



Intelligence Report

February 2024

healthwatch
East Riding of Yorkshire



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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 **January 2024** and refers to the information Healthwatch has received and researched during this period. The report provides the nature of experiences, the intelligence, and emerging trends during each quarterly period for a range of care types and providers.

The service areas highlighted in these reports are as follows:

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

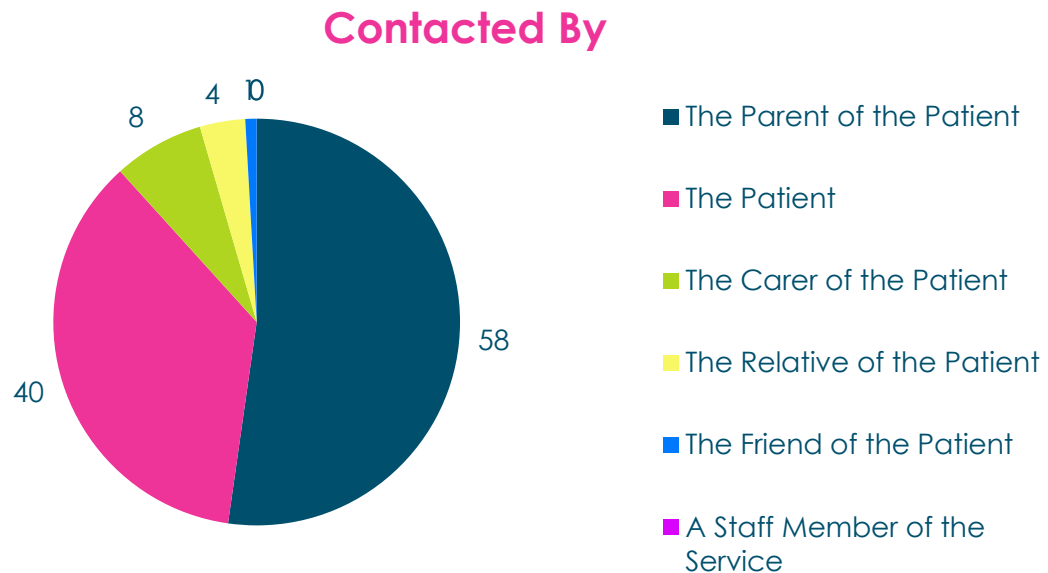
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

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

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

2. Contact Statistics

During **February** we had **111** people contact Healthwatch directly to provide feedback or to ask for information/advice.

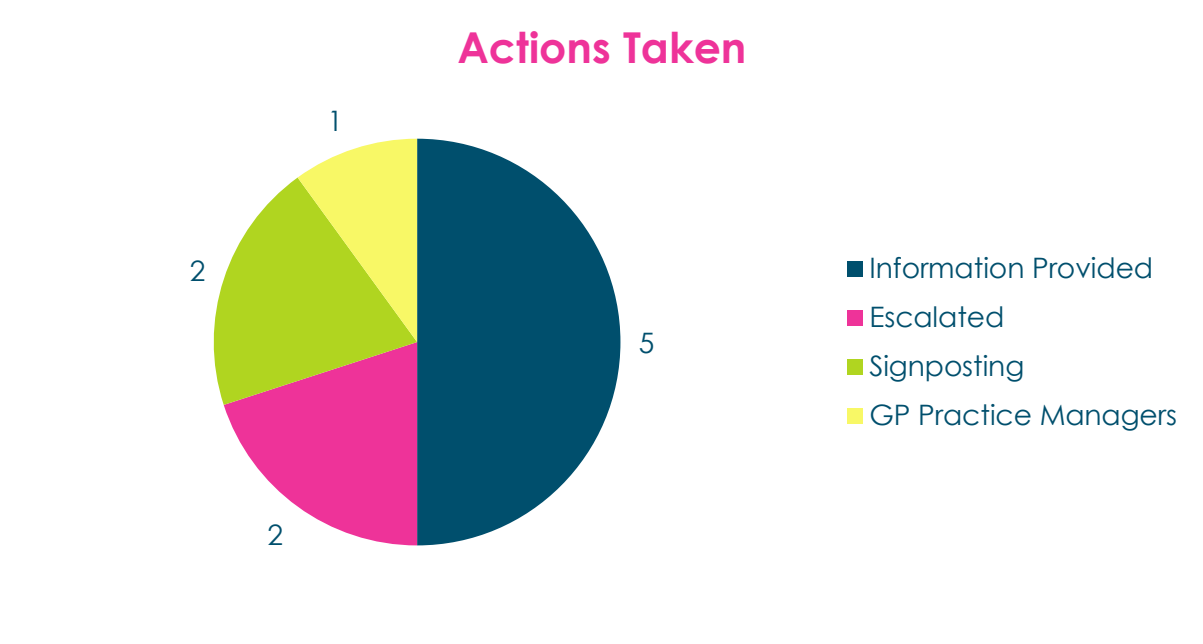


The most popular means of contacting Healthwatch this month is shown below.



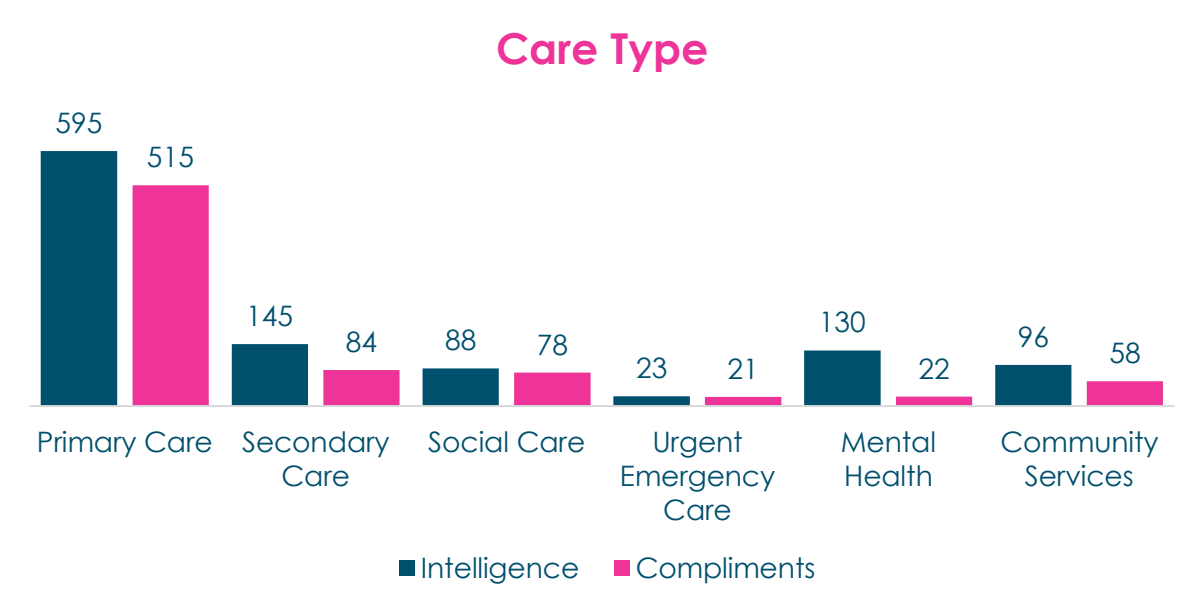
We also conducted online research of local services, where we found a total of **106** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of **February**.

The total amount of information and experiences retrieved this month, through contact and research is **217**.

