions Taken: (Healthwatch )</p>	<p>No further action required - logged as intelligence.</p> <p>Offered Cloverleaf Advocacy information but patient has already escalated to them and had negative experience.</p> <p>Advised will email our reference number for the call log and to update the ombudsman who is currently dealing with her complaint</p>

<p>Service Name:</p>	<p>Neurodiversity Front Door Service</p>		
<p>Identified By:</p>	<p>Email</p>	<p>Date Recorded:</p>	<p>3 July 2024</p>
<p>Experience:</p>	<p>Patients parent reported that they live within the East Riding boundary, however due to the location within the boundary, their GP surgery is in York. Parent said that the school made a referral for an autism assessment to the Front Door service. When they chased up the referral, it was found that due to location they were not the correct service and said the referral needed to be made to CAMHS instead. In the handover the paperwork got lost and the referral process had to start again.</p>		



	<p>Parent also said that there should be better communication to schools who sit within the East Riding but will have a likelihood of having families who have a GP in another region as it would save time in sending referrals to the wrong service. Parent said this is frustrating as it happens across many services for the same reason and delay appropriate support at the right time. She said the patient should be the priority, but it feels like it becomes a family problem that is more about who is funding support and that services across these areas do not communicate well with each other.</p>
<p>Actions Taken: (Healthwatch )</p>	<p>No further action required - logged as intelligence</p> <p>Signposted to Cloverleaf Advocacy for this and other problems relating to ICB and LA boundaries not aligning impacting child's health support.</p>

<p>Service Name:</p>	<p>Children's Occupational Therapy</p>		
<p>Identified By:</p>	<p>Email</p>	<p>Date Recorded:</p>	<p>3 July 2024</p>
<p>Experience:</p>	<p>Patients parent reported that they live within the East Riding boundary, however due to the location within the boundary, their GP surgery is in York. She said that they had a referral made to occupational therapy for their 7 year old child but was advised that they were not the right service due to the GP surgeries location. Parent said this is frustrating as it happens across many services for the same reason and delay appropriate support at the right time. She said the patient should be the priority, but it feels like it becomes a family problem that is more about who is funding support and that services across these areas do not communicate well with each other.</p>		
<p>Actions Taken: (Healthwatch )</p>	<p>No further action required - logged as intelligence</p>		



	Signposted to Cloverleaf Advocacy for this and other problems relating to ICB and LA boundaries not aligning impacting child's health support.
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<b>Service Name:</b>	Paediatric Speech and Language Therapy		
<b>Identified By:</b>	Email	<b>Date Recorded:</b>	3 July 2024
<b>Experience:</b>	<p>Patients parent reported that they live within the East Riding boundary, however due to the location within the boundary, their GP surgery is in York. She said that they had a speech and language referral who initially started to work with the patient (7 years old) then advised that they were not the right service due to the GP surgeries location. Parent said this is frustrating as it happens across many services for the same reason and delay appropriate support at the right time. She said the patient should be the priority, but it feels like it becomes a family problem that is more about who is funding support and that services across these areas do not communicate well with each other.</p>		
<b>Actions Taken: (Healthwatch )</b>	<p>No further action required - logged as intelligence</p> <p>Signposted to Cloverleaf Advocacy for this and other problems relating to ICB and LA boundaries not aligning impacting child's health support.</p>		



## NHS 111

This month, Healthwatch received 1 experience relating to NHS 111. This experience was broken down into 0 intelligence and 1 compliment.

