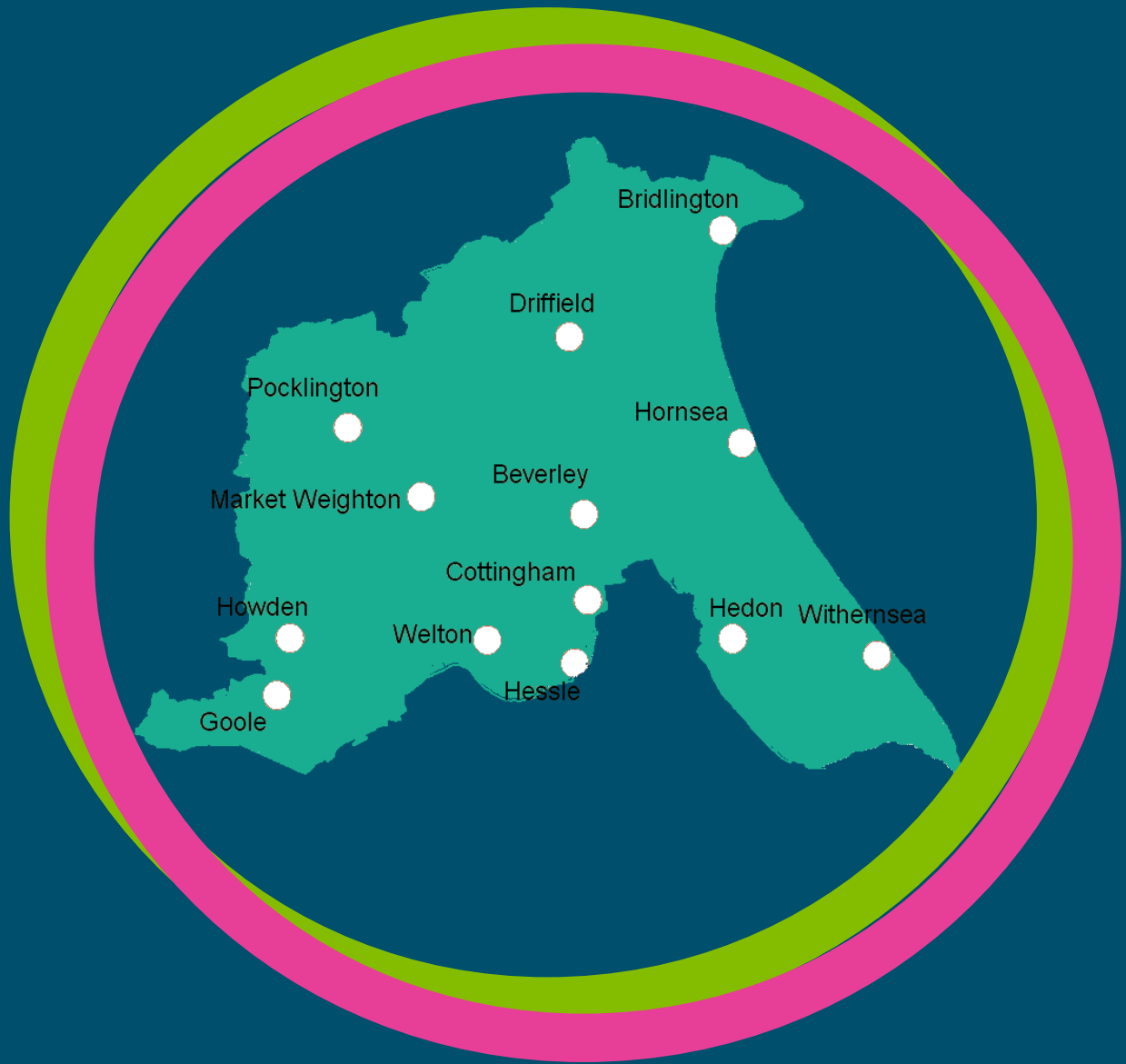


healthwatch

East Riding of Yorkshire



Intelligence Report

August 2023

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1. Introduction

What we do

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

Healthwatch also has a statutory power to 'Enter and View' local services; where we provide recommendations for improvement. To find out more, please visit: <https://www.healthwatcheastridingofyorkshire.co.uk/enter-and-view/>

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

This Report

The detail in this report applies to **August 2023** and refers to the information Healthwatch has received and researched during this period. The report provides the nature of experiences, the intelligence, and emerging trends during each quarterly period for a range of care types and providers.

The service areas highlighted in these reports are as follows:

- Primary Care
- Secondary Care
- Urgent Emergency Care
- Mental Health Services
- Community Services
- Other Services

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

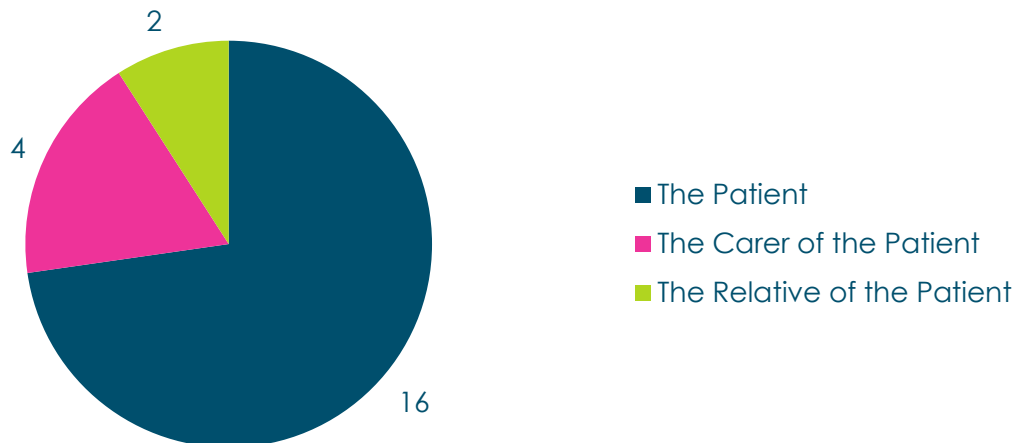
Please note: All experiences have been anonymised and where quotes are given, they have been recorded as provided to ensure we capture the authenticity of the experience. All experiences in this report have been received and researched in good faith and where contact details have been provided, and if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

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

2. Contact Statistics

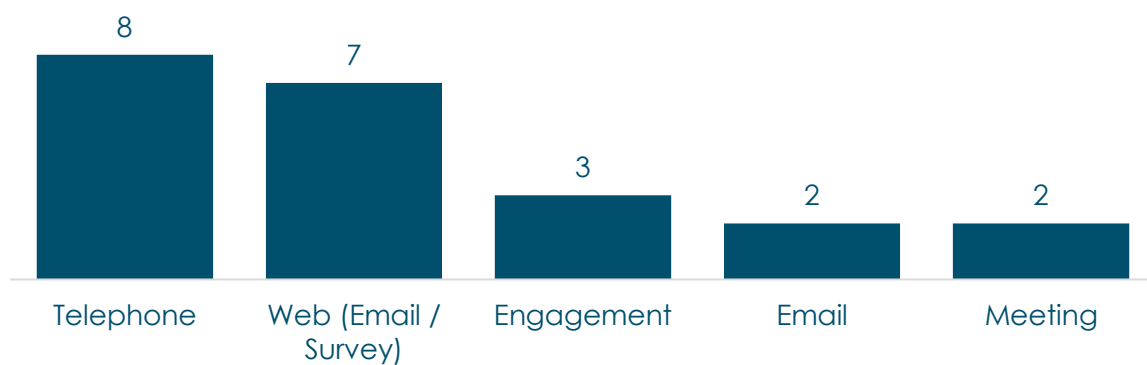
During **August** we had **22** people contact Healthwatch directly to provide feedback or to ask for information/advice.

