

Intelligence Report

September 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 **September 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

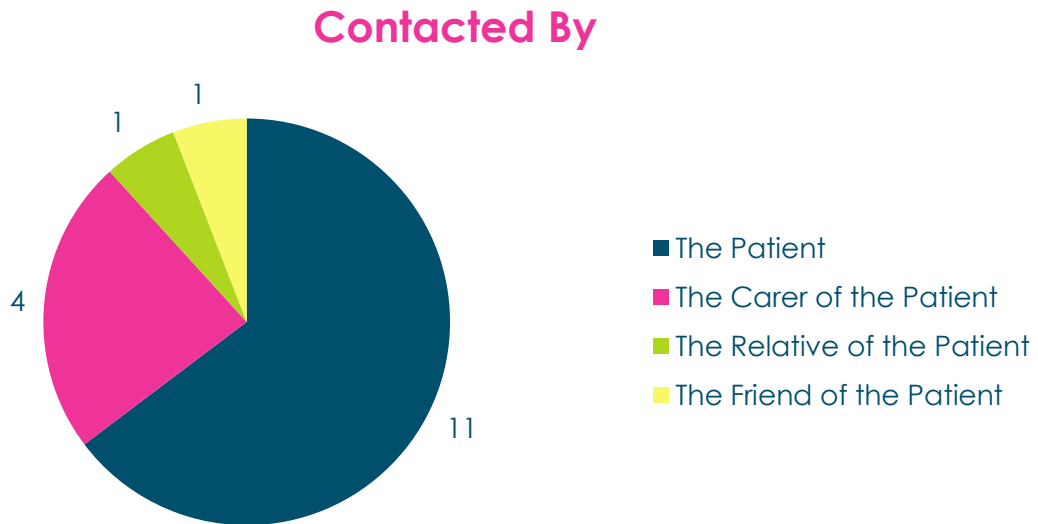
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

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.

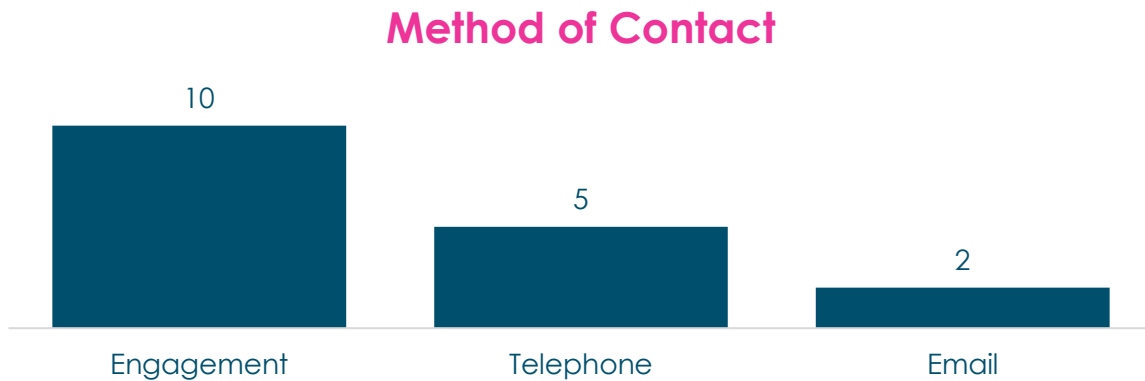
Following the publication of this report, we are happy to receive feedback from service providers using the enquires@healthwatcheastridingofyorksire.co.uk as it provides confidence to the public that their experiences are valued, acknowledged and acted upon.

2. Contact Statistics

During **September** we had **17** people contact Healthwatch directly to provide feedback or to ask for information/advice.

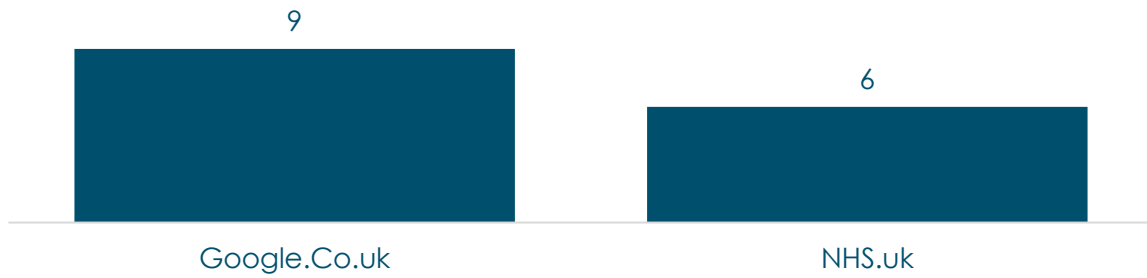


The most popular means of contacting Healthwatch this month is shown below.