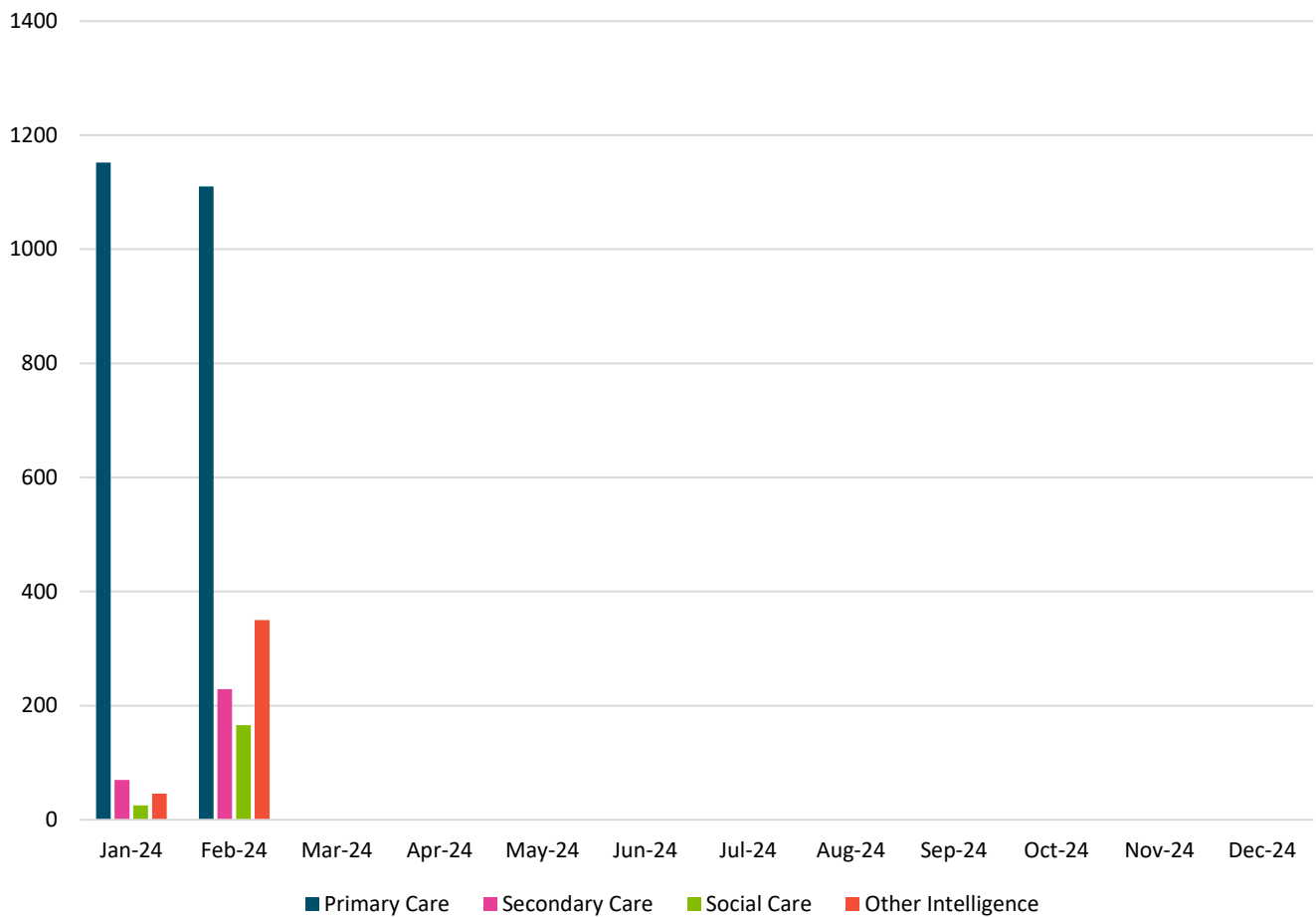


This month, Healthwatch took **10** actions from the experiences received. Our most common action was providing information, options provided and signposting.

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



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



3. Information Requests

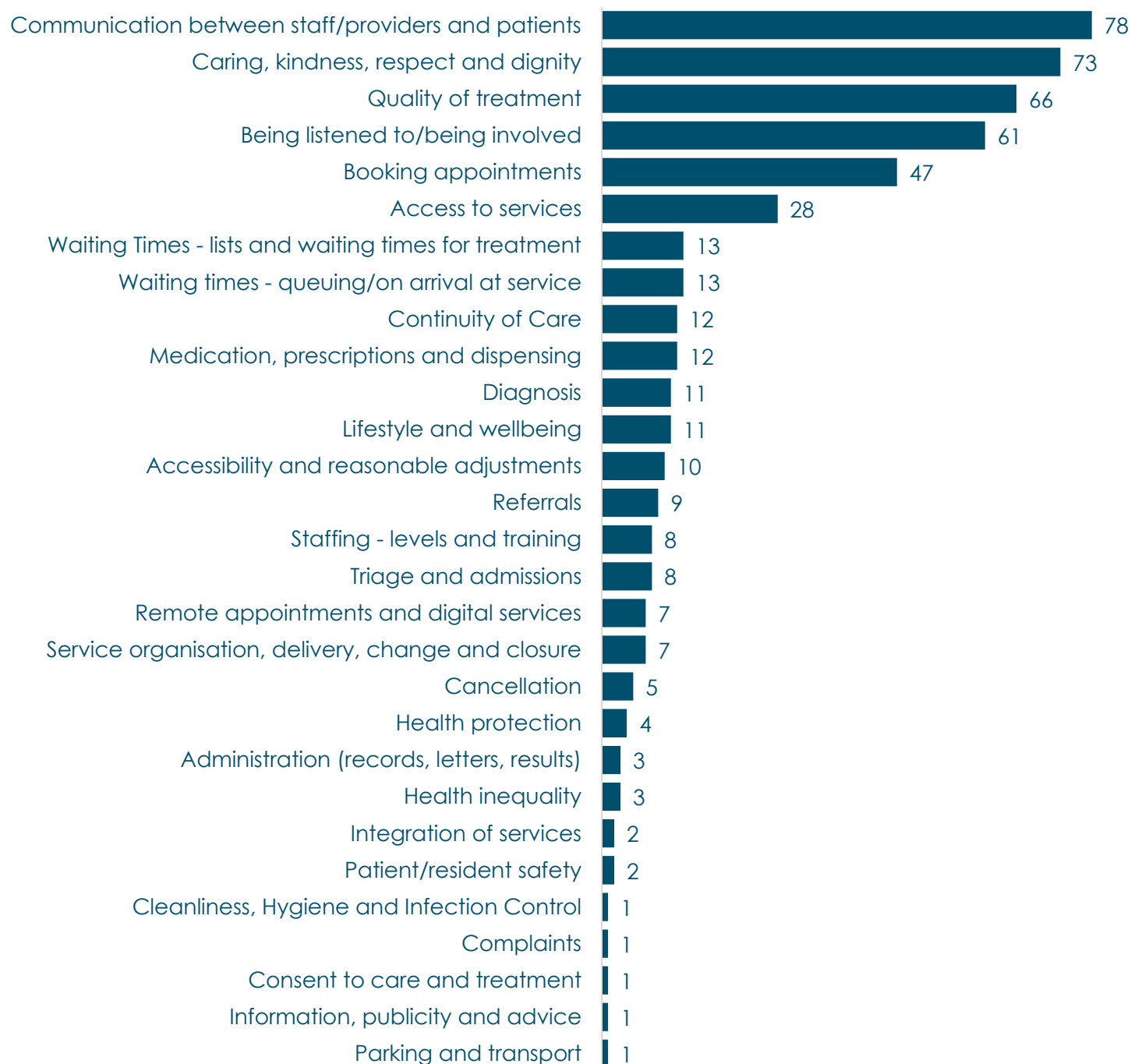
This month, Healthwatch recorded and fulfilled a total of **1** information request.

4. Primary Care

4.1 Experiences Breakdown – GP Intelligence

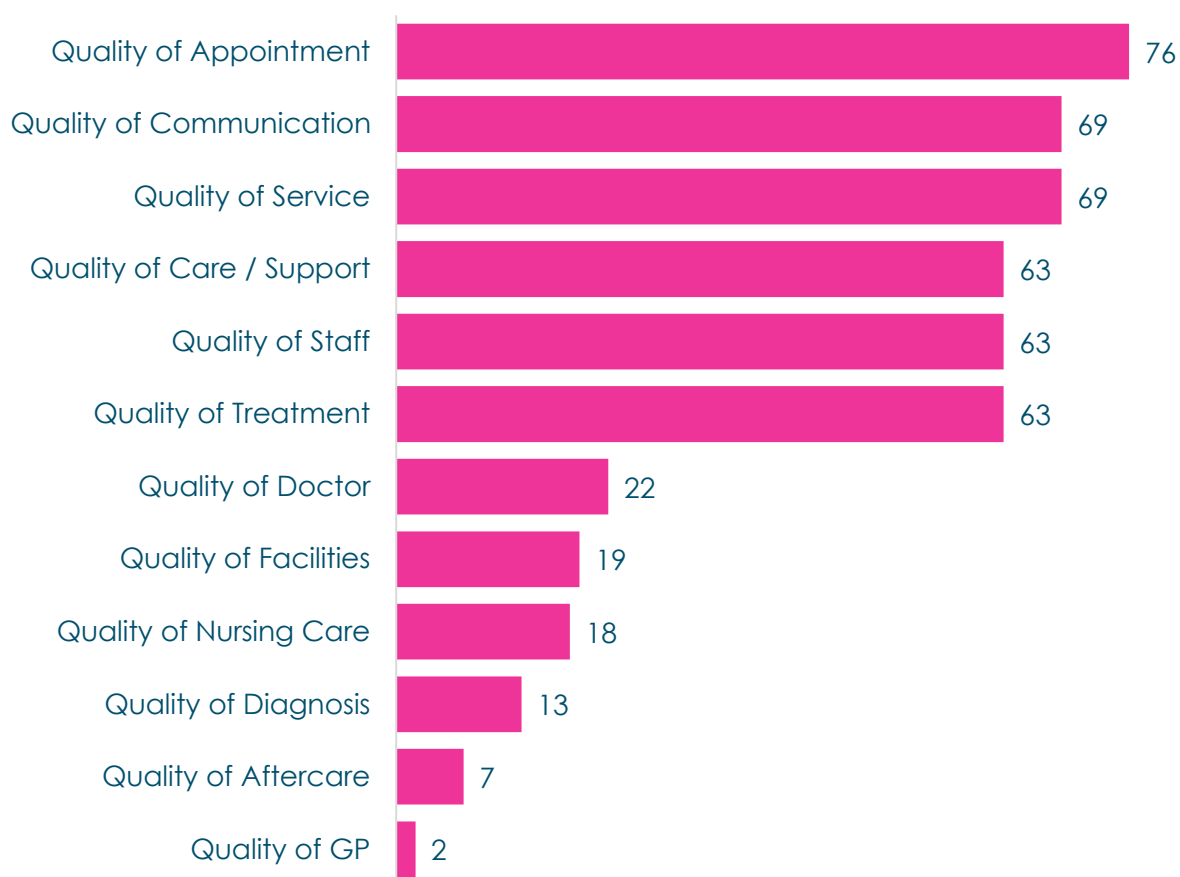
This month, Healthwatch recorded a total of **112** experiences for GP Practices. These experiences were broken down into **498** intelligence and **484** compliments.