Contacted By



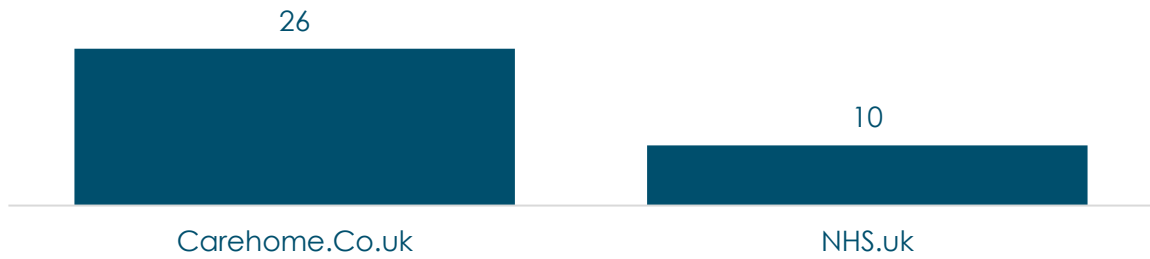
The most popular means of contacting Healthwatch this month is shown below.

Method of Contact



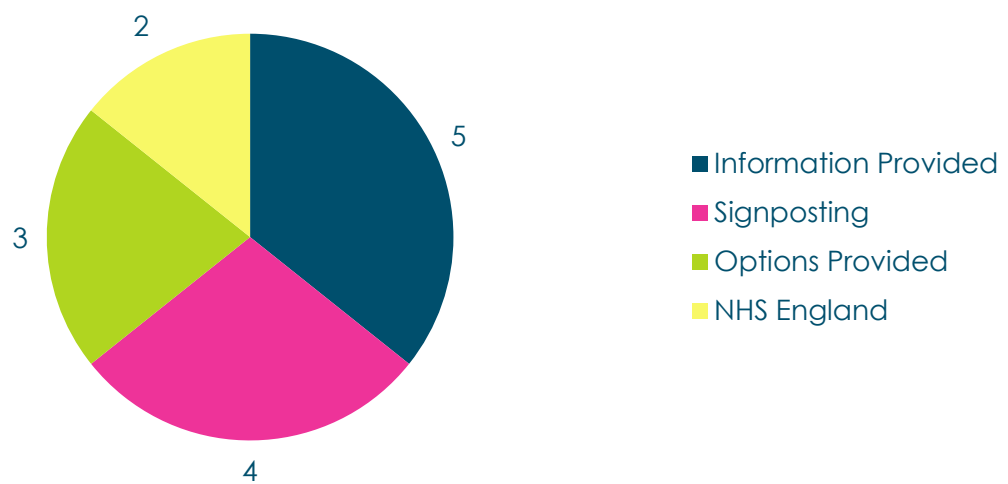
We also conducted online research of local services, where we found a total of **36** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of **August**.

Research Data



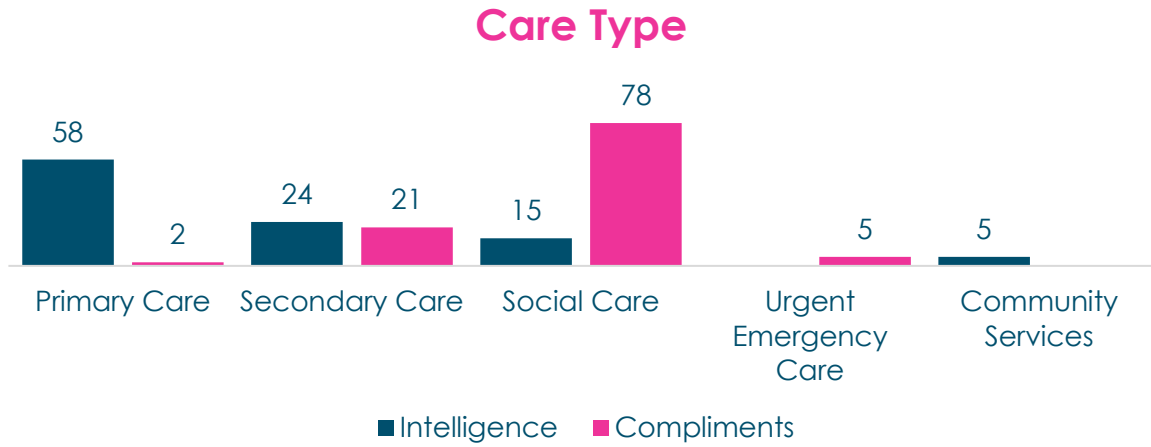
The total amount of information and experiences retrieved this month, through contact and research is **58**.

Actions Taken

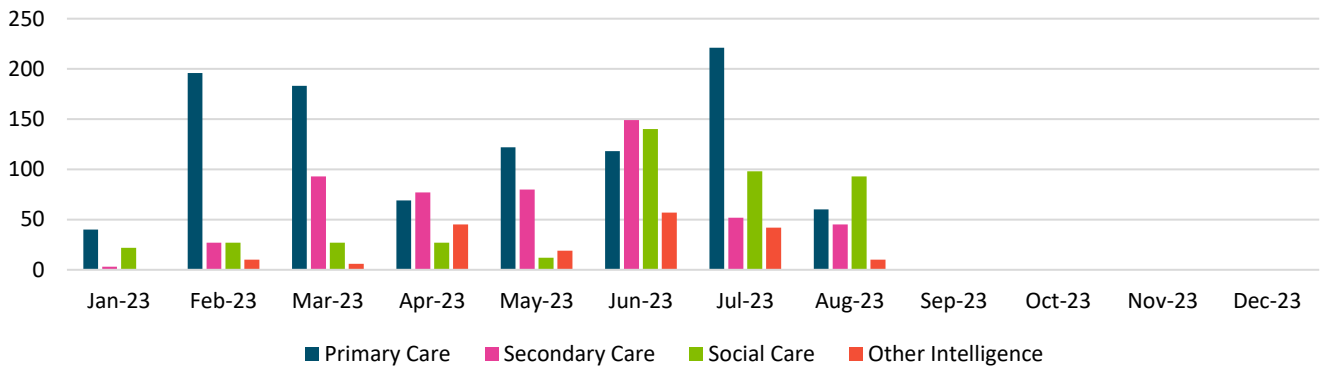


This month, Healthwatch took **14** actions from the experiences received. Our most common action was providing information.

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



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



3. Information Requests

No information requests have been received this month.