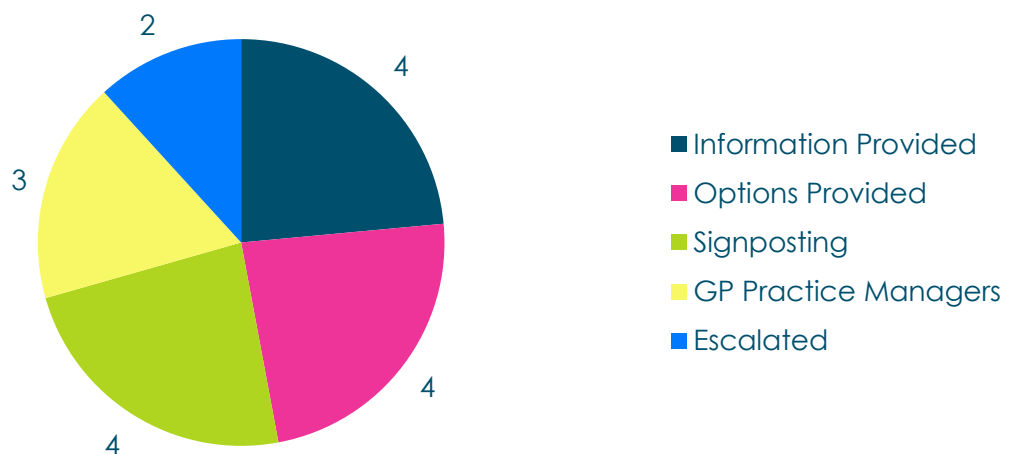
We also conducted online research of local services, where we found a total of **34** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of **September**.

Research Data



The total amount of information and experiences retrieved this month, through contact and research is **68**.

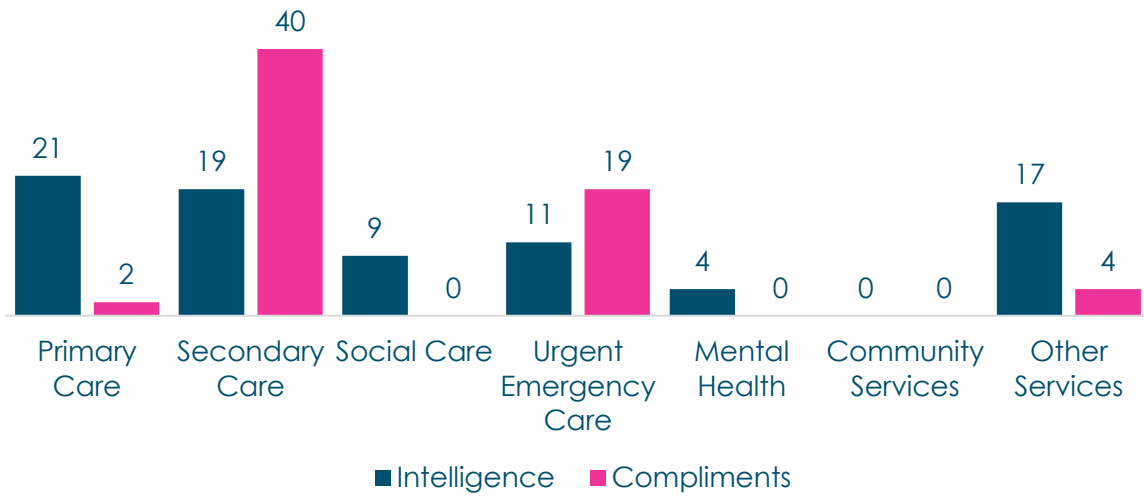
Actions Taken



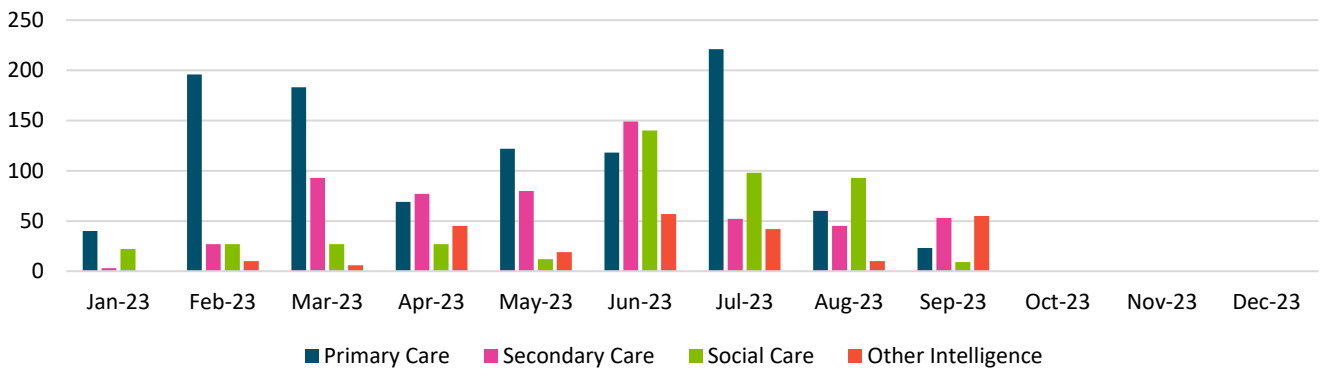
This month, Healthwatch took **17** actions from the experiences received. Our most common action was providing information.