GP Surgery - Intelligence



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

GP Surgery - Compliments



Lived Experiences – Intelligence

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

Service Name:	The Medical Centre, Drifffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Research	Date Recorded:	3 February 2024
Experience:	"I've tried making appointments several times over the last year - it's impossible! I was told to download the 'my GP 'app on my phone, which I did only to find that I still couldn't make an appointment. Even when you go into the surgery - you can't make an appointment they tell you to phone on Monday		

	morning - nobody answers the phone, or you can't get through! The receptionists think they are qualified DRS and ask you what you need an appointment -Where is our confidentiality? The receptionists tell the whole waiting room about your medical health, and results! There is no continuity with DRS, results of tests etc This the worst run DRS surgery I have ever been registered It is a complete waste of taxpayers' money. "
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Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	26 February 2024
Experience:	"At 50 years of age I would class myself as low maintenance having been to doctors on a handful of occasions yet my last two appts so called important as per the surgery who insisted upon them due to test results have been cancelled at their request on the day of the appts with little to no warning. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	6 February 2024
Experience:	"Very pleased, nurses doing thorough investigations. The only thing I thought was a shame is that I had a text to say contact surgery for an MSG from doc. I went in for MSG and told I needed to see a doc. They made an appt for me. I saw doc and was told recent ultrasound all clear. Obviously, this was good news but, surely the receptionist could have just told me that rather than giving me 4 days of worry that something bad was found and actually taking up the time of seeing a doctor for that news! When you ring up for a doctor very often you see a nurse instead. For an all-clear result surely the receptionist/nurse could have done it? "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
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Identified By:	Research	Date Recorded:	21 February 2024
Experience:	"Second same day cancellation within a week due to 'unforeseen circumstances' Not the staff's fault but very annoying to get such short notice and a day's holiday is taken to ensure attendance on time. Pity the consideration isn't reciprocated. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	1 February 2024
Experience:	"I have some skin diseases (eczema) The doctor suggested two rubs and asked me to review after 2 or 3 weeks. "		

Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	9 February 2024
Experience:	"Difficult to speak to a doctor. Have had 2 occasions when asking for phone appointment no one rang me at all. "		

Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	22 February 2024
Experience:	"I was given an awful and potentially illegal response to the issues I'm currently having. Left the surgery feeling much worse than when I arrived. "		

Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	2 February 2024

Experience:	"I rang up to book a future appointment and was told I couldn't, I had to ring on the day, this can't be done I need advance notice to go to appointments, the receptionist said I can't book advance appointments it needs to be done on the day, this is ridiculous I will never get to see the doctor as I can never book on the day, I can never get through on the day anyway so even I booked a day off to ring the doctor I couldn't guarantee I would get through, I have rang in the past and got a future appointment booked so I don't understand what has changed "
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Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	31 February 2024

Experience:	"After recently experiencing a heart attack I had previously had a discussion with a GP about some of the side effects I was having with some of the meds. I had bloods, urine, stool tests and a chest x ray to see what was going on. The Dr specifically told me to book an appointment for a face-to-face appointment with a Dr. When I tried to do this a receptionist tried to book me an appointment with the practice nurse - when I said this was not what I wanted or needed she became very affronted. I finally got to see a Dr - had to explain everything all over again and didn't really get the feeling that my concerns were being listened to. For me, it was a disappointing meeting which was unusual as the practice has, in the past been good to me. "
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Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	31 February 2024

Experience:	"Once again, my appointment was cancelled without explanation. I was requested to ring to make a new appointment, but I know my call will be unanswered. This is unacceptable, if I ran my business like this, I would lose all of my customers. This practice is not fit for purpose, everyone in the town complains, but nothing ever seems to change. "
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Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"Appointment cancelled & not informed been waiting for a 24-hour blood pressure monitor fitted for months. Just disappointed again with the surgery "		

Service Name:	GP Surgery		
Identified By:	Engagement	Date Recorded:	2 February 2024
Experience:	Patient reported that she was experiencing severe PMS symptoms but was dismissed by her GP.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Humber Primary Care (Practice 2)		
Identified By:	Email	Date Recorded:	2 February 2024
Experience:	Carer contacted HWERY as she wished to change her GP surgery from Humber Primary Care to Ready & Nunn Practice. Following a number of episodes where she felt her, and her husband had been let down by the practice. Husband has 2 forms of dementia and is in total denial of his condition. He had become very unwell with a urinary tract infection. Carer had taken a sample to their GP surgery to have it tested but was told to go to a different surgery. When she got there, she was told she didn't have an appointment so to go to Bridlington Hospital. She went there where although someone tested sample, they said he didn't have a UTI. Husband collapsed later that night was taken to hospital with severe UTI and sepsis. Was in hospital approximately a week. On other occasions Carer who is also unwell has tried to get urgent appointments without success in order to be admitted into hospital following seeing a doctor at UTC. Finally, despite several attempts to organise for her stitches to be removed following an accident whilst on holiday this had not been arranged by the day the doctor said they must be removed. The receptionist put the phone down on her and a		

	neighbour had to take her to UTC. The nurse who removed her stitches said they had needed to come out that day as she was at risk of infection. The nurse also realised that she was very unwell and said she needed to go to hospital immediately. Her BP was so high that the A&E gave her a brain scan as they thought she may have swelling or a bleed on the brain. She was discharged the following day with medication.
Actions Taken: (Healthwatch)	HW representative contacted colleagues at the ICB and Support service to ask for their support to have this lady and her husband transferred to Ready & Nunn GPs. They supported with this, and the carer/patient was able to transfer to the other surgery. HW representative also spoke to Patient Experience at Humber NHS Foundation Trust.

Service Name:	Bartholomew Medical Group	PCN:	Cygnat
Identified By:	Telephone	Date Recorded:	13 February 2024
Experience:	Patient contacted us having been de-registered by his GP surgery. He said the GP told him they were going to take away his pain medication (Gabapentin) which he has been on for many years due to severe fibromyalgia pain. The patient said he became extremely upset and anxious as his pain is so severe he doesn't know how he will cope if they take him off his medication. He asked if the GP had looked at his medical history so he would understand why he needed to take it. The GP said they didn't have the time for that. Patient got very stressed and used a swear word so was de-registered. Patient tried to register with 2 nearby surgeries. Both said he was out of area even though they were only a few miles away. Eventually the patient was able to find another surgery to take him, in Scunthorpe - 14 miles away.		
Actions Taken: (Healthwatch)	Patient only had a few days medication left so HW Representative advised patient to visit urgent treatment centre to have their medication re-issued. Advised to try NHS Choices website and keep looking for a GP. HW Representative contacted Hayley Patterson, Primary Care contact at ICB to explain the issue and see if they could offer advice or support.		

	Asked for patient's email address and sent them information regarding how to make a complaint and how to get support with that.		
Service Name:	Holderness Health - Withernsea		
Identified By:	Engagement	Date Recorded:	15 February 2024
Experience:	Patient said they struggle to get an appointment at their surgery. They feel excluded as they are not online so cannot access this way to get an appointment. The patient said that they felt pressured to go online and as they don't possess a smartphone this would entail going to the library in Withernsea. Patient said she felt stressed and pressured to go online and is finding this very upsetting.		
Actions Taken: (Healthwatch)	Patients concerns and feedback logged on CRM for inclusion in intelligence report		
Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	12 February 2024
Experience:	Patient with fractured neck waiting a long time for a referral to pain management. She was told that she had been referred to the pain clinic however after 3 months she had still not heard anything, so she rang the pain clinic only to be told they had not received the referral for her. She is in a lot of pain so was very disheartened to be told this. She was going to wait until her next appointment in 2 weeks' time to let her GP know the pain clinic had not received the referral. HW representative suggested contacting surgery immediately so that the referral could be done asap.		
Actions Taken: (Healthwatch)	HW Representative suggested contacting surgery asap so that referral could be done asap. Said would record on CRM for intelligence report.		
Service Name:	Leven and Beeford Medical Practice	PCN:	Yorkshire Coast and the Wolds PCN

Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Person reported that they booked an appointment with a GP due to having poor mental health. She stated it was not a GP she had seen before and was unsure if she was a locum. Lady told the GP that she felt low on energy, lack of appetite, emotional to the point she recognised herself that her emotions weren't rational. She shared with the GP she had previously had post-natal depression and believed this was something similar, likely hormonal as she hadn't had a baby recently but had the coil fitted for the first time. Person shared that the GP was dismissive, said this would be nothing to do with the coil and wanted to prescribe antidepressants which she refused as she felt this was a 'quick fix' and an attempt to get her out of the office quickly by masking over the underlying issue. After this, the lady told the GP she would rather have the coil removed and be referred for a hysterectomy. The GP asked her why she would want that as she had 3 children but asked the patient, what if one of the children dies and they wanted to have another? The patient was extremely upset and left with only the number for talk therapy and nothing that she had requested including blood or urine test to check hormone levels. Patient said she was so desperate as dwelling on the 'what if' of something potentially happening to one of her children, she had her husband remove her coil for her. She said this was something neither of them should ever have had to consider. After a month of having the coil removed, she said she felt 'back to my old self'.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	7 February 2024
Experience:	Parent reports when trying to get help with her own health she doesn't feel valued. Asked if she was registered with her GP as a carer (full-time carer for SEND child, in receipt of Carers Allowance and GP practice aware). Has never been made aware & doesn't feel treated as a priority as she is her child's entire support network. Parent said she understands a lot of people will fall into the criteria and that it would be difficult to prioritise so many people, however her health has impacted her		

	child's care on several occasions such as not being able to take him to school etc.
Actions Taken: (Healthwatch)	No further action required - showed link for information on registering as a carer - logged as intelligence

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	7 February 2024
Experience:	Saw the GP for a skin reaction their child is having. Happy with the GP appointment. They made a referral, but parent is unsure where the referral went to. She has been waiting approximately a month for the service to get in touch to make an appointment. During this time her child's skin has got worse. She isn't sure how long she should wait or who to speak to. She feels service wait times and communication after the GP surgery could be better.		
Actions Taken: (Healthwatch)	No further action required - advised to contact GP surgery to either ask them to seek update or advise where the referral is to and give contact information for parent to contact direct - Logged as intelligence.		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	7 February 2024
Experience:	Parent reported every time she tries to make an appointment with the GP, she gets one, but it is always a future appointment and never the same day. She said patients are told if it is same day urgent, they need to attend the minor injuries clinic.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	The Park Surgery, Driffeld	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Engagement	Date Recorded:	6 February 2024
Experience:	Can rarely get an appointment in Nafferton. Would happily come to Driffeld but rarely told she can. Same for SEND child's appointment. Usually have to complete online form, then send		

	photo evidence and wait 48 hours for a call back with an appointment or update etc. Feels that when she does see a GP or nurse practitioner they are never as friendly as when she has seen the exact same people in Driffield. Feels the staff don't like working from Nafferton and this impacts their attitude for their days there.		
Actions Taken: (Healthwatch)	No further action taken - logged as intelligence.		