4. Primary Care Intelligence

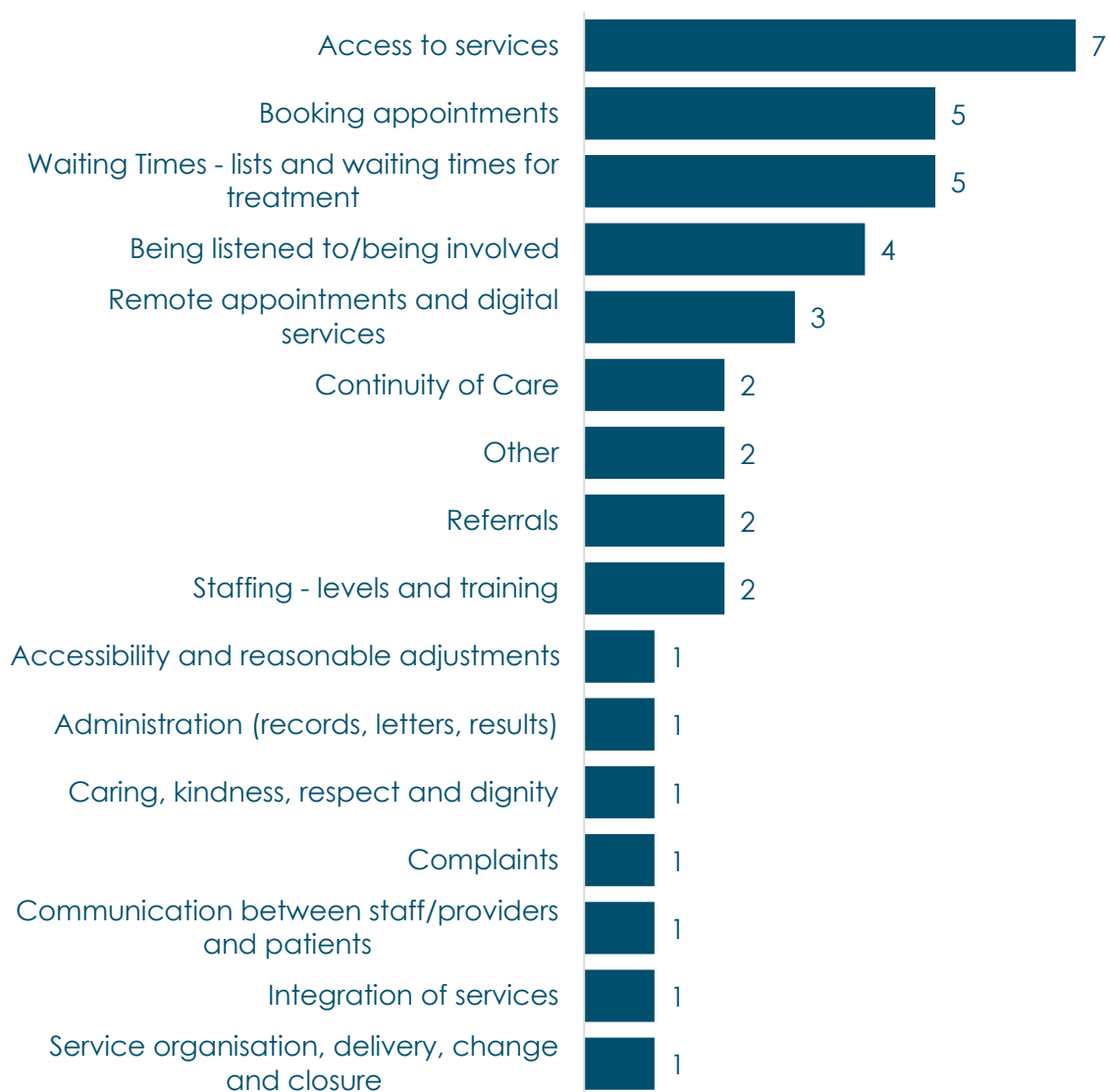
4.1 Experiences Breakdown – GP Intelligence

This month, Healthwatch recorded a total of **9** experiences for GP Practices. These experiences were broken down into **39** intelligence and **2** compliments.

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

Theme Breakdown

GP Surgery - Intelligence



GP Surgery - Compliments

Quality of Communication		1
Quality of Staff		1

Lived Experiences

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

Negative Experiences

Service Name:	Park View Surgery	PCN:	Harthill PCN
Identified By:	Telephone	Date Recorded:	25 August 2023
Experience:	<p>Patient rang to inform us of an experience he had with his GP some time ago. Patient reported that he had spoken to his GP about breathlessness which was out of the ordinary for him. They replied that he should expect breathlessness at his age. He persevered and eventually got to see a cardiologist 8 months later. GP did no tests or anything but referred him to a cardiologist. the cardiologist ordered blood test and scans which showed he was very anemic. The tests also showed that he had bowel cancer and had to have major surgery. If the GP had ordered routine blood tests this would have been discovered much sooner. Patient now says that he is wary accepting GP's word now.</p>		
Actions Taken: (Healthwatch)	<p>Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.</p>		

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	14 August 2023
Experience:	<p>"We phoned this practice today at 4pm to try and make a routine appointment for my wife with a nurse for an injection</p>		

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

<p>Service Name:</p>	<p>St Patrick's Surgery</p>	<p>PCN:</p>	<p>Holderness Health</p>
<p>Identified By:</p>	<p>Research</p>	<p>Date Recorded:</p>	<p>8 August 2023</p>
<p>Experience:</p>	<p>"Booked my appointment on line it is not my normal surgery a but the only appointment available I was seen next day and received some medication for my health problem within an hour."</p>		
<p>Actions Taken: (Healthwatch)</p>	<p>Feedback for the monthly intelligence report.</p>		

<p>Service Name:</p>	<p>The Park Surgery, Driffield</p>	<p>PCN:</p>	<p>Yorkshire Coast and the wolds PCN</p>
<p>Identified By:</p>	<p>Research</p>	<p>Date Recorded:</p>	<p>31 August 2023</p>

Experience:	"Called at 8.00 message all callers busy. Tried several times at 8.02 was 30 in the queue. Have given up will try again in a week. They contacted me to arrange an appointment for results of a test which may be urgent but Park Surgery seems not to care. Disappointed with the very poor/appalling management of appointments."
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.

Service Name:	Holderness Health		
Identified By:	Engagement	Date Recorded:	24 August 2023
Experience:	<p>At our recent engagement at Hedon Library, we learned a lot about how residents feel about their health and social care. Many were happy with the Church View practice, especially their efficient approach to vaccinations. Some also had positive experiences with the online consultation system, with one resident even securing a next-day appointment with a physiotherapist.</p> <p>However, there were challenges mentioned too. One common concern was the difficulty in securing face-to-face appointments with GPs. Many felt this has become harder since the onset of COVID-19. The upcoming move of the Wilberforce Health Centre to the Anlaby Road hospital site has left some residents feeling anxious.</p> <p>On the social support side, it seems there's room for improvement in Hedon. The feedback was mixed when it came to interactions with healthcare staff. Some found it hard to communicate over the phone, while others felt the need for more training, especially for those who came off as a bit abrupt.</p> <p>Privacy emerged as another significant concern. Whether speaking with care navigators or discussing symptoms at the pharmacy, many wished for more private and discreet conversations.</p> <p>Recurring feedback was the desire for more follow-up after appointments. Residents expressed that a simple check-in call could make them feel more valued and heard. Such interactions would enhance the continuity of care and ensure better patient experiences.</p>		

	In essence, while there are positive aspects to the health and social care services in Hedon, there's also room for improvement in several areas, primarily focusing on communication, privacy, and continuity of care.
Actions Taken: (Healthwatch)	<p>Feedback for the monthly intelligence report..</p> <p>Healthwatch will continue to closely monitor the situation in the Hedon area. Based on ongoing observations and any additional feedback we receive, we will consider taking further actions to address these concerns. Our goal is to ensure that healthcare services are responsive and meet the needs of the community.</p>