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

Care Type



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

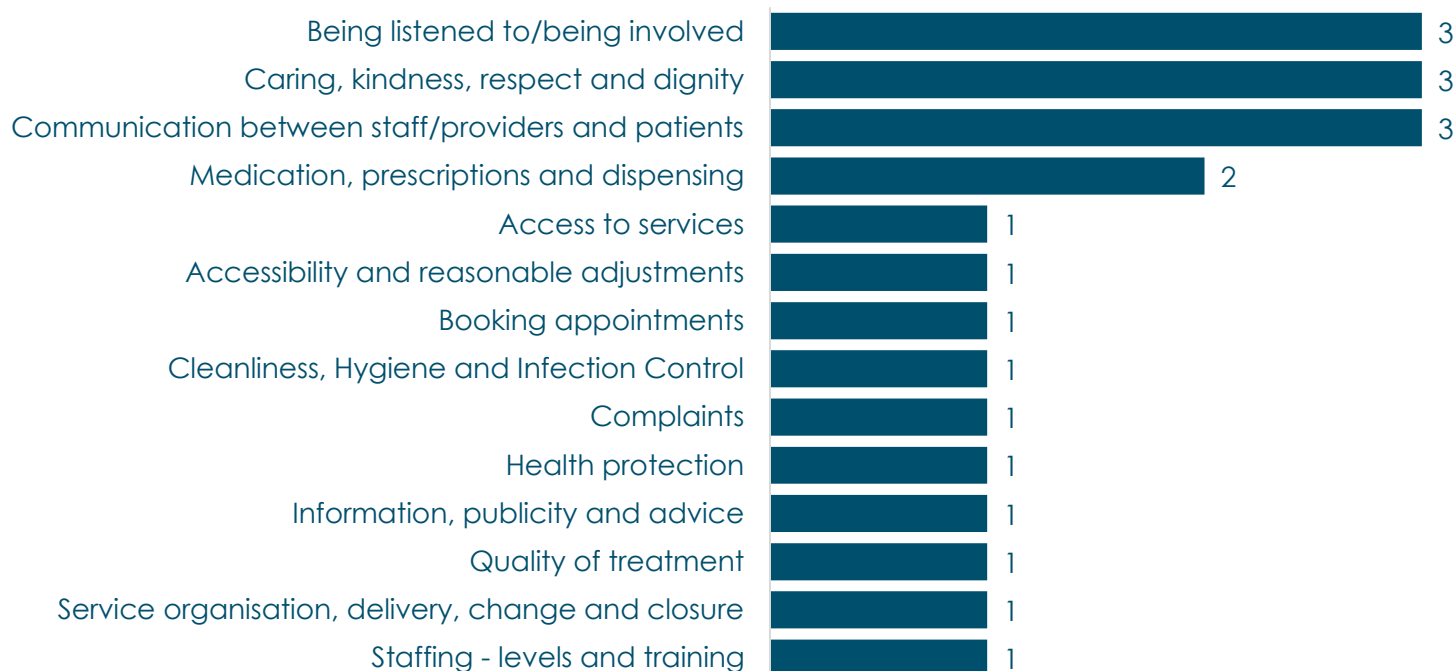
4.1 Experiences Breakdown – GP Intelligence

This month, Healthwatch recorded a total of **4** experiences for GP Practices. These experiences were broken down into **21** 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



Lived Experiences

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

Negative Experiences

| | | | |
|----------------|--|----------------|------------------|
| Service Name: | Cottingham Medical Practice | | |
| Identified By: | Email | Date Recorded: | 1 September 2023 |
| Experience: | <p>Patient uses convenes (like an external catheter). They come in packs of 30 and 1 is supposed to last 24 hours but they often don't if they are not applied properly or if night staff put a new one on.</p> <p>Prescription was being requested by care home but it often wasn't working and they were unable to obtain convenes regularly so wife (Carer) took it over.</p> <p>Carer said she was phoning through to surgery but it was taking 30 or 40 minutes to get through each time she rang and then sometimes taking 2 weeks or more to get them.</p> <p>She recently spoke to the surgery to request repeat prescription for convenes. It hadn't been received so she rang back again. Receptionist said that it had been referred to the doctor and that she could do no more but it still had not been received by Script Easy (who provide these). Carer said she felt absolutely desperate when she heard they had still not been received by Script Easy and didn't know what else to do.</p> <p>Either GP didn't send order in or it's been lost. Husband completely out of what he needs so wife buying incontinence</p> | | |

pants. She can't get them on NHS as supposed to have convenes.

She said sometimes he is sitting in wet pants. Noticed he is getting sore.

Actions Taken:
(Healthwatch)

HW representative rang and asked to speak to the practice Manager. She wasn't available so the receptionist gave me their general email address.

Sent and email explaining the carer's issue and how much distress and frustration this was causing her.

Received response from 2 receptionists giving suggestions for how to do this more conveniently for the carer, offering to look into the issue and ensure all reception staff are trained to know how to handle these requests.

Emailed their responses and suggestions through to the Carer

Service Name: Humber Primary Care Bridlington

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|-----------------------|-------------------------|-----------------------|----------------|
| Identified By: | N/A Multiple Experience | Date Recorded: | 2 |
| | | | September 2023 |

Experience:

Carer was distressed as she needs to speak to patient's GP about his care. Spoke to receptionist told her she is patient's carer and has POA. However receptionist said she can't have an appointment as it's about patient. Carer explained she needs support from doctor. Receptionist said they may have to speak to the patient to get his consent. Carer doesn't want Malcolm there as he will get upset. Things easier if he's kept happy. If he sees her get upset or is asked for things he

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| | <p>doesn't understand he gets really anxious so carer tries to avoid this if possible.</p> <p>Can it be Flagged up on medical notes so that Receptionist understands that Carer can speak to GP about the patient.</p> <p>Spoke to June again on 12.09.23. Carer has now managed to see her GP about Malcolm. GP not happy about Memory Clinic discharging Malcolm. She's spoken to the Senior GP about this. They have now sent her a copy of Malcolm's scan results and she can see that the report was done within 2 days of the scan. The GP also said to June that she could see on Malcolm's notes that June was his carer and that she had power of attorney.</p> |
| <p>Actions Taken: (Healthwatch)</p> | <p>Send an email to Renata who will forward it on to the Practice Manager.</p> |