### NHS 111 - Compliments

Quality of Service



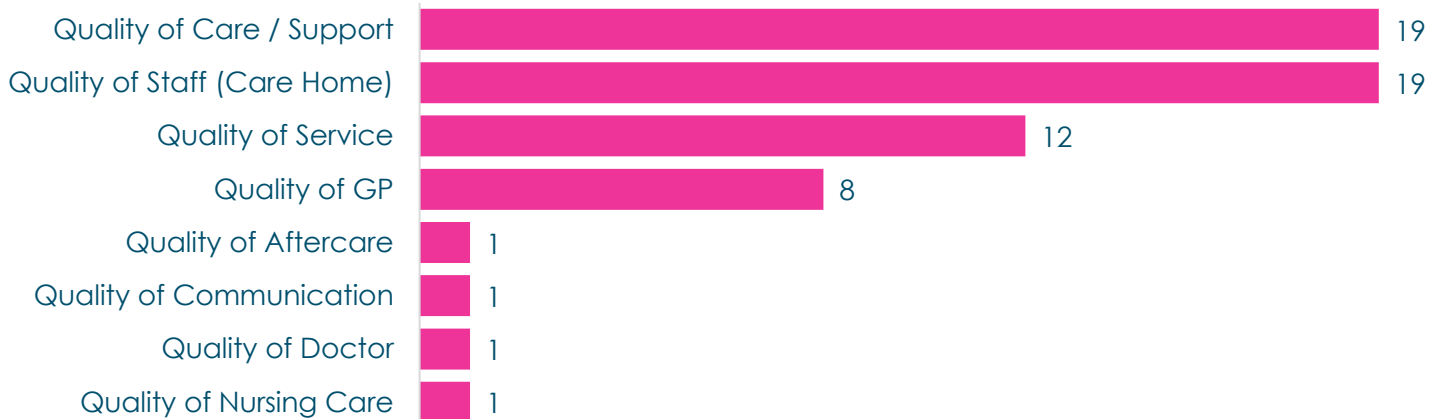
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## Social Care Intelligence

### Care Home Intelligence

This month, Healthwatch recorded a total of 23 experiences for care homes. This was broken down into 0 intelligence and 62 compliments.

### Care Home - Compliments



### Lived experiences – Compliments

Service Name:	Windsor Court		
Identified By:	Research	Date Recorded:	8 July 2024
Experience:	"The care for my mum has been excellent. The support and dignity of the staff on Sandringham Unit for Mum, me and		



family. Look after these very special people who go above and beyond. They have become very special to me."

Service Name:	Windsor Court		
Identified By:	Research	Date Recorded:	18 July 2024
Experience:	"When we come to see our friend the entrance smells lovely. A pleasure to walk in."		

Service Name:	Willersley House		
Identified By:	Research	Date Recorded:	5 July 2024
Experience:	"I moved into Willersley House this year and I could not be happier. A lovely home and the staff are wonderful!"		

Service Name:	Willersley House		
Identified By:	Research	Date Recorded:	5 July 2024
Experience:	"My overall experience here is positive. The staff have been supportive and always polite and caring. I have a lovely bedroom and a lovely view. I cannot imagine a better residential home."		

Service Name:	Willersley House		
Identified By:	Research	Date Recorded:	5 July 2024
Experience:	"I couldn't be happier here. Home from home."		

Service Name:	Willersley House		
Identified By:	Research	Date Recorded:	5 July 2024



Experience:	"Here for respite with a view to permanent! My only regret is I didn't come sooner."		
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Service Name:	Willersley House		
Identified By:	Research	Date Recorded:	5 July 2024
Experience:	"Wonderful lovely home!"		

Service Name:	White Rose Lodge		
Identified By:	Research	Date Recorded:	1 July 2024
Experience:	"I have always found their care and attention to detail excellent, nothing is too much and they always have treated both my mum and myself with respect and professionalism. I have always felt Mum was in a safe and caring environment. I feel I have always been involved in Mum's care plan."		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	9 July 2024
Experience:	"We, as a family, would like to thank the manager and staff for looking after our mum who has been in The Olde Coach House now for several weeks. The care she receives is exemplary, and the knowledge of, and attention to her needs was well evidenced yesterday when we had a meeting there. Mum has been in many care homes over the last decade and the coach house surpasses all others in every way. We are very grateful to the manager and her excellent team."		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	18 July 2024





Experience:	<p>"The staff are brilliant on all levels. The care they give to all residents and my mother especially is really good. Always willing to help when needed and always do this with a smile on their faces.</p> <p>They deserve credit for all they do in challenging circumstances.</p> <p>Thanks again for everything you do."</p>
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Service Name:	Stamford Bridge Beaumont		
Identified By:	Research	Date Recorded:	24 July 2024
Experience:	<p>"The care home team have been just superb, not only at looking after Mum but supporting and watching out for our family. Mum, sadly, passed away last month after a difficult few years. We could not have hoped for better care, support and an end to Mum's days. The care home staff work as a team, care about their residents and to us, became a second family. The manager and deputy manager of the home have done such a good job creating a professional yet warm and caring environment."</p>		

Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	31 July 2024
Experience:	<p>"My husband was admitted in early July for end-of-life care. Staff have treated him with dignity and compassion at all times. When he became totally bedbound shortly after admission, it soon became apparent that ensuring his comfort was a priority as he is regularly checked, moved and turned as appropriate.</p> <p>I have nothing but praise and admiration for all the staff. Staff have also taken the time to talk and support me."</p>		



Service Name:	Southlands		
Identified By:	Research	Date Recorded:	31 July 2024
Experience:	<p>"My mother has had a difficult time since July. The staff have been very supportive with both myself and my mum. She has advanced dementia and can be difficult at times but the staff have adapted to her changing needs and moods. The home has changed very much for the better over the past year and now is homely and welcoming, with lots going on to keep the residents engaged and happy. This is down to the hard work of the manager and deputy manager and the great care staff and support staff."</p>		

Service Name:	Riverhead Hall Nursing Home		
Identified By:	Research	Date Recorded:	9 July 2024
Experience:	<p>"if I could. Their care, devotion and skills are what makes my Mum so very happy and settled here. Staff and residents always appear happy."</p>		

Service Name:	Priory Care Residential Home		
Identified By:	Research	Date Recorded:	24 July 2024
Experience:	<p>"I submitted feedback in December 2023 about the fantastic care my mum received whilst in the Priory, sadly my mum passed away in January and I meant to leave a review shortly after but never got round to it. I hope my previous review and this one will help if you are considering placing a relative in their care. The care home itself is outstanding but it's the staff that really make the place work! Even in Mum's last few days the care given was so warm, caring and all staff continued to bring a smile to her face. Whatever business you are in it's the people that make the difference and they really do here! I do of course miss my mum but I also miss visiting the home and the company of those who looked after her. Such wonderful</p>		



caring people and a pleasure to be around. Thank you all from the bottom of my heart."

Service Name:	Overton House - Care Home		
Identified By:	Research	Date Recorded:	4 July 2024
Experience:	<p>"My husband has been in Overton House since early April 2024. He has Alzheimer's and challenging behaviour. I realised that I was not going to be able to look after him at home for much longer and started looking at care homes. I felt comfortable and welcomed at Overton from the first visit but there were no vacancies. In the meantime, things deteriorated and my husband had to go into care in another home as an emergency. As soon as a vacancy became available he was moved to Overton. This is a lovely home-from-home, the staff are caring and attentive, and they make you feel welcome. They have had to deal with my husband's challenging behaviour and they do it all with a smile on their faces. My husband is starting to settle down somewhat now and I feel that he is in safe and capable hands. The building it is roomy and airy and pleasant to be in, with a family atmosphere around the place. The staff work so hard, I can only applaud them for their hard work and tenacity. Thank you."</p>		

Service Name:	North Ferriby Nursing Home		
Identified By:	Research	Date Recorded:	2 July 2024
Experience:	<p>"Dad was initially admitted to North Ferriby Nursing Home as a fall risk. We were concerned he would not settle. This however was not the case. In extreme circumstances, whilst in the home, Mum (who was in NFNH too) passed away, and dad struggled without her by his side after 62 years of marriage. Dad had many moments of sadness and low mood. During these times. The staff were so patient with him. And very supportive to our family too offering words of wisdom. Visiting hours were great, we visited around our and Dad's needs.</p>		



	Whenever Dad was leaving the home he was always ready and prepared. The nurses were knowledgeable and fast to act in emergencies which happened with Mum and Dad both due to failing health. The service provided by the local GP to the home is fantastic. Dad was allowed to be as independent as he was able with his frame. Dad found the food usually good, loved the soups, and Friday Fish and Chips. A beautiful home with loads of character, it's currently undergoing room upgrades."
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Service Name:	North Ferriby Nursing Home		
Identified By:	Research	Date Recorded:	8 July 2024
Experience:	" I visit my aunt about once every six weeks. She is always well looked after. The room is clean and nicely furnished (the bedding and curtains are pretty). She always has plenty to drink and snacks and dinners are homecooked and look very tasty. She tells me she is very comfortable. The staff are always very kind and helpful. As a visitor, I feel welcomed and included and can drop in anytime. It seems to be very well run. Management always says hello and is keen to help. I cannot rate 'Value for Money' as I don't deal with the money."		