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	17 August 2023
Experience:	<p>At Pocklington Library, Healthwatch engaged with local residents to discuss their experiences with health and social care. A recurring theme was the challenge in securing face-to-face appointments with GPs. Despite this obstacle, the feedback was positive about the in-person experience itself; residents expressed that once an appointment was obtained, all staff members were attentive and pleasant.</p>		
Actions Taken: (Healthwatch)	<p>Feedback for the monthly intelligence report.</p> <p>Healthwatch will continue to closely monitor the situation in the Pocklington area. Taking into account the feedback regarding difficulties in obtaining appointments but positive experiences once achieved, we will consider any necessary actions to ensure consistent quality of service. Our primary goal is to guarantee that healthcare services are responsive and cater to the community's needs.</p>		

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	16 August 2023
Experience:	<p>Healthwatch was present at Goole Library to hear the voice of the resident regarding health and social care in the area. There was a common concern and frustration with accessing GP services. Many believe it's become even tougher since the</p>		

	<p>COVID-19 pandemic began. One person highlighted that they had a health issue that really needed a doctor's attention. Even so, they found it hard to get a face-to-face appointment, and no one offered an alternative, like seeing a nurse.</p> <p>Beyond the difficulties with GP access, there was also a concern about the effectiveness of care navigators. Some shared encounters where they felt unsupported or even found interactions to be somewhat abrupt. A suggestion we got from these discussions, is that residents believe enhanced training for care navigators might be a step towards improving these patient-care navigator interactions. Overall, the feedback from Goole residents indicates there's work to be done to make healthcare services better and more responsive to their needs.</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Feedback for the monthly intelligence report.</p> <p>Healthwatch will continue to closely monitor the situation in the Goole area. Based on ongoing observations and any additional feedback we receive, we will consider taking further actions to address these concerns. Our goal is to ensure that healthcare services are responsive and meet the needs of the community.</p>

<p>Service Name:</p>	<p>GP Surgery</p>		
<p>Identified By:</p>	<p>Web (Email / Survey)</p>	<p>Date Recorded:</p>	<p>23 August 2023</p>
<p>Experience:</p>	<p>Patient contacted anonymously via webform. Patient said: "I went with pain either side of my spine under my ribs, also pain in my shoulders keeping me awake at night. She gently felt the length of my spine and commented that I hadn't shown any discomfort, I said it wasn't my spine that hurt it was either side of it. She didn't look at my shoulders just said she would refer me to the pain clinic. My concern is that it could be a problem with my kidneys. Surely they should do some investigation before referring to a pain clinic?"</p>		
<p>Actions Taken: (Healthwatch)</p>	<p>Feedback submitted anonymously via webform to be included in the monthly intelligence report.</p>		

<p>Service Name:</p>	<p>Hedon Group Practice</p>	<p>PCN:</p>	<p>Holderness Health</p>
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Identified By:	Email	Date Recorded:	7 August 2023
Experience:	<p>Patient contact us via email to raise concerns. Patient said: " I was hoping you could give me some advice on a resent issue. I went for a blood test for PSA, haematocrit and testosterone levels. I emailed the practice manager stating I only give my consent for these 3 blood tests only and then she put it on the system. The next day staying the blood tests were for PSA, haematocrit and testosterone only. The nurse who did the blood test said it was for these 3 only, I couldn't have the testosterone done as that has to be done in the afternoon so I agreed with the nurse just the PSA and haematocrit to be done.</p> <p>I got my results through my nhs app and it showed that they have ignored my consent and done a full blood count. Now I didn't think they could legally do this. I do have to have a full blood count done each year but this is done at the beginning of the year with my health checks.</p> <p>I've put a complaint in and also reported feedback to cac that the doctors at holderness health are allowed to do whatever they want even if the patient says no. Do I have any rights when it comes to my treatment, because so far it doesn't seem that way it seems I have to do as I'm told by them and there's nothing I can do about it. "</p>		
Actions Taken: (Healthwatch)	<p>HWERY responded to the individual's concerns by providing information from the NHS website about patient rights and related procedures. We further directed them to the Cloverleaf NHS Advocacy Service for specialised guidance on navigating challenges with their GP practice. This feedback will be incorporated anonymously in our monthly report.</p>		

4.2 Experiences Breakdown – Dental Practices

This month, Healthwatch recorded a total of **1** experience for Dental Practice. These experiences were broken down into **2** intelligence and no compliments.

Below highlights the main themes from this month’s intelligence

Dentist - Intelligence

Access to services		1
Waiting Times - lists and waiting times for treatment		1

Lived Experiences

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

Negative Experiences

Service Name:	Dentist		
Identified By:	Email	Date Recorded:	1 August 2023
Experience:	Patient send an email requesting Healthwatch East Riding of Yorkshire help to find a dentist. Patient said : " Can you help me to find a local dentist, please? I am 68, and need to sign on to a dentist as soon as possible. "		
Actions Taken: (Healthwatch)	HWERY responded by providing guidance on accessing resources and information on NHS choices that were relevant to the inquiry. Additionally, we directed the individual to the Experience Team within the Humber and North Yorkshire Integrated Care Board to provide any further feedback, concerns, or complaints. This feedback has also been incorporated anonymously in our monthly report.		

Compliments

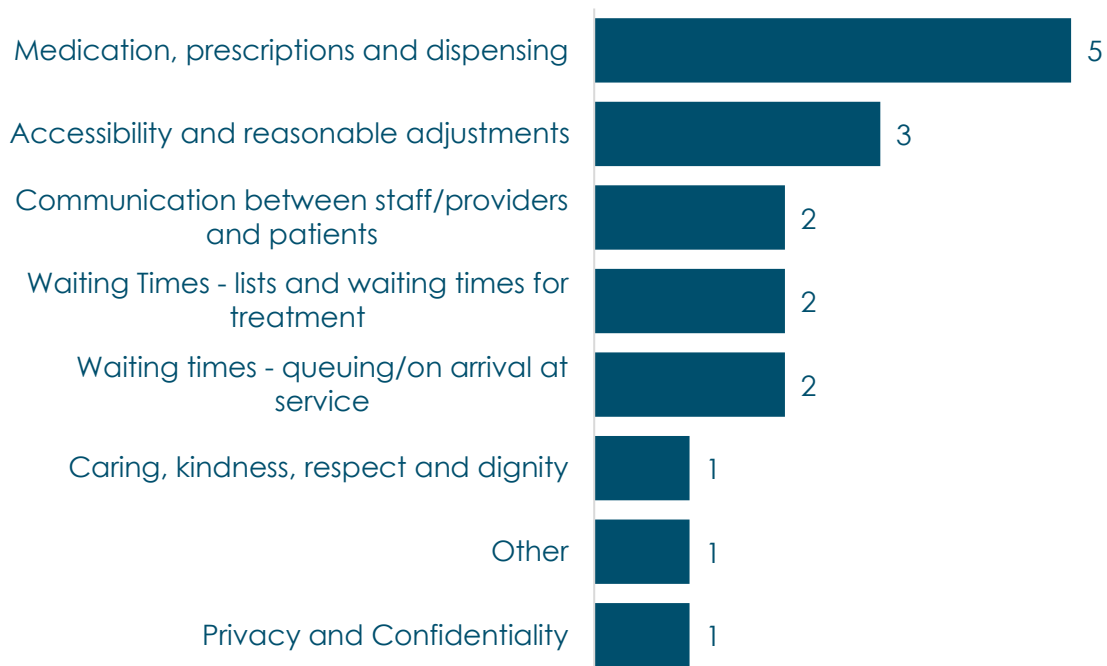
There were no compliments this month.