Service Name:	Holderness Health Withernsea		
Identified By:	Engagement	Date Recorded:	2 February 2024
Experience:	Parent raised concern over never being able to see an experienced doctor with their child. All appointments have been with a newly qualified doctor on their first placement or a nurse practitioner. Although they are qualified, they expressed concern that there is never a doctor with significant experience available and worry that some things may get missed as a result. It also results in a lack of consistency of care as staff turnover is thought to be high. They added that they fully appreciate the barriers to employing and retaining a long-term experienced GP but that this impacts the patients and should be looked into.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Holderness Health - Withernsea		
Identified By:	Engagement	Date Recorded:	2 February 2024
Experience:	Praise for getting children and young people's appointments. Carers reported that as soon as they contact the surgery, they have appointments available, typically the same day when it concerns a child. Unfortunately, for the adults there is rarely an appointment, and they are told to speak to the local pharmacist instead or to send photos of the issue even when carers said they don't feel photos are suitable. Person is a carer for a looked after child and reported that she needs to maintain good health to meet the needs of vulnerable children in her care. This is not always easy due to lack of appointments.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Compliments

Service Name:	The Medical Centre, Drifffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Research	Date Recorded:	13 February 2024
Experience:	"Everyone went above the call of duty to help me over to help me both the doctor and receptionist thank you all. "		

Service Name:	The Medical Centre, Drifffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Research	Date Recorded:	15 February 2024
Experience:	"Online form submitted, response received from the practice within 30 minutes. Same day Telephone consultation offered and accepted. I have nothing but praise and thanks for the efficient service and clinical advice and support I receive when I need it. Thanks to the Cranwell Team. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	15 February 2024

Experience:	"Helpful consultation. Both my problems covered. Clear plans for more diagnostic tests as well as physiotherapy "
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Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	16 February 2024
Experience:	"Received an appointment just 2 hours after calling the surgery and confirm analysed and prescription given. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	4 February 2024
Experience:	"As always an in depth, kind and helpfully explained appointment with my GP covering a range of health issues I'm currently working through. I left feeling reassured and hopeful that these concerns are being worked through by the correct department(s) and health professionals, and that it is possible to make a good recovery and go on to live a 'more normal' life again. Despite my frustrations with long delays within other NHS local services, I am confident the surgery is doing all it can to support my wellbeing and general health. Thank you. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	7 February 2024
Experience:	"Excellent service by both reception staff and GP too. Friendly and professional and all clearly explained. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
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Identified By:	Research	Date Recorded:	22 February 2024
Experience:	"After two calls to the surgery, 1 call to 111 I eventually got to see a doctor (paramedic) I think who was brilliant young and refreshing he confirmed I had a chest infection and prescribed a course of antibiotics. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	21 February 2024
Experience:	"Fast efficient and friendly service all round, as well as bring very professional. The reception was polite and friendly. I did not have to wait too long for my appointment with the nurse explained everything very clearly. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	2 February 2024
Experience:	"This month I had cause to request a review of my BP medication. Despite a couple of attempts to get through on the phone, once I was able to speak with Reception, I managed to get a face-to-face consultation that same afternoon. It was reassuring to note that a new medication approach was discussed with other clinicians before being confirmed for me. I always find the staff at the medical centre very helpful, "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	8 February 2024
Experience:	"Seen on time. Practitioner listened to me. Was very helpful and understanding. Did what I hoped he would do. No problem "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	24 February 2024
Experience:	"I spoke with the GP about recurring vertigo problems and was given caring and helpful advice with clear explanations of how this was happening. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	9 February 2024
Experience:	"Managed to get an appointment within 1 week for an on urgent issue. Initial assessment done and referral made. Useful to get text reminder. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	15 February 2024
Experience:	"Appointment on time, nurse was friendly and made me at ease. The practice is run really well. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	20 February 2024
Experience:	"I visited the COPD clinic for my annual check in. She was friendly & very thorough not rushing & extremely helpful. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
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Identified By:	Research	Date Recorded:	9 February 2024
Experience:	"Good care from team, from receptionist to the doctor that saw me. Very good explanations given, and care offered. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	15 February 2024
Experience:	"On time dealt with in a courteous, friendly and professional manner. I felt comfortable and my issue was explained clearly, and the course of treatment required. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	2 February 2024
Experience:	"3rd appointment as a follow up to check that my antibiotics have worked. So much in the press about not being able to get appointments or see someone face to face. Simply not true of this practice. Thank you! "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	9 February 2024
Experience:	"Was seen quickly and efficiently. Had a follow up phone call at 8.20am to let me know the next step. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	7 February 2024

Experience:	"Appointment on time. Nurse was excellent Did not rush me Explained fully what was going on Pre booked my next appointment I am very satisfied with my visit. "		
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Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	23 February 2024
Experience:	"Rang Monday got an appointment for Thursday which was fine for me I didn't feel rushed the Doctor listened and was very helpful. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	21 February 2024
Experience:	"The GP I saw was very thorough, listened attentively and have me time. Clear with information and recommendations of what to do next. I was able to get a future appointment for bloods and each very quickly. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	9 February 2024
Experience:	"Went in for blood pressure and nurse did bloods to test for an array of potential issues. Expertly done and greatly appreciated with very fast results. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	3 February 2024

Experience:	"Had to attend the surgery for first time in over 2 years (bar vaccinations) for routine tests and a physical issue. I was very impressed with how smoothly everything went from booking to seeing the medical team quickly and the ease of getting feedback and prescriptions through emails, texts and the NHS app. The whole team were very reassuring and helpful, and I am very happy with the treatment received so far. "		
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Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	9 February 2024
Experience:	"Very helpful and was given useful advice. A very pleasant experience overall. Highly Recommended practice. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	15 February 2024
Experience:	"My 0800 appointment with a doctor was cancelled due to illness at 1645 on the previous day. Thankfully, an alternate appointment was made for 1000 with a Nurse Practitioner who appeared more than capable. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	12 February 2024
Experience:	"Patient and thorough listened to mums' concerns. Took time to reassure child when was unsure. Calm and polite. "		

Service Name:	Montague Medical Practice	PCN:	Cygnét
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Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"I was seen on time the nurse was helpful and I felt relaxed I was able to discuss any worries that I might have after helpful surgery. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	17 February 2024
Experience:	"Made me feel at ease 1st person ever to have taken my blood pressure and it is not high 1st time. Explained all results and no judgement. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	15 February 2024
Experience:	"Phone on the busiest day hoping to get a telephone call from the doctor instead I was given an appointment. The doctor came into the waiting area to collect me and was very welcoming. The doctor listened to me and examined me and I left feeling reassured. Thanks "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	21 February 2024
Experience:	"I found my experience from the call to book the appointment to the end of the appointment very good, the receptionist was very helpful and understanding on the phone and helped find the best fit to my circumstances and fitted me in with the most appropriate person. The appointment was on time, the nurse I saw was approachable, caring and understanding, I found her easy to talk to and was made to feel at ease. I would highly recommend the practise as a whole. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	7 February 2024
Experience:	"The Dr I saw 6th February was lovely and very thorough, No messing in and out and no long wait. The surgery really was on the ball. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	24 February 2024
Experience:	"I can't praise this practice enough following my recent visit Absolutely amazing staff so polite and professional from my first initial phone call right through to my appointment with the clinician. Nothing was too much trouble and I really felt everyone I came across went above and beyond to help me. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	7 February 2024
Experience:	"My recent visit to the surgery went very well. I was able to get an appointment easily. This was after my work, which was excellent for me. Was seen very quickly and dealt with professionally and has everything explained. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	8 February 2024
Experience:	"I called in for a contraceptive pill review and everyone I came across was welcoming and friendly. My wait time was very short, and the waiting room was comfortable, clean and peaceful. The nurse I saw was very informative. My medication will be available to pick up as soon as the GP has agreed the subscription. All in all, a pleasant experience as always. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	21 February 2024
Experience:	"Had a review with the practice nurse, very friendly and pleasant, small problem so ECG arranged - amazingly for the next day, if only all appointments were so easy to arrange!!! "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	29 February 2024
Experience:	"Same day face to face with GP. Am or Pm appointment opting for the latter. Thorough check by the GP who was very good. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	27 February 2024
Experience:	"Saw the doctor yesterday and he up my medication hopefully will be out of pain soon had sciatica and pain down front of right leg. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	10 February 2024
Experience:	"Very kind and listened well. The receptionist was very knowledgeable to help kind me. The GPs are always very nice and helpful. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	17 February 2024
Experience:	"I felt understood by the recent doctor that I had. I didn't feel embarrassed or unsupported and he took my choices into		

	consideration. He gave me time and made sure I felt comfortable, when I got emotional, he talked me through it. I would definitely recommend this doctor and I appreciate the help he gave me.
	"