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| <p>Service Name:</p> | <p>Practice 3</p> | <p>PCN:</p> | <p>Bridlington</p> |
| <p>Identified By:</p> | <p>Telephone</p> | <p>Date Recorded:</p> | <p>12 September 2023</p> |
| <p>Experience:</p> | <p>This person's parent was taken into respite care for what was supposed to be 3 days but ended up over 3 weeks. During the stay, the carer, who also holds Lasting Power of Attorney for their parent, says that their parents' needs were not being met and their care was not appropriate. According to the carer,</p> | | |

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| | <p>the medication given by the care home was incorrect, and could only be changed by the GP. The carer contacted the GP surgery many times to have the correct dosage relayed to the home but was dismissed. The carer says they did not feel involved in the care and treatment of their parent, and when they called to discuss this matter, they felt they were spoken to in a rude and condescending way.</p> |
| <p>Actions Taken: (Healthwatch)</p> | <p>The carer was signposted to Cloverleaf Advocacy service, and given information on how to start the complaints process. They were told that their experience would be anonymously reported to help improve the services for others.</p> |

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|-----------------------|--|-----------------------|---------------------------------|
| <p>Service Name:</p> | <p>GP Surgery</p> | | |
| <p>Identified By:</p> | <p>Engagement</p> | <p>Date Recorded:</p> | <p>2 September 2023</p> |
| <p>Experience:</p> | <p>Healthwatch visited Pocklington Library, offering us a valuable opportunity to connect directly with the community and gain insights into the state of health and social care in the area. During this visit, we also engaged in productive discussions with local councillors, furthering their understanding of Healthwatch's mission in the East Riding.</p> <p>Residents shared a mix of experiences with us. A recurring concern was the challenge in securing face-to-face appointments with GPs. However, there was also a positive sentiment; many were pleased with the level of social support available, expressing confidence in how to access it. In particular, a few individuals highlighted their positive experiences with the NHS dental services, valuing the reliable and ongoing dental care they have been receiving.</p> | | |

Actions Taken:
(Healthwatch
)

Feedback for the monthly intelligence report.

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.

4.2 Experiences Breakdown – Dental Practices

There were no reported dental experiences this month.

4.3 Experiences Breakdown – Pharmacy

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

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

Pharmacist - Intelligence

Accessibility and reasonable adjustments  1

Lived Experiences

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

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| Service Name: | Holderness Health | | |
| Identified By: | Telephone | Date Recorded: | 20 September 2023 |
| Experience: | The carer is having difficulties managing the patients medication due to the large amounts and frequency of them. The carer requested a Dosette box to help with this issue, however the Pharmacy could not help, or offer any alternatives. | | |
| Actions Taken: (Healthwatch) | The Healthwatch officer contacted local pharmacies and discovered that Dosette boxes are no longer available in the majority of pharmacies. Following a period of research, Pharmacy 2 You (Online service) are able to provide the patient | | |

with the medication along with scheduling aids to allow for easier medication management.

Compliments

There were no reported pharmacy compliments this month.

5 Hospital Intelligence

This month, Healthwatch received a total of **19** 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

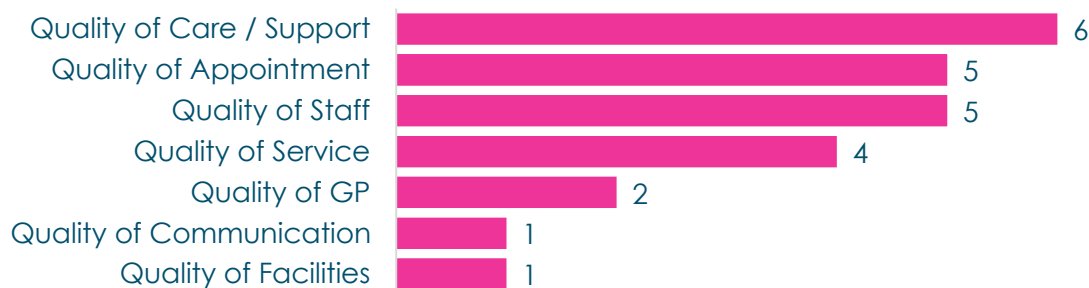
- Being listened to/being involved
- Quality of treatment
- Caring, kindness, respect and dignity
- Waiting times – queuing/on arrival at service

Hull Royal Infirmary

Hull Royal Infirmary - Intelligence



Hull Royal Infirmary - Compliments



This month, Healthwatch recorded a total of **13** experience relating to Hull Royal Infirmary Intelligence. These experiences were broken down into **22** intelligence and **24** compliments.

Lived Experiences

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

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| Service Name: | Hull Royal Infirmary | | |
| Identified By: | Research | Date Recorded: | 21 September 2023 |
| Experience: | "Switch board don't even answer the phone and when they do just put it down 2 secs after. People need to get in contact for relatives. It's disgusting and needs addressing!" | | |

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| Service Name: | Hull Royal Infirmary | | |
| Identified By: | Research | Date Recorded: | 30 September 2023 |
| Experience: | "Waste of time rang 111 got told to go to A&E immediately with a book in arrival time of 18:15 got there got told I would be seen in 1h30 I waited till 9:30 before leaving then got a phone call at 2:30am to say they'd been calling me. Disgusting way to treat people but it's ok because they have a Costa coffee on the 1st floor which they advertise over a speaker every 10 minutes" | | |

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| Service Name: | Hull Royal Infirmary | | |
| Identified By: | Research | Date Recorded: | 12 September 2023 |