4.3 Experiences Breakdown – Pharmacy

This month, Healthwatch recorded a total of **5** experiences relating to Pharmacy Intelligence. These experiences were broken down into **17** intelligence and **0** compliments.

Below highlights the main themes from this month's intelligence:

Pharmacist - Intelligence



Lived Experiences

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

Service Name:	Park View Surgery Pharmacy		
Identified By:	Telephone	Date Recorded:	25 August 2023
Experience:	<p>Patient concerned with Park Surgery in Driffield as there's a lack of confidentiality at the pharmacy which is based at the GP Surgery. You have to speak to pharmacist in the main reception where everyone can hear your conversation. Even if you ask to speak to someone privately they just take you round to an open corridor, rather than have a room so people can still overhear some medications and particularly personal details. The patient said that he doesn't want people to be able to hear information about him. Also, the patient reported another issue about this pharmacy; because of difficulties with supplies the pharmacy is asking for 7-10 days to dispense repeat prescriptions but they are still not meeting the 10 day window. The pharmacy are also no longer texting patients to let them know that they're meds have been dispensed so you have to drop into the surgery on the off chance and queue when you may not feel up to it. The patient reported that overall he doesn't feel that the pharmacy can keep up with the demand.</p>		
Actions Taken: (Healthwatch)	Healthwatch advised the patient to speak to alternative pharmacies in the area to see if he could have his medication sent to them instead.		

Service Name:	Boots Pharmacy		
Identified By:	Web (Email / Survey)	Date Recorded:	8 August 2023
Experience:	<p>Patient contacted us via webform and shared: Repeat prescriptions can take 7/8 days to be available after the local Boots pharmacy, occasionally it has been longer. Frequently they process it through a central hub but it arrives locally not complete so I have to chase it up as they put it to one side. Long queue at times during the day. No collection allowed</p>		

	when pharmacist's busy seeing an individual in confidence or is at lunch."
Actions Taken: (Healthwatch)	Feedback submitted anonymously via webform to be included in the monthly intelligence report.

Service Name:	Boots Pharmacy	
Identified By:	Web (Email / Survey)	Date Recorded: 8 August 2023
Experience:	Patient contacted us via webform and shared: Repeat prescriptions can take 7/8 days to be available after the local Boots pharmacy, occasionally it has been longer. Frequently they process it through a central hub but it arrives locally not complete so I have to chase it up as they put it to one side. Long queue at times during the day. No collection allowed when pharmacist's busy seeing an individual in confidence or is at lunch."	
Actions Taken: (Healthwatch)	Feedback submitted anonymously via webform to be included in the monthly intelligence report.	

Service Name:	Boots Pharmacy	
Identified By:	Web (Email / Survey)	Date Recorded: 7 August 2023
Experience:	Patient contacted via webform to raise a concern : " Local Boots pharmacy handling repeat prescriptions. Usually takes 3 to 10 days to complete. Rarely has it been less. (not including Sundays). Frequently it is not complete when sent to them from their distribution centre so have to wait or return another day."	
Actions Taken: (Healthwatch)	Feedback submitted anonymously via webform to be included in the monthly intelligence report.	

Service Name:	Pharmacist	
Identified By:	Web (Email / Survey)	Date Recorded: 2 August 2023
Experience:	Patient said: "My uncle has Alzheimer's he has his medication delivered by Wilberforce Pharmacy in Hull because whilst he	

	<p>lives in Cottingham all the village pharmacies could not provide him a Nomad tray.</p> <p>For the last two months delivery has been a few days late because the pharmacy said they couldn't find his prescription, eventually they did."</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Feedback submitted anonymously via webform to be included in the monthly intelligence report.</p>

Compliments

None.

5 Hospital Intelligence

This month, Healthwatch received a total of **12** experiences. These involved experiences of East Riding residents with regards to Scarborough Hospital and have these have been shared with Healthwatch North Yorkshire.

Theme Breakdown – Hospitals

- Being listened to/being involved
- Quality of treatment
- Caring, kindness, respect and dignity
- Complaints
- Continuity of Care
- Waiting Times - lists and waiting times for treatment
- Waiting times - queuing/on arrival at service

Lived Experiences

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

Hull Royal Infirmary

Service Name:	Hull Royal Infirmary		
Identified By:	Web (Email / Survey)	Date Recorded:	10 August 2023
Experience:	Patient reported: "Went for a MIR scan on 24 May go still cannot give me results. The scan itself took ages and felt rushed afterwards have bad joint problems feel that I haven't had the best care or help since. The only person who was really kind was the receptionist at the MIR scan."		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Hull Maternity Services		
Identified By:	Telephone	Date Recorded:	15 August 2023
Experience:	The patient had complications during a c-section in which a catheter was incorrectly placed. This lead to swelling of the bladder and caused it to fuse with the uterus, resulting in internal bleeding. Both before and after the c-section, the patient complained of needing to pass urine due to her drinking 5 litres of water pre-surgery to help manage diabetes. The complaints were ignored, and the patient ended up extremely swollen, in pain, and eventually needing 5 blood transfusions.		
Actions Taken: (Healthwatch)	The patient has since been signposted to PALS and Cloverleaf for further advice on the next course of action.		

Compliments

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	31 August 2023
Experience:	"I came in as an emergency, I had an open ankle fracture. Doctors and Nurses from the start were friendly and competent, they worked wonders, from ward 12 to the doctor who operated on me, and now as an outpatient to the fracture clinic. I want to say thank you to the staff at HRI, for the fantastic work they do, I really appreciate it."		
Actions Taken: (Healthwatch)	NA		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	25 August 2023
Experience:	"I visited A &E yesterday, following advice from my GP. I arrived at 10 am and was all sorted by midday. The doctor I saw could not have been more caring and efficient. He had a really pleasant manner too which helped me to feel less stressed. The blood test results came back from the lab swiftly too. Both the nurse I saw for tests and the volunteer who found me a chair to sit by the door while I waited for transport, were friendly and helpful. I had dreaded the idea of A & E, but was very impressed. Thank you to all the hard working staff."		
Actions Taken: (Healthwatch)	NA		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	4 August 2023
Experience:	"I'm a regular on this ward as awaiting surgery but just to say thank you for all the care and support you give under stressful circumstances, you all work hard and keep that smile and		

	<p>laughs going when I see you've all worn out , looking after many sick patients takes passion love and commitment and I thank you for the care you gave me . On such a busy ward - and to the cleaners on the ward amazing job down to last detail you are covering it's very efficient and you laugh talk to patients and cheer us all up it's nice to see , and auxiliary nurses to work hard and help us patients and take time chat and help us personally if needed always busy on the go , but thank you ward 6/60 in many ways be proud x"</p>
<p>Actions Taken: (Healthwatch)</p>	<p>NA</p>

Castle Hill

<p>Service Name:</p>	<p>Castle Hill Hospital</p>	
<p>Identified By:</p>	<p>Meeting</p>	<p>Date Recorded: 20 August 2023</p>
<p>Experience:</p>	<p>Patient visiting Castle Hill Hospital for surgery says that he is disappointed with the discharge after the surgery. Patient was kept in hospital for only 4 days even though before his surgery he was told that recovery time in hospital would be 10 days. On this day he was told at 9am and eventually left the hospital at 4pm due to a delay in his discharge letter. all throughout the patients hospital stay he wasn't informed about what was going on in his care. The only time he was told was when he asked. After speaking with the patient he said that it was the same with his discharge and how he would need to ask in order to be told something.</p>	
<p>Actions Taken: (Healthwatch)</p>	<p>Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.</p>	