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	26 February 2024
Experience:	"Physio was brilliant really felt she was listening to my problem. She gave great advice and was really helpful.		
	"		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	23 February 2024
Experience:	"Was seen promptly & dealt with nicely. My blood tests were explained to me & put my mind at rest as previously they had shown I was pre- diabetic.		
	"		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	20 February 2024
Experience:	"I had a positive visit to the centre. With GP listening and examination carried out and a plan agreed. Left feeling hopeful for the future.		
	"		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	22 February 2024
Experience:	"I had a blood pressure review; it was very thorough, and I didn't feel rushed. I felt reassured by the review.		
	"		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	26 February 2024
Experience:	"Attended the practice due to having a continual cough, I was referred to see the Asthma Nurse by GP, the appointment was within the month, and I found her very understanding, with a kind and caring manner. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	29 February 2024
Experience:	"All the staff was friendly and helpful, and nothing was too much trouble the nurse was very professional and happy and helpful. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	21 February 2024
Experience:	"The doctor was very nice and was right with the diagnosis sent me to hospital for a blood test for a day. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	22 February 2024
Experience:	"Receptionist fantastic. Dealt with my husband but she took all info on board and very successfully able to point me to the best person. The fact receptionist took time with me and looked after me during waiting time and again as I left the surgery. Such a huge improvement. I felt heard for the first time in years. Please roll out to all staff "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
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Identified By:	Research	Date Recorded:	9 February 2024
Experience:	"Staff were amazing from the moment I called in the morning to the visit to the doctor in the afternoon. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	8 February 2024
Experience:	"No problems. Everyone pleasant so helpfully and efficient. Got appointment same day with doctor of my choice. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	16 February 2024
Experience:	"Easy to book appointment, very friendly staff. Easy to get to. Good parking space. Easy to reach from Station. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	29 February 2024
Experience:	"Had cervical screening done there and there was no problem with it at all. Nice and friendly nurse took only about 10 minutes, everything got explained very well. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	21 February 2024
Experience:	"I attended regarding an ongoing problem. The doctor was very welcoming and listened carefully to my review of symptoms. Treatment was prescribed and I had chance to discuss another issue I was dealing with."		

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Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	21 February 2024
Experience:	"I listed my symptoms at the phone, and the appointment was booked straightaway. Unfortunately, I was 10 minutes late, but the receptionist managed to reschedule it 15 minutes later. Super service. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	6 February 2024
Experience:	"I had a medical problem that proved to need early intervention. This was recognised by the medical staff and treatment at hospital was promptly arranged. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	11 February 2024
Experience:	"The nurse that examined my son made a connection with him, checked him thoroughly, made diagnosis, prescribed medicine, gave advice. I felt my child got the care he needed. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"Overall, my experience in the surgery was good the doctor diagnosed my problem pretty quick and explained what was wrong and referred me to a clinic. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
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Identified By:	Research	Date Recorded:	16 February 2024
Experience:	"Review with nurse started on time and future plan agreed to control diabetes. It will be reviewed later in the year after reviewing blood results. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	29 February 2024
Experience:	"My consultant was courteous, knowledgeable and professional. He explained things clearly and said why checks and medication were needed to prevent things getting worse. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	20 February 2024
Experience:	"Overall, they take good care of you. The waiting times can sometimes be a bit long, but it can't be helped if they're busy. Really kind and caring doctor helped me, receptionist answered all my questions for me, and I didn't feel rushed. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	29 February 2024
Experience:	"Attended for an appointment with the ANP. Great thorough examination, clear advice and consultation and effective treatment given. Results from tests messaged through when they were back with the surgery. All staff polite and friendly throughout my visit. Overall, a great experience and great care! "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	22 February 2024

Experience:	"Nurse explained my blood results and what the readings meant, relaxing experience, doctor phoned next day to check I was having no side effects from my medication, and what symptoms to look for if my meds were not working properly. "		
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Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	1 February 2024
Experience:	"Waiting time excellent Dr listened and understood my problems, dealt with effectively. Treatment plan agreed upon. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	2 February 2024
Experience:	"Rang surgery got an appointment within 2.5 hours. Saw Dr. He was very attentive to my problem, listened to me and made me feel I was in good hands. I was reassured about certain problems and left feeling if I needed further advice, I was just a telephone call away. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	2 February 2024
Experience:	"Knowledgeable sympathetic doctor. He realised what the problem was, and his treatment has been successful. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"Very reassuring and explained everything that needed to be done for me yesterday and changed my inhaler for a new one. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"Invited for a blood pressure appt, on time great service, no problems. It's good to keep up with various reviews when offered. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"I'm lucky enough to not have to visit the GPs regularly. This was just a pill review with the nurse. She was really thorough and listened to my small concerns and gave me good advice. The appointment was on time. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"Usually get an appointment when I need it, some lovely staff, can't fault the G. P's. Thank you, Montague, medical centre. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"I attended the practice for a shingles jab and was very happy with the professional treatment that I received. "		

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"I rang at 9am to request at GP appointment. Appointment offered that day at 10 50am. Excellent helpful receptionists at		

	this practice, a credit to the surgery. My appointment was on time and a very helpful GP who listened, advised, and prescribed relevant medication. Thank you. "
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Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"After having postponed twice for personal reasons it was easy to reschedule. The nurse I saw was thorough and explained everything I needed to know. Great work. "		

Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"Our health service is criticised often, but I've been seen and dealt with in no time. Everyone in the process was great. I can't speak highly enough of the team. "		

Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"Quick and efficient, the nurse was struggling to find equipment as I was the first in, but other than that, very good. "		

Service Name:	Montague Medical Practice	PCN:	Cygnet
Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"I managed to get an appointment for the morning I rang, I checked in on screen as there was a queue at reception with a foreign person not understanding. The doctor I saw was friendly and listened to me. He examined me and gave me a prescription for my problem and said If no better after a few days to get back in touch.		

	"
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Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	31 February 2024
Experience:	"Everyone was professional while been friendly and helpful. The Doctor sat and listened to me about my health concerns then went into detail about the steps he was taking to get me back to full health. "		

Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	12 February 2024
Experience:	This person rang up at 8am and was given an appointment for that morning. She was really happy with the care and treatment by the GP who she thought was very "devoted" to their work.		
Actions Taken: (Healthwatch)	Compliment to be shared in the intelligence report.		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	23 February 2024
Experience:	Parent reported that GP listened and showed empathy when parent mentioned autistic child has onset sleep difficulties. Referred to sleep service. Parent was disappointed that sleep service rejected the referral as the child doesn't have an ADHD assessment. Both GP and parent confused by this. Parent said the GP has done everything they can to try and get the help needed.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Beverley Health Centre, Manor Road Surgery	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	12 February 2024

Experience:	Patient wanted to feedback that the service at Manor Road Surgery in Beverley was excellent. The Pharmacist, staff and doctors were excellent. The physio came out to her home and there is even a community area where you can see a podiatrist.
Actions Taken: (Healthwatch)	Feedback logged on CRM for inclusion in intelligence report

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	2 February 2024
Experience:	This person describes their experiences of Practice 3 as "marvellous" and that they "can't fault them". The patient says they are able to ring and get an appointment almost straight away, which they are very happy with.		
Actions Taken: (Healthwatch)	Positive feedback to be reported by HWERY.		

Service Name:	Leven and Beeford Medical Practice	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Parent shared any time she needs an appointment for her child or family she can always get one. She stated she feels lucky as many of her friends in a different area struggle to get appointments and when they do it is over the phone or not with a GP. She felt her practice had the perfect balance. Her appointments are always thorough and never rushed.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	The Medical Centre, Driffeld	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Parent reported that staff at Driffeld Medical Centre are always available for same day appointments for children, were		

	supportive and proactive regarding milk allergies and eczema concerns. Parent shared all the staff are amazing with her child.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Service Name:	Leven and Beeford Medical Practice	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Incredibly quick service when calling for a poorly child. Parent reported that they always get a same day appointment for her son, face-to-face. Staff were all described as excellent. Parent stated they have even called at lunch time before when her child got ill throughout the morning and was still seen the same day.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence.		

Service Name:	Not specified		
Identified By:	Email	Date Recorded:	11 February 2024
Experience:	Via GP to get a walking stick. Referral went into community team quickly. Beverley East Yorkshire service. I received a call a few days ago to say I was top of their list; they knew I was awaiting surgery in the next few months. I had my hip replacement a week before they called and so hospital provided crutches.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	7 February 2024

Experience:	Parent reported she was able to get a GP appointment. She called the surgery at 8am but couldn't hold for long. She reported that she called back at 8.50 to a recorded message stating she was 17th in the queue and was anticipating being told all appointments had gone for the day. She said she was delighted to be offered a same-day appointment at 11.20. When attending the appointment, the surgery was running on time, and she felt well looked after by the GP she saw.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