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| Experience: | <p>"Sent by my GP after two weeks of migraines. In total I was in Hull Royal for 21 hours and 30 minutes. After seeing a doctor I was told I was getting kept in for observations and to ascertain what medication would best help me. 30 minutes later I was sent to ACU given a prescription of Naproxen, sent for an eye test, which was normal and then sent on my way 21 hours 30 mins after arriving and told if the migraines continue I should go back to my GP and if they get worse return to A & E...no thanks.</p> <p>I felt like I was nothing more than a burden. I was exhausted and in pain most of the night. Only offered two hot drinks and had to wait hours for medication to help. The only positive was a helpful doctor who genuinely wanted to help by keeping me in for obs. His superior thought otherwise without even seeing me sent me on my way to ACU."</p> |
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| Service Name: | Hull Royal Infirmary | | |
| Identified By: | Engagement | Date Recorded: | 19 September 2023 |
| Experience: | <p>Patient stayed on the Cedar ward at Hull Royal Infirmary for gynaecology and said that the nurses would not give the patient her prescribed pain killers when she asked for them. The patient also reported that she asked a nurse on the ward if she knew what endometriosis is and the nurse didn't know.</p> | | |
| Actions Taken: (Healthwatch) | <p>Healthwatch reported that if the patient wishes to complain to the hospital about this experience, to contact the PALS team for the trust. Healthwatch also reported that they will share this experience anonymously in their monthly intelligence report.</p> | | |

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| Service Name: | Hull Royal Infirmary |
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| Identified By: | Engagement | Date Recorded: | 19 September 2023 |
| Experience: | Patient says that the wait times at Hull Royal Infirmary are "horrendous" | | |
| Actions Taken: (Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report. | | |

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| Service Name: | Hull Royal Infirmary | | |
| Identified By: | Engagement | Date Recorded: | 14 September 2023 |
| Experience: | Friend of the patient reported that she doesn't like the way patients are transported in the lifts as she thinks it's in dignifying for the patient to be laid down in a bed in a lift full of people stood around. | | |
| Actions Taken: (Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report. | | |

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| Service Name: | Hull Royal Infirmary | | |
| Identified By: | Engagement | Date Recorded: | 14 September 2023 |
| Experience: | Patient at Hull Royal Infirmary says that the parking is horrendous and that they should invest in a multi storey car park. | | |
| Actions Taken: (Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report. | | |

Compliments

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| Service Name: | Hull Royal Infirmary | | |
| Identified By: | Research | Date Recorded: | 24 September 2023 |
| Experience: | "Attended a very busy A&E over weekend All staff that dealt with me were extremely kind, very caring and professional. Cannot fault these wonderful human beings." | | |

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| Service Name: | Hull Royal Infirmary | | |
| Identified By: | Research | Date Recorded: | 26 September 2023 |
| Experience: | "Went to trauma clinic after fracturing thumb at work. Must say everyone was brilliant from reception staff, nursing staff and the Dr that treated me. The staff in the plaster room were also exceptional. Cannot praise them enough." | | |

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| Service Name: | Hull Royal Infirmary | | |
| Identified By: | Research | Date Recorded: | 3 September 2023 |
| Experience: | "Every member if staff brilliant and helpful friendly and made what could have been a traumatic experience into a relaxed experience thankyou 1 and all" | | |

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| Service Name: | Hull Royal Infirmary | | |
| Identified By: | Research | Date Recorded: | 2 September 2023 |

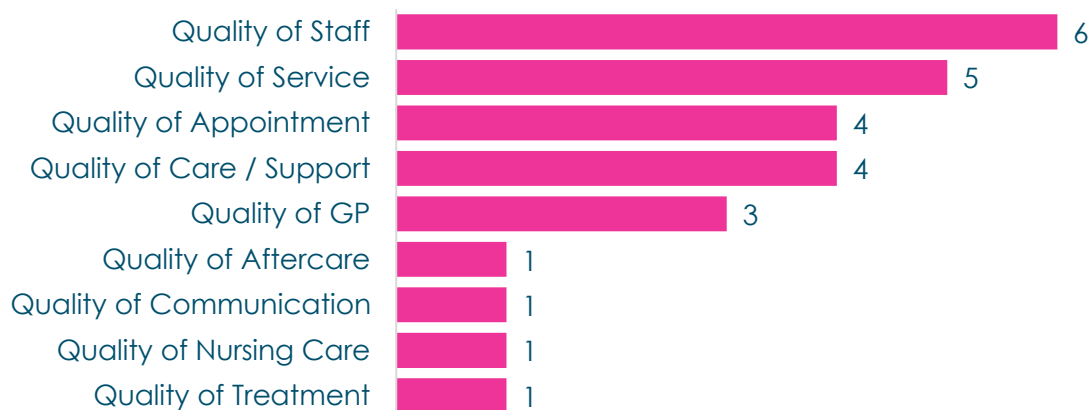
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| Experience: | <p>"I was surprised how efficiently I was seen at A&E as I appreciate the stress on the NHS at the moment. Staff at the front desks were friendly and informative. I arrived around 2pm and had bloods taken, cannula fitted, IV medication given, a trip up to the ENT ward, and a taxi then booked to take me up to castle hill as no beds at hull royal and the backlog of ambulances meant a taxi was offered. All of this was arranged as swiftly as the staff could and I arrived at castle hill by 6pm which I didn't think was a long wait time. I was so pleased to be dealt with efficiently as I felt so poorly."</p> |
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| Service Name: | Hull Royal Infirmary | | |
| Identified By: | Research | Date Recorded: | 18 September 2023 |
| Experience: | <p>"Following a traumatic accident at work I was brought into A&E fairly quickly. All staff involved in my care were really supportive and reassuring when I was in pain and in shock. I am extremely thankful for them helping to save my life and my arm"</p> | | |

Castle Hill

Castle Hill have received no complaints this month.