<p>Service Name:</p>	<p>Castle Hill Hospital</p>	
<p>Identified By:</p>	<p>Meeting</p>	<p>Date Recorded: 20 August 2023</p>
<p>Experience:</p>	<p>Patient had surgery at Castle Hill Hospital in the Gastroenterology department. After the patient had the surgery the consultant was keeping an eye on her due to how the patient has cancer and staff were unsure about the safety of</p>	

	<p>the procedure due to the chemotherapy. 6 days after the surgery, in the morning the patient was suddenly told to get up and that she was being discharged now. This patient had no prior warning to this discharge and earlier that morning she had a meeting with the consultant who said he wants to keep her in for a few more days for observation. After the patient was told to leave she had to call her husband to come get her in which she left the hospital an hour after she was told she had to leave. While this patient was in the discharge lounge she saw the nurse that told her to leave give her bed to another patient. Due to how quick the discharge was, her discharge papers were not ready nor was her discharge medication. As a result the patients' husband had to later go back to the hospital to collect the medication and discharge letter. After speaking with the patient she informed me that she didn't feel ready to leave hospital.</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Healthwatch representative informed the patient that if she wishes to make a formal complain to contact PALS. Healthwatch also reported that they will share this experience anonymously in their monthly intelligence report.</p>

Compliments

Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	25 August 2023
Experience:	<p>"Made an appointment 3 days ago, attended today. Very pleasant receptionist, reassuring and professional. Seen within minutes of arrival even though early. Very professional and gentle radiographer, who carried out the screening efficiently and reassuringly. She also explained the parking payment system to me, which was a relief. Castle Hill is as good, probably better, than any private facility. Excellent service. Thanks to our wonderful NHS and our excellent local services."</p>		
Actions Taken: (Healthwatch)	NA		
Service Name:	Castle Hill Hospital		

Identified By:	Research	Date Recorded:	17 August 2023
Experience:	"Visited this department today 17/8/2023 very nervous and apprehensive. The consultant and nurse were both very considerate and immediately put me at ease . Excellent experience, it felt good to know that you were with people that cared and you was not just another patient. I would have liked to have named the Consultant very pleased with the manner in which I was treated. Thank you"		
Actions Taken: (Healthwatch)	NA		

Other Hospital Intelligence

Service Name:	Scarborough Hospital		
Identified By:	N/A Multiple Experience	Date Recorded:	3 August 2023
Experience:	<p>Husband and carer of patient rang to inform us that his wife is currently in Mallard Court in an "active recovery bed" as she has a dislocated knee. The husband was very upset that the patient found out that if they can't stop her knee dislocating she may be faces with being permanently bed bound or losing her leg. Husband was particularly upset that it appeared that when the patient found out about this, she had no support. Husband said they would like a second opinion, in which patient trusted this certain specialist at York and Scarborough Hospital Trust, as the specialist had done her previous knee replacements. Carers plus recommended someone on email who may be able to support with this. The husband of the patient is also very scared that the patient will be sent to a hospital or care home without him knowing, and he said that when she had gone to Scarborough Hospital the home didn't know she had not come back.</p>		

Actions Taken: (Healthwatch)	Healthwatch rang York and Scarborough orthopaedic department and spoke to the Specialist's NHS secretary, in which Healthwatch was informed that the patients was under a different orthopaedic consultant and that if the patient wanted the original specialist then they would have to be referred to him by a GP. Healthwatch also spoke to the home manager at Mallard Court, in which she informed us that she doesn't know much about the patient's care. The manager suggested to ring CHCP physio service for Bridlington to speak to physio who deals with the patient. The husbands confusion seemed to be due to the lack of communication between Scarborough hospital, CHCP physio (Bridlington) and Mallard Court.
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Service Name:	Hospital		
Identified By:	Web (Email / Survey)	Date Recorded:	10 August 2023
Experience:	Patient reported "Referred to ENT in July 2022, still waiting 13 months later for 1st appt, not had any communication from hospital"		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Complements

Service Name:	Hospital		
Identified By:	Research	Date Recorded:	27 August 2023
Experience:	"From the person on the 111 call to being seen at the clinic I cannot fault the service I received, it was excellent, thank you."		
Actions Taken: (Healthwatch)	NA		

Urgent Treatment Centres

None

Experiences Breakdown – Mental Health Services

Lived Experiences

None

Yorkshire Ambulance Service

Lived Experiences

None

NHS Humber Foundation Trust

Lived Experiences

None

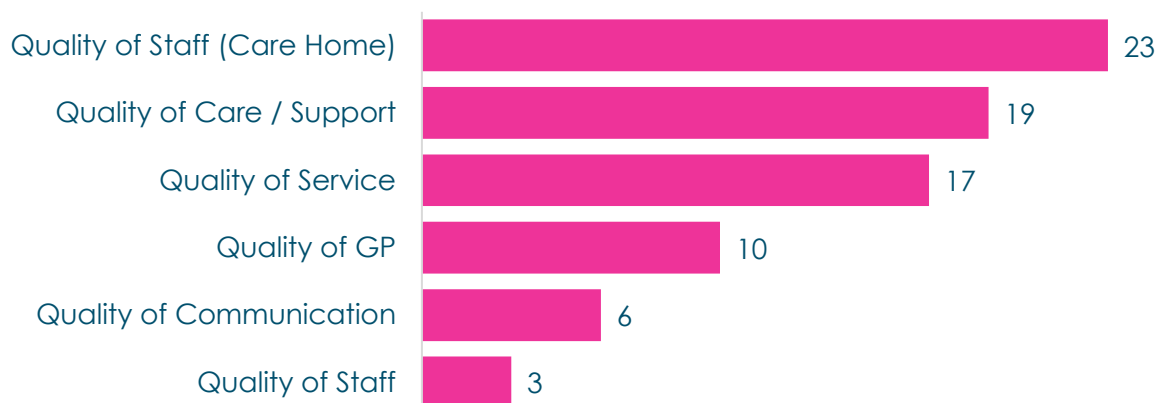
6. Experiences Breakdown – Care Homes

This month, Healthwatch recorded a total of **28** experiences for Care Home Intelligence. These experiences were broken down into **15** intelligence and **78** compliments.

Below highlights the main themes from this month's intelligence:

- **Caring, kindness, respect and dignity**
- **Being listened to/being involved**
- **Communication between staff/providers and patients**
- **Medication, prescriptions and dispensing**
- **Complaints**
- **Quality of treatment**

Care Home - Compliments



Care Home - Areas for Improvement



Lived Experiences

6.1 Areas for Improvement

Please note: some experiences can have multiple intelligence or compliments and may contain both intelligence and compliments. No areas for improvement were recorded for this month.