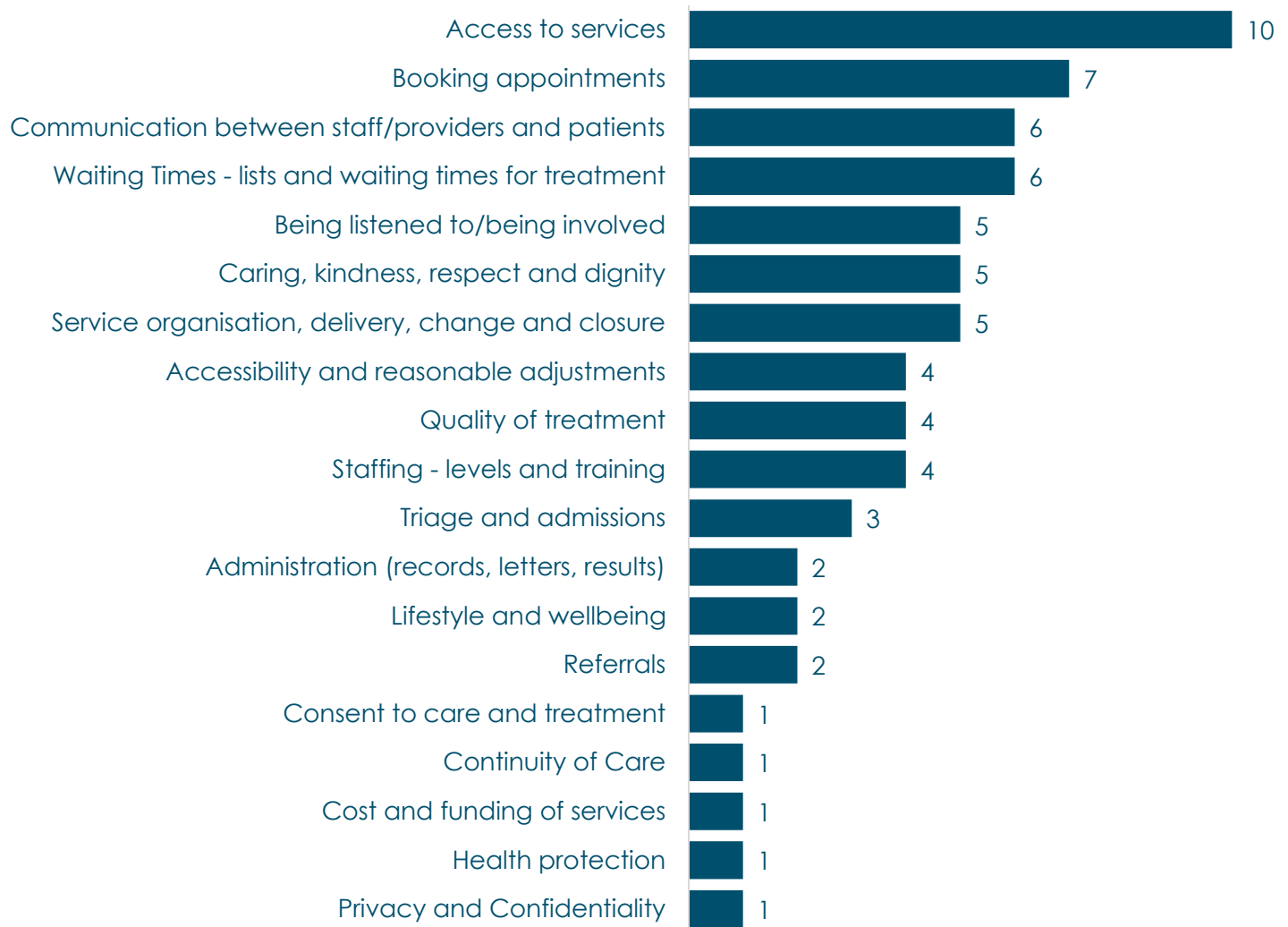
Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Engagement	Date Recorded:	7 February 2024
Experience:	Parent reports she can get an appointment for herself and child, same day or pre-bookable for herself and her family whenever she calls the surgery. She expressed a feeling of guilt as she knows several other parents who can't get appointments consistently the way she can.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence.		

Service Name:	Park View Surgery	PCN:	Harthill PCN
Identified By:	Engagement	Date Recorded:	6 February 2024
Experience:	Parent shared that she could get a GP appointment at Driffield surgery with ease for both her and children. It is typically the same day, and the quality of care is exceptional.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence.		

4.2 Dental Practices

This month, Healthwatch recorded a total of **10** experiences relating to Dental Practices. These experiences were broken down into **70** Intelligence and **20** Compliments.

Dentist - Intelligence



Dentist - Compliments



Lived Experiences – Intelligence

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

Service Name:	MyDentist Quay Road		
Identified By:	Engagement	Date Recorded:	2 February 2024
Experience:	This person told HWERY that they are on an 8-year waiting list to see an NHS dentist, but their teeth are falling out in the meantime. This person rang 111 for an emergency dentist, however they cannot travel from Bridlington to Driffield or Hull as they are a carer and cannot leave for long periods of time.		
Actions Taken: (Healthwatch)	Feedback to be anonymously reported by HWERY.		

Service Name:	Bupa Dental Care, Cottingham		
Identified By:	Engagement	Date Recorded:	12 February 2024
Experience:	Parents child with SEND has needed a filling for over a year. Dentist can't do the work due to child's additional needs and anxiety. Parent asked if son can be referred to specialist dentist so that he can be sedated to have the work done. She stated her son doesn't brush his teeth regularly and are in 'an awful state' so would likely benefit from further viewing/work on other teeth at the same time. Dentist has refused referral and said that until they see his teeth clearly enough, being referred isn't an option. Parent feels this is exacerbating the situation and that son's autism and anxiety isn't being taken seriously.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Not specified		
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Identified By:	Engagement	Date Recorded:	7 February 2024
Experience:	Lady lives in Bridlington and cannot get an NHS dentist in her area. The nearest she has found is in Bilton. She is very happy with the dental practice is registered at and has appointments every 6-9 months; however, she expressed frustration at having to travel an hour there and an hour back to have a check-up etc.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence.		

Service Name:	No dentist		
Identified By:	Engagement	Date Recorded:	6 February 2024
Experience:	Cannot get an NHS dentist. Had to visit private dentist for child which cost £55 for the initial appointment and a further £120 a milk tooth to be extracted. This required use of a credit card due to being unforeseen. Parent feels the lack of NHS services is pushing people into debt.		
Actions Taken: (Healthwatch)	No further action - logged as intelligence.		

Service Name:	City Health Dental - Withernsea		
Identified By:	Engagement	Date Recorded:	2 February 2024
Experience:	Child suffers with health anxiety. Parent was advised the child needs braces. The nearest place that was offered was Scarborough or Goole. Travelling so far will be detrimental to the child's mental health. Parent also stated that Goole is often suggested as 'the nearest' place for various things as it is viewed as a crow flies, when actually getting there is far lengthier in terms of time and distance.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	City Health Dental - Withernsea		
Identified By:	Engagement	Date Recorded:	2 February 2024

Experience:	Is on a waiting list to access the NHS dentist. Called to update her phone number as she has been waiting 2 years and wanted to make sure she was reachable when she came to the top of the list. Was advised by receptionist, contact details cannot be updated as the list is paper based and will take too much time to sift through and find her. Patient advised that it will be a waste as they will call her, and she doesn't have that number anymore. Reception said she was welcome to start again at the bottom of the list (advised approx. 3 years) with her new number. Patient also has concerns over GDPR in relation to paper-based list with peoples contact information.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Lived Experiences – Compliments

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

Service Name:	City Health Care Dental Partnership Beverley		
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Parent reported she has recently moved to Beeford and doesn't know anyone or the local area. The health visitor called to the house and was supporting with everything she needed to set up here. She asked if she had sourced an NHS dentist and when she said she hadn't as yet, the health visitor called her dentist in Beverley and registered the parent and child. They have their first appointment booked in soon. She said she was grateful for the health visitor's recommendation and felt lucky that she wasn't placed on a waiting list, with an appointment offered soon after registration.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	City Health Care Partnership Dental Services- Driffeld		
Identified By:	Engagement	Date Recorded:	19 February 2024

Experience:	Parent shared that she managed to get her children an NHS dentist. Appointments are always excellent, and the staff are very good with children.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Service Name:	MyDentist Burnby Lane Dental Practice		
Identified By:	Engagement	Date Recorded:	7 February 2024
Experience:	Almost 18-year-old reported that she enjoys her visits to the dentist. The dentist is kind, caring and understanding of her other medical needs. Also reported that work that needs doing is being rushed through so that she is covered by free children's dental care as work required would have significant cost when she moves to adult services. Had an appointment last week for a check-up and work is booked in for next week. Extremely happy with the service throughout.		
Actions Taken: (Healthwatch)	No further action - logged as intelligence.		

Service Name:	City Health Care Partnership Dental Services- Driffield		
Identified By:	Engagement	Date Recorded:	6 February 2024
Experience:	Was removed from NHS dentist list as surgery closed due to dentist started working at the hospital. The dentist then came back opening a new NHS surgery and contacted old patients letting them know they were welcome as a patient at his surgery. Lady reported it was a huge relief as she managed to get the whole family registered with the surgery after being on other dentist waiting lists. She reported that the service and surgery is incredible. The only thing that has changed is appointments are now annual check-ups instead of previously when they were every 6 months.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

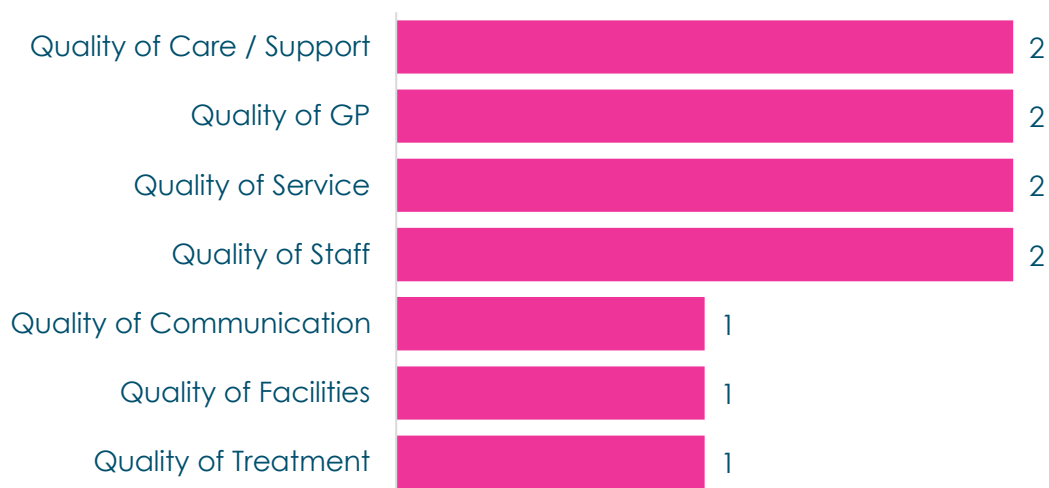
4.3 Pharmacy

This month, Healthwatch recorded a total of 2 experiences relating to Pharmacies. These experiences were broken down into 15 Intelligence and 11 Compliments.