Castle Hill Hospital - Compliments



Compliments

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|----------------|---|----------------|-------------------|
| Service Name: | Castle Hill Hospital | | |
| Identified By: | Research | Date Recorded: | 18 September 2023 |
| Experience: | "It was my first time at this hospital with the cardiology dept I have to say how impressed I was with the hospital and its staff." | | |

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|----------------|--|----------------|-------------------|
| Service Name: | Castle Hill Hospital | | |
| Identified By: | Research | Date Recorded: | 20 September 2023 |
| Experience: | "Had operation in the daisy centre for my gallbladder removed only in there for 9 hours staff were outstanding and couldn't do enough for all the patients." | | |

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| Service Name: | Castle Hill Hospital | | |
| Identified By: | Research | Date Recorded: | 19 September 2023 |
| Experience: | "I was amazed at the calm reassurance offered at my hysterectomy. Everyone who dealt with me was considerate and helpful. From admittance to discharge I felt confident and cared for. I'm astonished that with so many people to deal with the staff manage to make each individual feel their needs are important. NHS staff are simply the best! I could not have received better care in a private hospital." | | |

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|----------------|---|----------------|------------------------|
| Service Name: | Castle Hill Hospital | | |
| Identified By: | Research | Date Recorded: | 2 September 2023 |
| Experience: | When visiting the ENT department, the patient reported: "Amazing, friendly, attentive staff put me at such ease as this was my first ever hospital stay! The ward and room I had were wonderful as was the food on the ward. Could not ask for anything more, to see such bubbly smiling staff during these difficult times was incredible. God bless the NHS" | | |

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|----------------|--|----------------|-------------------------|
| Service Name: | Castle Hill Hospital | | |
| Identified By: | Engagement | Date Recorded: | 14 September 2023 |
| Experience: | Patient who has a gynaecological cancer says it's absolutely excellent at the Queen's Centre. Patient recently had surgery and "can't fault them". The patient also reported that she thinks it's a very calm atmosphere. When asked about the services offered, she informed us that she is able to get the | | |

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| | mental support and is able to talk to staff about how they're doing mentally and physically. |
| Actions Taken: (Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report. |

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| Service Name: | Oncology | | |
| Identified By: | N/A Multiple Experience | Date Recorded: | 2 September 2023 |
| Experience: | Carer said that the team at Castle Hill Hospital including the Oncologist, and MacMillan Nurse had been fantastic | | |
| Actions Taken: (Healthwatch) | Compliment to be shared on the intelligence report. | | |

Other Hospital Intelligence

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|----------------|--|----------------|-------------------------|
| Service Name: | Bridlington Hospital | | |
| Identified By: | Research | Date Recorded: | 10 September 2023 |
| Experience: | "Appalling!! I rang on behalf of my dad to order hearing aid batteries. On the first automated attempt I was cut off, on 2nd attempt I spoke to an operator who put me through to an automated service! I have no hearing problems and have spent most of my working life on telephones, there is no way | | |

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| | an elderly, partially deaf person would hear or understand the unclear and rushed instructions." |
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| Service Name: | Bridlington Hospital |
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|----------------|----------|----------------|-------------------------|
| Identified By: | Research | Date Recorded: | 12 September 2023 |
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| Experience: | "Recent visit to blood room to have bloods taken which really hurt as they used a huge needle which I've never had used on me before. Next day I have swollen painful arm. Had bloods taken next day with butterfly needle, no problem Training needed" |
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| Service Name: | York Hospital |
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| Identified By: | Telephone | Date Recorded: | 21 September 2023 |
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| Experience: | The patient underwent surgery at York hospital to have cancer removed from her kidney. During the laparoscopic surgery, the patient's bowel was accidentally cut, which wasn't noticed until the following day. This resulted in a fistula, TPN line, stoma, and 6 months in hospital. During the patient's time in York hospital, she had a fall in which she injured her head. The patient also reports spending hours in a soiled bed and got bed sores. The patient was transferred to Leeds hospital for specialist treatment and had another fall in which the TPN line was ripped out. This meant another operation to have the line put in again. Although the patient is home now, her life is permanently changed by the surgery. Community nurses visit twice a week to clean the patient's stoma and bags, however this is supposed to be every 4th day. The patient did acknowledge that when the nurses were at her house, they were kind and caring, albeit short of time. The TPN line also needs to be changed every 12 hours, and results in the patient |
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| | needing to use the toilet every hour. Overall, the patient's quality of life has been greatly reduced as a result of the mistake during surgery. |
| Actions Taken: (Healthwatch) | Healthwatch East Riding referred the patient to Cloverleaf Advocacy service to begin the complaints process. The patient was assured their experience would be anonymously reported by Healthwatch ER. |