Service Name:	Mallard Court		
Identified By:	N/A Multiple Experience	Date Recorded:	3 August 2023
Experience:	Husband and carer of patient rang to inform us that his wife is currently in Mallard Court in an "active recovery bed" as she has a dislocated knee. The husband was very upset that the patient		

	<p>found out that if they can't stop her knee dislocating she may be faces with being permanently bed bound or losing her leg. Husband was particularly upset that it appeared that when the patient found out about this, she had no support. Husband said they would like a second opinion, in which patient trusted this certain specialist at York and Scarborough Hospital Trust, as the specialist had done her previous knee replacements. Carers plus recommended someone on email who may be able to support with this. The husband of the patient is also very scared that the patient will be sent to a hospital or care home without him knowing, and he said that when she had gone to Scarborough Hospital the home didn't know she had not come back.</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Healthwatch rang York and Scarborough orthopaedic department and spoke to the Specialist's NHS secretary, in which Healthwatch was informed that the patients was under a different orthopaedic consultant and that if the patient wanted the original specialist then they would have to be referred to him by a GP. Healthwatch also spoke to the home manager at Mallard Court, in which she informed us that she doesn't know much about the patient's care. The manager suggested to ring CHCP physio service for Bridlington to speak to physio who deals with the patient. The husbands confusion seemed to be due to the lack of communication between Scarborough hospital, CHCP physio (Bridlington) and Mallard Court.</p>

<p>Service Name:</p>	<p>Magnolia House</p>	
<p>Identified By:</p>	<p>Research</p>	<p>Date Recorded: 10 August 2023</p>
<p>Experience:</p>	<p>"While the overall experience is good, there are some weaknesses, particularly in communication. As next of kin to a resident, i have not always been informed of, for example, medical problems and in one case the necessity for a hospital visit and the date in which discharge back to the home occurred. With my visits being ad-hoc and not at regular times, I have, albeit infrequently, a lack of courtesy in speaking to the resident, particularly at mealtimes and I get the perception that perhaps a lack of available staff on some occasions leads to pressures on the staff at, for example, mealtimes. It does not seem to always have fixed mealtimes and the main meal menu appears to be limited, or not fully explained as to the choices available. My cousin says it is not always fully explained as to the medication she is given after hospitalisation or a doctor's visit.</p>	

	The flexibility for visiting is to be commended and the activities available for those who wish to take part, are very varied."
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.

Service Name:	Beverley Parklands Care Home		
Identified By:	Telephone	Date Recorded:	15 August 2023

Experience:	<p>The patient went to Beverley Parklands Care Home on the 10th of July 2023 for two weeks of respite care. This lady has MS and epilepsy and requires round the clock care, and her husband is also her carer. The patient's husband visited the care home every day, and on the 18th of July, arrived to be told that the nurses had mistakenly been giving his wife double the correct amount of Amantadine (drug to help with movements). The patient was due to have 2x5ml daily, but was instead given this dosage twice daily for 8 days before it was noticed. On top of this error, the husband reported to us that his wife was repeatedly "dumped into a chair" with no concern for how she was sitting, despite it being obvious that it was uncomfortable for her. The patient's low-mobility means that she needs physically moving using a sling and hoist. However, the patient's husband raised concerns at the care home as the sling was removed from his wife, which led to her having to be placed on the floor to be put back into it, which was described as being "unnecessary and distressing". Other complaints from the patient's husband include a language barrier between himself and the agency staff, meaning his concerns were not understood or accepted until more senior members of staff were involved. As well as this, his wife was not given specialised pillows to support her hips whilst in bed, despite the husband bringing them from home and demonstrating how to use them. He also brought incontinence products for his wife from home on multiple occasions as these were not provided by the home. On return, the patient's legs and ankles were swollen due to lack of movement, which her husband usually does for her twice daily, and considered to be normal practice for bed-bound patients in a care home.</p>		
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Actions Taken: (Healthwatch)	Anonymously recorded in the monthly intelligence report. The patient's husband already has written formal complaints to the Care Home, it's Head Office, CQC, and the local council.		
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6.2 Compliments

Service Name:	Windsor Court		
Identified By:	Research	Date Recorded:	29 August 2023
Experience:	"Unusually, both my parents went to stay at Windsor Court, within a couple of weeks of each other. Throughout their stay, they were both treated with amazing care and tolerance as both individuals and a couple. We couldn't have asked for better care than that administered."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Westfield Park Nursing Home		
Identified By:	Research	Date Recorded:	23 August 2023
Experience:	"Outstanding home. I feel my father is in very safe hands and receives excellent care. I know I will be informed of any issues. Home very clean and tidy. Well equipped. Staff knowledgeable, efficient, and observant. All staff go above and beyond."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

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

Service Name:	The Manor House		
Identified By:	Research	Date Recorded:	21 August 2023
Experience:	"My mum was admitted to The Manor House 15 months ago and soon settled in with the care and understanding of all The Manor House staff. I have absolute confidence that Mum is well cared for; she is very happy in her new home. It means a great deal that I know I need not worry about her welfare, and if needs be, I am always contacted and made aware of any changes in Mum or if she needs anything."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	The Manor House		
Identified By:	Research	Date Recorded:	21 August 2023
Experience:	"The staff have been so wonderful and helpful. "		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	St Marys Care Centre		
Identified By:	Research	Date Recorded:	14 August 2023
Experience:	"From our first visit to view St Marys Care Centre to when we took Mum home (one month), we could not have wished for more. All the staff are extremely helpful, happy and approachable. Nothing was a problem. When we left after a visit, which was every day, it was comforting to know that Mum was in a safe and friendly environment. If we need to use a care home again, St Marys would be the first place we would contact."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Southlands		
Identified By:	Research	Date Recorded:	18 August 2023

Experience:	"Amazing, lovely staff. They look after my mother-in-law really well. She is happy here and that's all that matters to us."	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

Service Name:	Southlands	
Identified By:	Research	Date Recorded: 18 August 2023
Experience:	"My uncle has just come here and I am very happy with the care he has received. They are all very patient with him and kind."	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

Service Name:	Riverhead Hall Nursing Home	
Identified By:	Research	Date Recorded: 10 August 2023
Experience:	"As a family we were all very emotional, having to put Dad in a care home. Dad has dementia. From the first time we had a meeting with the manager, we were made to feel welcome. When Dad went into Riverhead Hall everyone made Dad and me, my sister and Mum feel welcome. Everyone is so dedicated to their job. Dad has been in 6.5 weeks now, I ring on days I cannot get to visit and it's never a problem for whoever answers the call, they are always available to give me an update on Dad. If he isn't feeling well, someone will call and make sure we are aware of what is happening. As a family, we feel part of a bigger family now as not only do they all do an amazing job of caring for Dad but they have shown compassion to us all when we have struggled with the transition of Dad settling in and we are so grateful of all the dedication and hard work they all do with a smile on their faces. Thank you to everyone who helps make our dad feel part of his new home in Riverhead Hall."	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

Service Name:	Priory Care Residential Home	
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Identified By:	Research	Date Recorded:	29 August 2023
Experience:	<p>"Mum was transferred from hospital to the care home with complex issues, including a broken hip, a haematoma on the leg (not healed), a catheter, oedema in arm, poor eating, erratic blood sugar levels etc. and was on patches to relieve pain. Although an assessment of the management of Mum's needs was undertaken, the staff were dealing with Mum's problems on a daily basis very well, referring to the GP as necessary and reporting back to the family at all times. Mum felt happy that she was comfortable and well looked after in a pleasant room overlooking the garden and visited regularly by the family. The staff were kind and caring in their treatment of Mum and were always helpful in keeping the family updated. Mum passed away after eight-week stay."</p>		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Overton House - Care Home		
Identified By:	Research	Date Recorded:	30 August 2023
Experience:	<p>"My mother has been at Overton House since January and I am very impressed by the care, dedication and professionalism of the whole staff team. It is a friendly and happy place where I know my mother is receiving top-class care."</p>		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Mallard Court		
Identified By:	Research	Date Recorded:	24 August 2023
Experience:	<p>"We, that is my husband and myself, visited my step-mum at Mallard Court yesterday, 6/8/23 and we were very pleased with the whole setup, the staff were friendly, welcoming and helpful. We enjoyed our visit with her spending time in the quiet room enjoying a cuppa and chatting with her and a member of staff who put our minds at rest. Thank you so much, we went away</p>		

	feeling confident that she will be cared for unlike the last place she was in that had no safety aspects about it."
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.