Pharmacist - Intelligence



Pharmacist - Compliments



Lived Experiences – Compliments

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

Service Name:	Boots Pharmacy- Cottingham (King Street)		
Identified By:	Engagement	Date Recorded:	8 February 2024
Experience:	Stated the pharmacy used to be challenging to access, however, recently there has been a move around in the store which means there's more space. Person said wait times used to be excessive and queuing in the street due to being so many people waiting however this has changed. Person reported that the team are incredibly organised, and service is now flawless.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Boots Pharmacy- Withernsea		
Identified By:	Engagement	Date Recorded:	2 February 2024
Experience:	Carer for looked after baby who is lactose intolerant shared praise for both Boots pharmacies in Withernsea saying they go above and beyond to ensure that there is special order milk		

	available which means them keeping milk in stock before a prescription is issued as they know there can be delays to delivery. When the lady cannot get a GP appointment, the pharmacist always ensures the children, and the carers are given medical attention at the pharmacy. She also reported, all staff at the pharmacy are always kind and polite saying they are like old fashioned pharmacies in that the staff know people's names, their family etc. They also make sure that local people are seen to promptly when there is an influx of costal visitors over the holiday periods.
Actions Taken: (Healthwatch)	No further action - logged as intelligence

4.4 Opticians

This month, Healthwatch recorded a total of 1 experience relating to Opticians. These experiences were broken down into 5 Intelligence and 0 Compliments.

Opticians - Intelligence

Access to services	1
Accessibility and reasonable adjustments	1
Cost and funding of services	1
Health inequality	1
Staffing - levels and training	1

Lived Experiences – Intelligence

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

Service Name:	Not specified		
Identified By:	Engagement	Date Recorded:	7 February 2024
Experience:	Parent expressed that local opticians aren't really SEND friendly for children with additional needs. She also reported that due to her child's needs, her son needs specialist flexible metal frames which aren't covered for free. She said she spend £100 on a suitable pair, and a backup replacement pair should he manage to damage them. She said the NHS child eyewear amount was not allowed to be used so she was having to pay the full amount herself which she couldn't really afford.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence.		

5. Secondary Care Intelligence

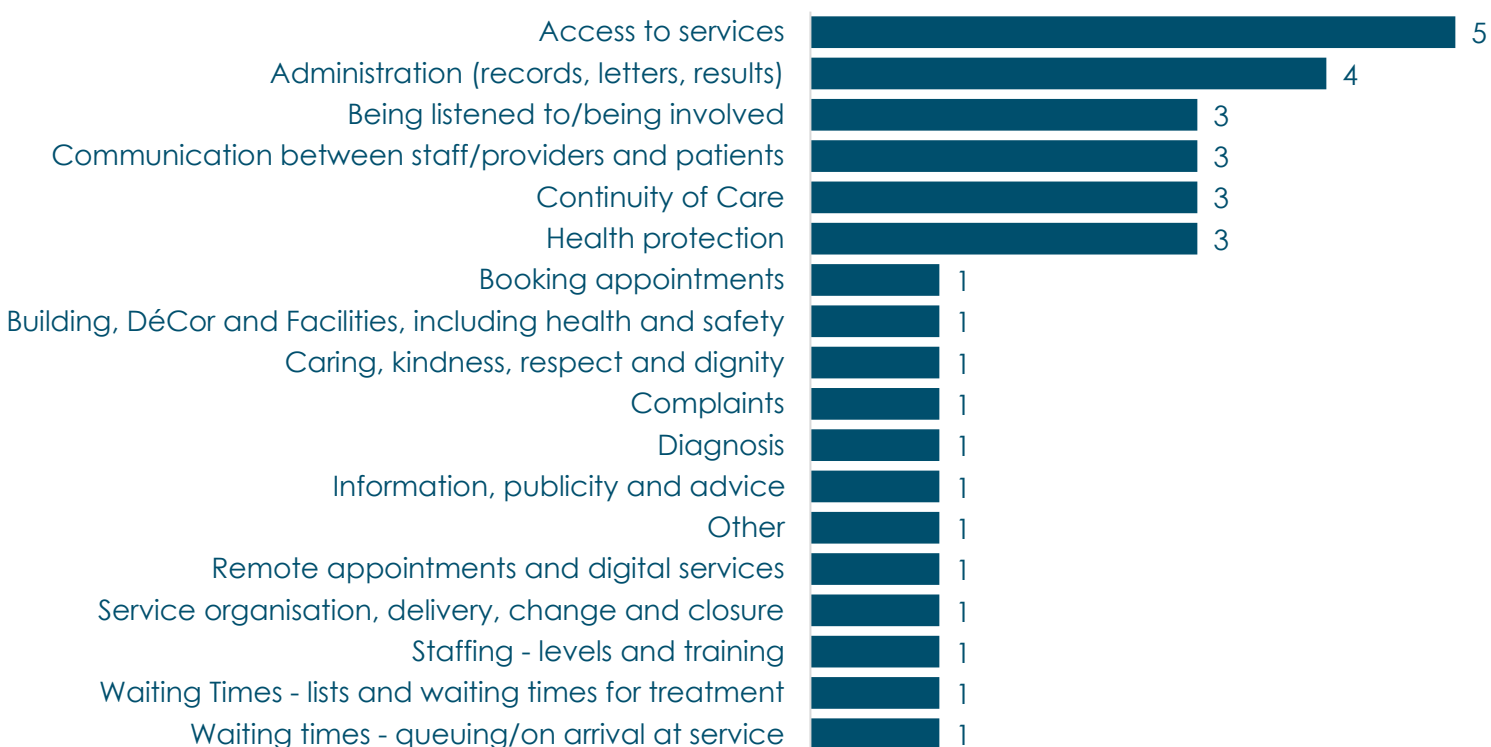
Theme Breakdown – Hospitals

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

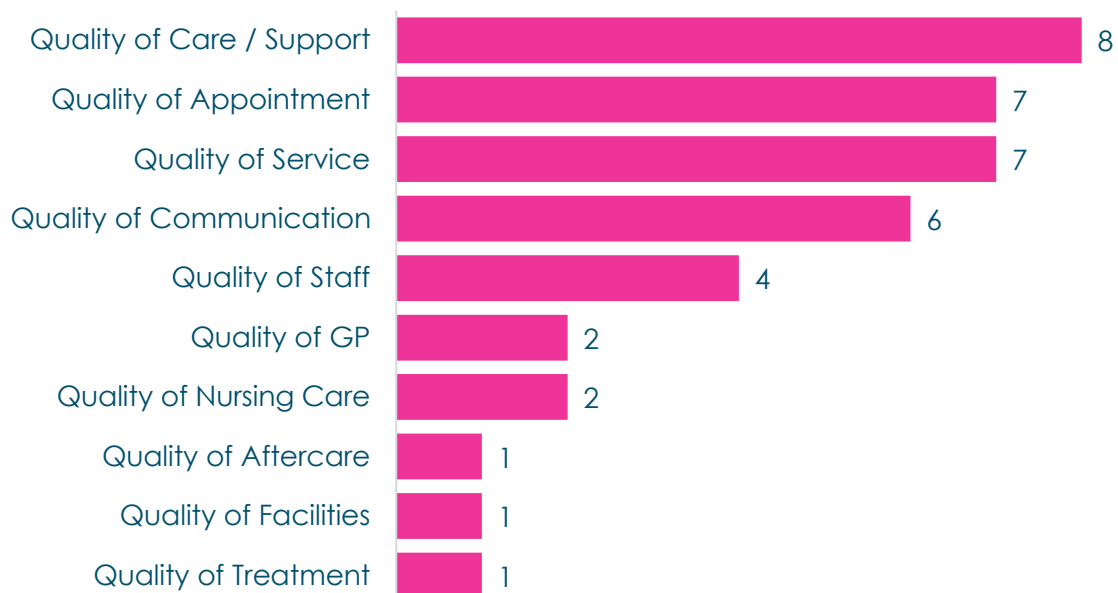
5.1 Hull Royal Infirmary

This month, Healthwatch recorded a total of **17** experiences relating to Hull Royal Infirmary. These experiences were broken down into **33** intelligence and **39** compliments.

Hull Royal Infirmary - Intelligence



Hull Royal Infirmary - Compliments



Lived Experiences – Intelligence

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

Service Name:	Antenatal Outpatients		
Identified By:	Engagement	Date Recorded:	21 February 2024
Experience:	Pregnant patient said that she has issues with her appointment letters for the antenatal day unit in how she'll receive her letter and it will say her appointment is in February but not say the date and time. The patient also reported that she doesn't always receive text messages. Patient also reported that in her appointments she doesn't always see the same midwife. She was also informed that in her notes it said she was anaemic but was never actually told by the midwife who put it on her notes.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Antenatal Outpatients		
Identified By:	Engagement	Date Recorded:	21 February 2024
Experience:	Partner of pregnant patient reported that in their antenatal appointments the partner is just ignored and feels as though he isn't properly listened to.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Women and Children's Department		
Identified By:	Engagement	Date Recorded:	21 February 2024
Experience:	Pregnant patient regularly attends the Antenatal Day Unit and said that they always struggle to find the position of the baby. She also reported that she recently went to the new Maternity		

	Triage department and said that they had the same issues there.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Women and Children's Department		
Identified By:	Engagement	Date Recorded:	21 February 2024
Experience:	Pregnant patient reported that she is attending the Women and Children's department and feels as though there is no communication between the hospital and her GP. Patient feels as though she has to be the one to communicate for them.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	12 February 2024
Experience:	The patient was waiting in A&E when his mum brought a bag of his belongings to him. The bag was not with him once he reached the ward. The mum of the patient says this is "not good enough" and has been unable to get the belongings back.		
Actions Taken: (Healthwatch)	Anonymously reported by HWERY in the intelligence report.		