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| Service Name: | Hospital | | |
| Identified By: | Telephone | Date Recorded: | 14 September 2023 |
| Experience: | <p>The patient had undergone multiple surgeries resulting in 4 months in hospital and needing a wheelchair to return home. 3 weeks after returning home, the patient still does not have a wheelchair or a date to have one delivered. The patient is unable to move around their home or go outside, they are confined to their bed and need help with activities of daily living. This is heavily impacting their mental health. As the patient is not able to move independently, a patient transport vehicle collects them once a week to go for blood tests, which would not be necessary if they had their own wheelchair. The patient has chased up the wheelchair service (AJM) and submitted formal complaints.</p> | | |
| Actions Taken: (Healthwatch) | <p>The patient was given information on the complaints procedure for the wheelchair service, and signposted to Cloverleaf Advocacy service. They were assured their experience would be anonymously reported in the monthly intelligence report.</p> | | |

Compliments

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|----------------------------------|--|----------------|-------------------------|
| Service Name: | Bridlington Hospital | | |
| Identified By: | Engagement | Date Recorded: | 14 September 2023 |
| Experience: | Patient recently had an operation at Bridlington Hospital and reported that the surgery went really well and reported that all the staff were amazing. | | |
| Actions Taken: (Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report. | | |

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|----------------|--|----------------|-------------------------|
| Service Name: | Goole Hospital | | |
| Identified By: | Research | Date Recorded: | 27 September 2023 |
| Experience: | <p>Patient visiting Goole hospital reported: "Having recently had a knee joint replacement at Goole Hospital. I must say that the care I received from All involved, from the appointments department, through to the surgeon and theatre team, and after care nurses on the ward, both day and night.</p> <p>They were all amazing, a truly wonderful and dedicated team.</p> <p>I only gave 5 because the ratings don't go up to 10"</p> | | |

Experiences Breakdown – Mental Health Services

Mental Health Services - Intelligence



This month, Healthwatch recorded a total of **2** experience relating to Mental Health services Intelligence. These experiences were broken down into **4** intelligence and **0** compliments.

Lived Experiences

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|----------------------------------|--|----------------|-------------------|
| Service Name: | Mental Health Services | | |
| Identified By: | Engagement | Date Recorded: | 19 September 2023 |
| Experience: | Patient reported that when she was 16, she was rejected from CAMHS mental health service but was also rejected from adults mental health service as she was not yet an adult. Patient has now turned 18 is only now receiving treatment. | | |
| Actions Taken: (Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report. | | |
| Service Name: | Mental Health Services | | |

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|----------------------------------|---|----------------|-------------------------|
| Identified By: | Engagement | Date Recorded: | 19 September 2023 |
| Experience: | Patient reported that she had to wait over a year for a mental health assessment. | | |
| Actions Taken: (Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report. | | |

NHS 111

NHS 111 - Compliments



This month, Healthwatch recorded a total of **1** experience relating to Mental Health services Intelligence. These experiences were broken down into **0** intelligence and **3** compliments.

Compliments

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|----------------|------------|----------------|-------------------------|
| Service Name: | NHS 111 | | |
| Identified By: | Engagement | Date Recorded: | 19 September 2023 |

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|----------------------------------|--|
| Experience: | Patient reported that she had massive pains in her tooth and had to call NHS 111 to get an appointment. Patient reported that NHS 111 were lovely and were a massive help. |
| Actions Taken: (Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report. |

NHS Humber Foundation Trust

NHS Humber Foundation Trust - Compliments

| | |
|-------------------------|---|
| Quality of Nursing Care | 1 |
| Quality of Service | 1 |
| Quality of Staff | 1 |
| Quality of Treatment | 1 |

This month, Healthwatch recorded a total of **1** experience relating to NHS Humber Foundation Trust Intelligence. These experiences were broken down into **0** intelligence and **3** compliments.

Lived Experiences

| | | | |
|----------------|---------------------------|----------------|----------------|
| Service Name: | Memory Assessment Service | | |
| Identified By: | Email | Date Recorded: | 2 |
| | | | September 2023 |

Experience:

Carer (Wife) rang GP surgery. She mentioned to GP about memory problems. Dr did mini test ordered investigation, scan and referring to mem clinic. Had Scan on 24th Aug 22 at CHH.

Carer contacted surgery said not had scan result. Rang again still not received. Suggested contact scanning centre. Carer emailed. They said can't release it to you, GP will have to ask for it. Surgery then got in touch. Surgery told couldn't release results as it had gone to Memory Assessment Service MAS. She contacted them they said can't tell them until patient had assessment. He had an assessment done at Alfred Bean 1st December 2022. Rang again asked for scan results. MAS said they couldn't give them consultant would have to. Patient given an appointment 27th Feb 23 for results. She gave results of test but not scan. Test showed Alzheimer's. finally had appt on 7th June 2023 with Dr who confirmed that scan confirmed that it was Alzheimer's as well. Hadn't received any treatment whilst waiting. Then got diagnosed with Prostate Cancer (that was a surprise) so was not able to start medication or attend any Dementia services due to being on chemo and having to isolate.

Carer believes unnecessary delay caused by not sending scan to GP. MAS have now said they are going to discharge him. Carer very upset and having sleepless nights as so concerned that this will cause a delay in receiving treatment for Alzheimer's once chemo finished. Carer told MAS that patient sees Oncology consultant on 22/09/23 and if he has to have further chemo his last one will be 24th Oct. However, MAS saying they will discharge back to GP as this is better for the patient despite knowing the dates he finishes chemo (and that being within around 5 weeks).

Carer said patient's treatment at Castle Hill and his Macmillan nurse had been fantastic

Carer was also distressed as she really wants to speak to patient's GP about his care. Spoke to receptionist told her she is patient's carer and has POA. However, receptionist said she can't have an appointment as it's about patient. Carer explained she needs support from doctor. Receptionist said they may have to speak to the patient to get his consent. Carer doesn't want Malcolm there as he will get upset. Things easier if he's kept happy. If he sees her get upset or is asked for things he doesn't understand he gets really anxious so carer tries to avoid this if possible.