Service Name:	North Ferriby Nursing Home		
Identified By:	Research	Date Recorded:	9 July 2024
Experience:	" My father was admitted to North Ferriby Nursing Home after being in hospital. The care my father received was exceptional. All the staff cared for my father with dignity and respect. I cannot thank them enough."		

Service Name:	North Ferriby Nursing Home		
Identified By:	Research	Date Recorded:	16 July 2024



Experience:	"My relative entered the home feeling very unwell and her needs exceeded what relatives and neighbours could provide. We were greeted by very professional and caring staff who attended to my relative, settled her into a light, bright and airy room.		
	My relative has been assessed by visiting GP, nursing staff within the home and a care plan produced. Staff have undertaken a thorough assessment throughout the past for weeks and they have always been available for discussion.		
	My relative is very well cared for, comfortable in her own room with good facilities. I have no concerns for her welfare."		

Service Name:	North Ferriby Nursing Home		
Identified By:	Research	Date Recorded:	23 July 2024
Experience:	<p>"My grandmother is well looked after in North Ferriby Nursing Home, after a turbulent time. The manager has reassured us and made our family feel so welcome, the staff at North Ferriby Nursing Home are caring, and compassionate, and will always make us feel welcomed. We are so glad we chose North Ferriby Nursing Home, as it's not just a 'Care Home' it has such a warm welcoming feeling, my grandmother has advanced dementia and is nonverbal, the home has got to know her and she feels safe and comfortable.</p> <p>If you are looking for a home that your loved one wants to be cared for in, do not hesitate to contact the manager and her team."</p>		

Service Name:	Hesslewood House		
Identified By:	Research	Date Recorded:	2 July 2024
Experience:	"I cannot thank the staff at Hesslewood House for the caring and professional way that they have helped my Mum over the		



last week, from identifying a problem that was causing Mum upset and anxiety to finding a solution all within 2 days. Mum is now extremely settled and happy."

Service Name:	Bessingby Hall		
Identified By:	Research	Date Recorded:	24 July 2024
Experience:	<p>" This is the second time my Husband has had respite care in this home. It is very clean and the staff are welcoming and informative. Again he has put weight on so the food must have been good. He was happy and joking with the staff when I collected him after his stay but within six days he is back to</p> <p>this miserable man who only wants to sit in a chair, not speaking, and says he is waiting for God. What more can I say?</p> <p>"</p>		



## Home Care

This month, Healthwatch recorded 3 experiences relating to Home Care. This was broken down into 2 intelligence and 3 compliments.

### Home Care - Intelligence



### Home Care - Compliments



Lived experience – Intelligence.

Service Name:	Caremark		
Identified By:	Research	Date Recorded:	8 July 2024
Experience:	<p>"My care is excellent with regular carers allocated. but yesterday (24/06), not for the first time my regular carers were put on another assignment without notice to myself. I suffer from anxiety and when this happens it causes me undue stress. I understand about sick absences, vacations, etc but this was not one of those situations. Please can Care Mark keep the regular carers on the routes both the carers and clients are used to, this helps avoid delay, and stress and helps both parties."</p>		