Service Name:	Mallard Court		
Identified By:	Research	Date Recorded:	31 August 2023
Experience:	"After looking at numerous care home facilities, we were so happy to visit Mallard Court and immediately felt it was the right place for our mum. The manager immediately did an assessment and helped immensely getting everything into place for Mum to be moved in on August 2nd. Even though it's only been a couple of weeks, we have been more than happy with the care and support given by all the staff and very impressed with the activities offered every day and how they try to involve Mum in all that is going on. This last Saturday was super fun with the Summer Fair! Thank you to everyone for making one of the most difficult decisions, made easier."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Lindum House		
Identified By:	Research	Date Recorded:	31 August 2023
Experience:	"Both my parents have resided at Barchester Lindum House since July 2021. My father has vascular dementia, my mother has type one diabetes and various other conditions. Under the direction of a new manager, since August 2022, I find the home to be a safe and happy place with caring staff who treat my parents with dignity."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Lindum House		
Identified By:	Research	Date Recorded:	9 August 2023

Experience:	"Barchester Lindum House Nursing Home was my sister's home for the final two weeks of her life. I cannot fault the dedication of the whole staff group, in particular two members of staff are my sister's favourite staff. Thank you all for looking after her so well."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Lindum House		
Identified By:	Research	Date Recorded:	15 August 2023
Experience:	"My sister went into Barchester Lindum House Care Home after being given short months to live. She was made to feel welcome immediately and all family members were welcomed too, I felt that staff genuinely cared and treated my sister with dignity and respect at all times. A dedicated team of care staff and management who I felt went above and beyond to help my sister."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Goole Hall		
Identified By:	Research	Date Recorded:	11 August 2023
Experience:	"Mum has been a resident for two and a half years and her care has been very good. However, over the last six months or so it has been excellent. Thank you Goole Hall for all your patience."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Cedar Grange		
Identified By:	Research	Date Recorded:	14 August 2023
Experience:	"My dad has been living at Cedar Grange for over a year now and has settled in extremely well. He has just been moved to a bigger bedroom which has a great view over the garden and		

	has been decorated to a high standard which was really nice of the home manager to organise."
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.

Service Name:	Cedar Grange		
Identified By:	Research	Date Recorded:	31 August 2023
Experience:	<p>"My Father is a resident at the home and is very content and happy with his lot at the home he's had some health issues but the staff are excellent and very supportive and due to the care and support from everyone he is now looking much healthier. Amazingly he is putting a bit of weight on as he is enjoying his food, which is due to the quality and variety provided by the new staff and management. I would like to thank all the staff and especially the management for making a huge difference to Dad's health and welfare."</p>		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Cedar Grange		
Identified By:	Research	Date Recorded:	31 August 2023
Experience:	<p>"Cedar Grange is a lovely old house set in gardens and mature trees. Songbirds can be heard singing every morning while my husband is still in bed. The atmosphere in the home is so relaxed and friendly. The carers are a mix of ages male and female and all are exceptionally good at their jobs. Nothing is ever overlooked every need is taken care of in the most gentle and respectful way. Mealtimes are special it's a priority of the manager that all the residents enjoy their food. He has made sure that the food is good quality and really tasty. Ensuring that it's eaten and very much enjoyed."</p>		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Cedar Grange
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Identified By:	Research	Date Recorded:	31 August 2023
Experience:	"My father is a resident at the home and I'm really happy with the care he receives. The recent change to the homes management has drastically improved all aspects of the home. Overall, the staff and management are first-class, and I would strongly recommend the home to anyone."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Bluebell Residential Home Limited		
Identified By:	Research	Date Recorded:	1 August 2023
Experience:	"Just wanted to say thank you for your care, kindness, and compassion."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Bessingby Hall		
Identified By:	Research	Date Recorded:	3 August 2023
Experience:	"It is very early days for me and the first time I have visited for any length of time, but Mum seems in good hands here. The grounds are beautiful and the staff I have met are friendly and treat her well."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Beech Tree House		
Identified By:	Research	Date Recorded:	2 August 2023
Experience:	"I was dissatisfied with the care home my mother was living in so I decided to move her. I was instantly impressed with Beech Tree House Care Home, the atmosphere on entering was warm. The staff were friendly and this continues, giving the feeling of being in a home-from-home. My mother suffers with dementia and,		

	<p>having had a fall in 2020, is unable to walk requiring assistance with most aspects of everyday life, added to which she is profoundly deaf in one ear and only has partial hearing in the other. Since taking up residence at Beech Tree House I have seen a marked improvement in her, she appears happier and more aware, she has gained weight and her overall appearance is smarter and cleaner. All the staff appear to pay more attention to the residents and their needs and attempt to engage the residents (and their families) in a programme of events and activities."</p>
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.

7. Independent NHS Complaints Advocacy Service

The Independent NHS Complaints Advocacy Service is a free, independent, statutory advocacy service, funded and commissioned by local authorities.

In the East Riding, this service is delivered by our partner organisation, Cloverleaf Advocacy and supports East Riding residents who want to make a complaint about NHS commissioned services.

Through the support it provides, the Independent NHS Complaints Advocacy Service ensures local people have their voice and concerns heard by providers and commissioners of local services. By allocating an advocate who will speak confidentially to them about their concerns and help them to understand the different options available at each stage of the complaint's procedure.

Map Analysis

Blue markers on the map show referrals in quarter 1 and red markers show referrals in this quarter:



Feedback

Feedback from people who were asked to give their views on the complaints process is below:

“Hard to gauge. No real apologies from NHS, many excuses and untruths even after second challenge to their response.”

“I don't think the NHS properly engage and you are set up to fail, as any investigation is only going to deny wrong doing and not admit to failings. Plus the delays are unacceptable. However I greatly valued the help that Peter gave me and the reassurance provided at meetings.”

“Took 2 years from my first complaint to finally get meetings and closure. I did not have the advocacy service until far through the procedure. Peter Robinson has been great!”

“Took 2 years to have a meeting with the professionals involved.”

“Whilst I think the NHS falls short in showing they actually care about these incidents, I do believe improvements will be made as a result of my complaint particularly around communication between departments at the hospital. Their lack of consideration for complainants and compassion are of a real concern to me, it's like these incidents are just part of the job and not admitting they shouldn't happen at all. I'm glad I did all I could to expose their failings and Cloverleaf are vital to help people navigate this awful process.”

Statistics for Quarter 2 – 2023/2024

Website Analysis	Month 1	Month 2	Month 3	QUARTER TOTAL
Unique Visits	1,298	1,473	1,274	4,045
Page Visits	4,926	5,779	5,348	16,053
ER Advocacy Page Unique Visits	31	34	17	82
Independent Health Complaints Page	65	75	76	216
Downloads of				
Self Help Pack	5	12	15	42
Help with a complaint	5	12	15	42
Help with writing a letter	5	12	15	42
Info re: Medical Records	5	12	15	42
Info re: Ombudsman	5	12	15	42
What to expect guide: Advocates	5	12	15	42
What to expect guide: LRM	5	12	15	42

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.