Can it be Flagged up on medical notes so that Receptionist understands that Carer can speak to GP about the patient.

Spoke to June again on 12.09.23. Carer has now managed to see her GP about patient. GP not happy about Memory Clinic discharging patient. She's spoken to the Senior GP about this. They have now sent her a copy of patient's scan results and she can see that the report was done within 2 days of the scan. The GP also said to June that she could see the patients' notes that June was his carer and that she had power of attorney.

Actions Taken:
(Healthwatch
)

Sent an email to practice manager.

Contact MAS. Explain situation to them and ask if they could keep this patient on so there is no delay in him starting

Alzheimer's treatment after he finishes chemo as that will be in near future. Explain how distressing this is for patient's carer

Entered into ongoing correspondence with MAS pleading the patient's case and the delay with his diagnosis.

Contacted Community Mental health team to ask how long patient might be waiting to start treatment. Older people's CMHT nurse explained that if GP referred that this may take some time as they had a waiting list and it would depend on behaviours he was exhibiting as to how urgently he could be seen.

Nurse said if MAS referred however patient could be referred straight to psychiatrist and started on treatment if it was suitable for him.

Went back to MAS and asked whether if they did have to discharge patient they could do an internal referral to older people's CMHT as this would speed things up.

Also brought this issue up at Dementia Delivery Group.

6. Experiences Breakdown – Care Homes

This month, Healthwatch recorded a total of **1** experience for Care Home Intelligence. These experiences were broken down into **9** intelligence and **0** compliments.

Care Home - Intelligence

| | |
|--|---|
| Being listened to/being involved | 1 |
| Caring, kindness, respect and dignity | 1 |
| Complaints | 1 |
| Communication between staff/providers and patients | 1 |
| Lifestyle and wellbeing | 1 |
| Medication, prescriptions and dispensing | 1 |
| Quality of treatment | 1 |
| Patient/resident safety | 1 |
| Staffing - levels and training | 1 |

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: | Stamford Bridge Beaumont | | |
| Identified By: | Telephone | Date Recorded: | 1 September 2023 |
| | Experience: Family member (informal carer) rang upset about her relative's quality of life and dignity. They had been prescribed end of life medication the weekend before by a GP due to difficulties eating, swallowing. Relative was also in a lot of pain due to contracted legs due to muscle wasting. These had still not been | | |

| | |
|---|---|
| | <p>prescribed and the family member was distressed. Not wanting to lose their relative but upset that they were suffering. The home they were in was a nursing home.</p> <p>Carer said their relative had been bedbound for 18 months and was unable to even leave their room in special wheelchair. There had been incidences of relative choking and indanger of choking on their vomit. Carer very distressed that their relative was suffering. Tried to speak to manager but they were too busy. Also mentioned that when they had been there on a night relative was just going off to sleep. The had light down very low and soothing music playing. A nurse barged into the room switching the overhead light on which startled their relative awake. The carer felt this was unnecessarily abrupt and unfair. It was 10pm and their relative had just fallen asleep.</p> |
| <p>Actions Taken: (Healthwatch)</p> | <p>Healthwatch ER Officer listened and gained verbal consent to contact safeguarding on their behalf. Rang Safeguarding Team and completed a form to refer as very concerned.</p> |

6.2 Compliments

There were no reported Carehome experiences this month.

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.

Client 1

Nature and Substance of complaint:

Client's complaint is regarding her daughter's care and treatment by ERY CAMHS. Client states that her daughter's medication was stopped abruptly with no alternative medication prescribed which had a very negative impact on her daughter's health and behaviour. This resulted in a school place being put in jeopardy and family being assaulted. Client also questions the initial diagnosis her daughter received and why no further work has been done in regards to other possible diagnosis.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust

Date of incident?

April 2023

Client 2

Nature & Substance of complaint:

Complaint is regarding a wide-ranging number of issues in care and treatment delivered by both her GP and Hull Royal Infirmary. Client has struggled with many symptoms over the years, which have consistently been put down to stress by any medic she meets. Client questions why this is as she is certain that there are other issues at play.

Who delivered the care to patient?

Holderness Health Medical Group and Hull University Teaching Hospitals NHS Trust.

Date of incident?

From the late 1980's onwards to present day.

Client 3

Nature & Substance of complaint:

Client's complaint is regarding the Community Pain Management Clinic changing the both the medication and frequency of the injection he receives for chronic back pain. Client states that the frequency is changing from once every three months to once every six months. The medication received has also changed from Chirocaine to Lidocaine. He has been informed that Chirocaine is no longer an option but it is the only medication that works for him. Client states that he has been bullied into accepting the changes.

Who delivered the care to patient?

City Healthcare Partnership

Date of incident?

September 2023

Client 4

Nature & Substance of complaint:

Client suffered post-operative complications following a proctocolectomy operation. Client has suffered internal infection and a fistula in her vaginal wall. Client has gone further extensive surgeries and now has PTSD as a result. Client has many questions regarding clinical decisions and the lack of nursing care.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

December 2022

Client 5

Nature & Substance of complaint:

Client's complaint is regarding a gynaecologist who was treating her daughter who accused her of being extremely challenging and aggressive. The consultant states that client's behaviour was racially motivated. Client denies this.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

March 2023

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.