## Lived experience – Compliments.

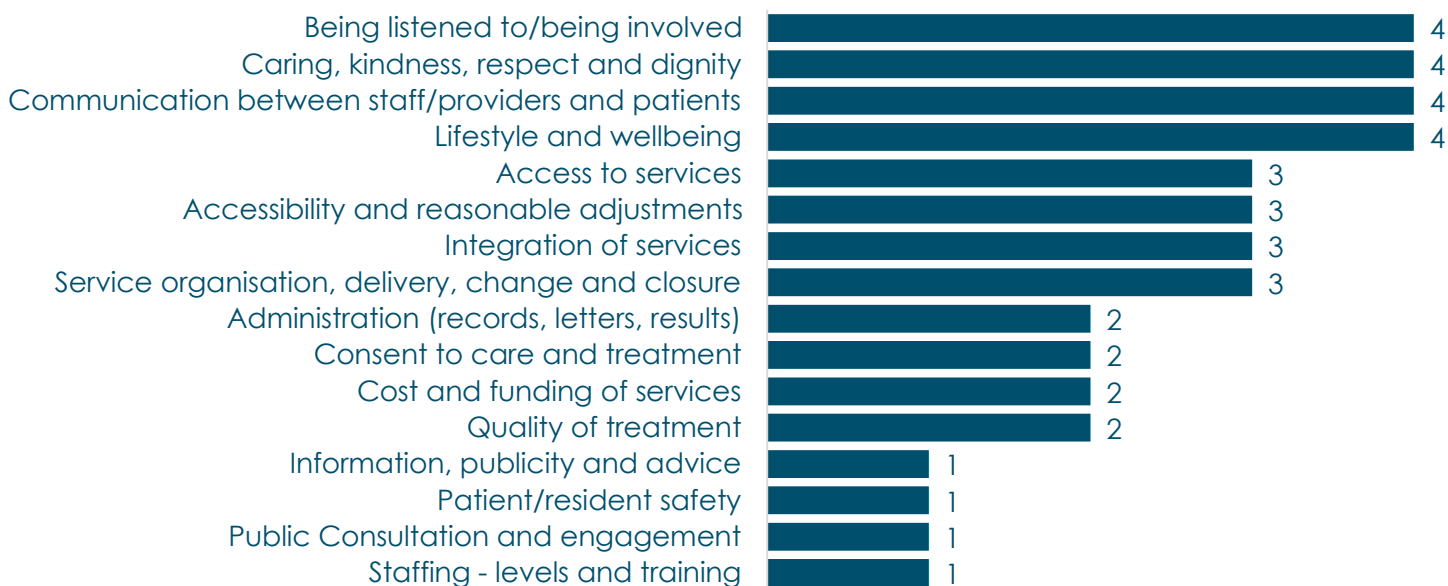
Service Name:	Caremark		
Identified By:	Research	Date Recorded:	23 July 2024
Experience:	"The service that my good lady receives is excellent."		

Service Name:	Caremark		
Identified By:	Research	Date Recorded:	29 July 2024
Experience:	"I find all the carers very nice and I get on well with them all!"		

## Local Authority

This month, Healthwatch recorded a total of 4 experiences relating to Local Authority. These were broken down into 40 intelligence and 6 compliments.

### Local Authority - Intelligence





## Local Authority - Compliments

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

### Lived Experience – Intelligence

Service Name:	Futures Plus		
Identified By:	Engagement	Date Recorded:	12 July 2024
Experience:	<p>Parent of child with SEND said the Local Authority has made internal changes to staffing, moving some people to different teams. Staff that worked with young people for preparing for adulthood have been moved to 0-25 SEND team instead. This was not communicated to the parents or young person. it came as a shock. The parent said it was particularly upsetting as their child needs advance warning of change and this was not considered.</p>		
Actions Taken: (Healthwatch )	No further action - logged as intelligence		

Service Name:	East Riding of Yorkshire Council SEND Team		
Identified By:	Email	Date Recorded:	3 July 2024
Experience:	<p>Parent of child reported that the EHCP process/team consistently fails to engagement effectively with health services to make sure the health needs, which are significant, are recorded within the child's EHCP. Parent stated it is a huge</p>		



	cause of frustration that the services do not communicate well in either direction.
Actions Taken: (Healthwatch )	No further action required - logged as intelligence.

Service Name:	East Riding of Yorkshire Council		
Identified By:	Email	Date Recorded:	3 July 2024
Experience:	Parent of child reported that because they are in receipt of Direct Payments via social care, they had their FAST payment application rejected. She said the use of direct payments is too restrictive which often makes it not fit for purpose and still doesn't cover the cost of a lot of activities once disability is factored into things.		
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:	31 July 2024
Experience:	Patients wife reported that the Local Authority have been to the house to assess her husband who has dementia. They helped organise grab rails, lifeline and connecting them to other local community services for support. Additionally, they offered a 'sitting service' for someone to visit and sit with her husband whilst she attended the hospital to receive chemotherapy.		
Actions Taken: (Healthwatch )	No further action required - logged as intelligence		



# 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.

## 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.

**Client 1**

**Nature and Substance of complaint:**

Client's complaint is regarding the treatment they received at A&E at Scunthorpe General Hospital. Client had already submitted a complaint via PALS and received a response and requested advice and guidance regarding his options. Client decided to seek legal guidance with a view to taking legal action for clinical negligence.

**Who delivered the care to patient?**

Scunthorpe General Hospital.

**Date of incident?**

March 2022.