Service Name:	Gastroenterology/ICU		
Identified By:	Engagement	Date Recorded:	22 February 2024
Experience:	Patient explained that they were admitted for surgery following a diagnosis of bowel cancer. Despite being very unwell they had to arrange for someone to care for her husband who has dementia whilst she was going to be in hospital. Following surgery with complications patient became acutely unwell and it was recommended that she be placed in ICU. Patient said that she had to fight to go into ICU as some of the nursing staff did not think this was necessary. Patient turned out to have sepsis and double pneumonia and was extremely ill for a week in ICU. She was traumatised by this experience and was scared		

	that had she not been able to fight for herself to be admitted to intensive care she may have died and left her husband alone. The patient said that her care whilst on ICU was fantastic.
Actions Taken: (Healthwatch)	Patient feedback noted for inclusion in CRM and intelligence report. The patient wants to make a complaint but was not ready to do this yet as they are still recovering. HW Representative left a card so she can contact us in the future if she wants support to make a complaint.

Service Name:	Gastro, intestinal and liver service		
Identified By:	Engagement	Date Recorded:	12 February 2024
Experience:	Patient who had been referred to service had to be rushed into hospital as an emergency due to severe pain. Patient never received an appointment letter. Consultant who saw them said that they should have been seen by then and chased up referral. Is now on list for gallbladder removal.		
Actions Taken: (Healthwatch)	Feedback logged on CRM for inclusion in intelligence report		

Service Name:	Radiology		
Identified By:	Engagement	Date Recorded:	12 February 2024
Experience:	Patient with a fracture did not receive a letter informing her she had an appointment at the Ultrasound department, so she did not attend for her appointment. She would not have received the scan she needed had she not chased up the appointment.		
Actions Taken: (Healthwatch)	Recorded on CRM for inclusion in intelligence report.		

Service Name:	Children's Accident and Emergency		
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Parent shared that her child had been severely unwell, wasn't retaining fluids and was deteriorating. Attended children's A&E. She stated she was told there was an 8 hour wait for treatment etc. She was triaged after an hour where it was recommended, she stay and that the wait would be approximately a further 7 hours. She chose to leave as she said it was extremely busy and		

	feel that if they were happy to leave her for 7 hours that it was likely not a major medical issue.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Lived Experiences – Compliments

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	14 February 2024
Experience:	Patient reported "My husband received a set of stitches to his head and scalp following an altercation with a roof ladder. The Maxillofacial doctor was amazing despite rushing in between different departments and working solo from his mobile "toolbox" as the clinic was closed as it was during the night shift! The hospital was very busy!! I just wanted to say a huge thank you for a great service and the complimentary hair cut which my husband received! Great sense of humour whilst delivering professional reassurance and medical care!"		
Actions Taken: (Healthwatch)	NA		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	23 February 2024
Experience:	Patient reported "I was admitted as an emergency case on Wednesday night of this week. I was poorly and needed emergency treatment. From paramedics to Triage staff to doctors and nurses to porters to CT staff I received the most excellent professional and total kindness care. This was start to. Coming home. The hospital HRI. Deserve to be praised and the staff who work there. Members I remember were the doctors all and nurses that looked after me personally."		

Actions Taken: (Healthwatch)	NA		
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Service Name:	Antenatal Outpatients		
Identified By:	Engagement	Date Recorded:	21 February 2024
Experience:	Patient reported that she is super happy with her care in the Antenatal Day Unit. Partner of the patient also reported that he feels confident in speaking up in the appointments and really feels like he is listened to by the midwives.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Hull Maternity Services		
Identified By:	Engagement	Date Recorded:	21 February 2024
Experience:	Pregnant patient reported that she has been diagnosed with gestational diabetes and said she feels so supported and that the staff have even helped her with her diet. Patient also had to recently visit the new Triage Department (with reduced movements) and said that she was seen to straight away.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Women and Children's Department		
Identified By:	Engagement	Date Recorded:	21 February 2024
Experience:	Patient visiting the Early Pregnancy Assessment Unit in Women and Children's department said that the department is very helpful. The patient also feels really listened to and included and said she has "nothing but praise".		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Women and Children's Department		
Identified By:	Engagement	Date Recorded:	6 February 2024

Experience:	Patient visiting the new maternity triage department reported that she is very pleased with the new department and said it was much needed. She also said that she is very impressed with the organisation and how quick the service is.
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.

Service Name:	Orthopaedic Inpatient		
Identified By:	Engagement	Date Recorded:	12 February 2024
Experience:	Patient had a hip replacement. Her femur broke during the procedure as the patient had brittle bones but was not aware of this. She was on the ward for 9 days and said the care she received was excellent. After 9 days she was transferred to Beverley Community Care. She said the care from staff, physiotherapy and nurses was fantastic. The food was wonderful, and her room was lovely. She said she had her own ensuite.		
Actions Taken: (Healthwatch)	Feedback logged on CRM for inclusion in intelligence report		

Service Name:	Outpatients		
Identified By:	Email	Date Recorded:	4 February 2024
Experience:	Text or email messages inform you of a change or new appointment. Mostly easy to access when the system lets you log on! All of your old and new appointment letters are all in one place.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

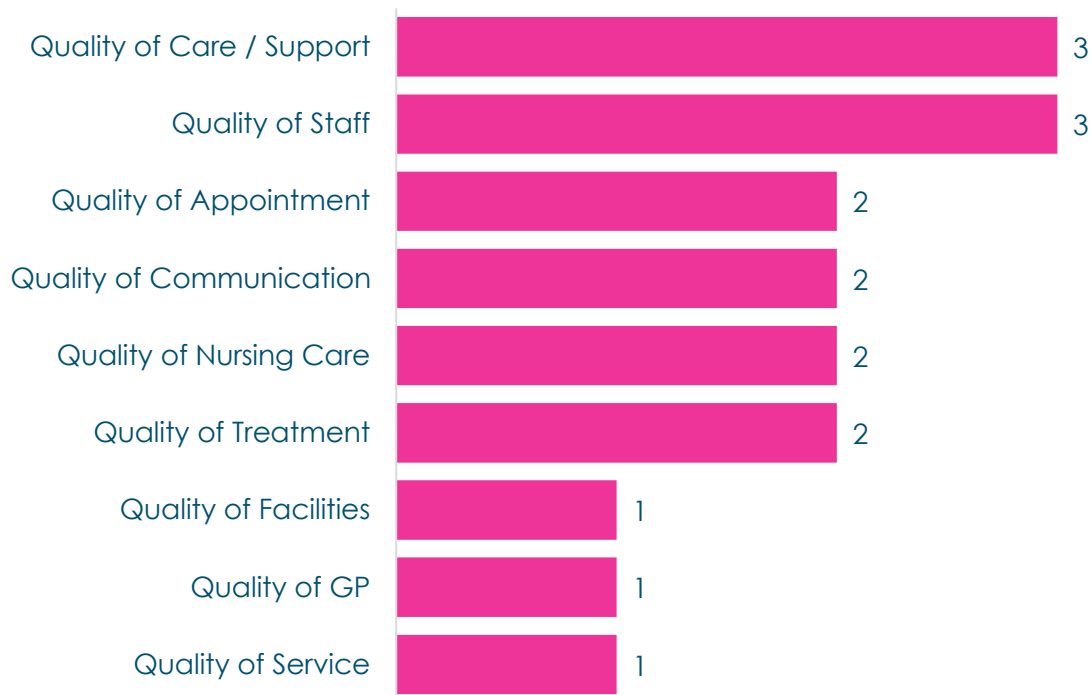
5.2 Castle Hill

This month, Healthwatch recorded a total of 6 experiences relating to Castle Hill Hospital. These experiences were broken down into 40 intelligence and 17 compliments.

Castle Hill Hospital - Intelligence



Castle Hill Hospital - Compliments



Lived Experiences – Intelligence

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

Service Name:	Cardiac Outpatients		
Identified By:	Engagement	Date Recorded:	23 February 2024
Experience:	Grandparent reported that her grandson is 6 years old and had a fast heart rate. His GP said go to the hospital, the ED made a referral to cardiology after they had carried out tests. Grandparent reported that her grandson has a resting heart rate discovered by cardiology of 200 bpm. The specialist reported that this was this child's 'norm', and everything was OK. A while later the boy needed to see the GP again who expressed concern over this resting heart rate not being good for the child. The GP advised seeking specialist assessment and when the grandma advised they had, the GP found a note on the system from the consultant stating this was his norm and no		

	follow up required. Grandma said the GP disagreed and so did she but wasn't sure what she could do about it. She is worried that this will become an irreversible issue.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Service Name:	General Site		
Identified By:	Email	Date Recorded:	10 February 2024
Experience:	I had an appointment for a mammogram 10 minutes after my husband had a pre-op assessment appointment, on the same hospital site. I dropped him off then drove round to where I needed to be but couldn't find a parking space. I ended up driving round in circles and found myself back to near where I'd originally dropped off my husband and found a space to park. I then had to walk to the far end of the hospital site, something I struggled with as I have arthritis in both knees and the site is uphill and downhill. I then had to walk all the way back to wait in the car for my husband. I was parked just under an hour, but we had to pay the next parking band up as the ANPR cameras clicked me from the time I entered the site and NOT from the time I managed to find a parking space!		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Day Surgery - unspecified		
Identified By:	Email	Date Recorded:	10 February 2024
Experience:	My husband has had 6 operations since April 2022, 3 were done as outpatients but he experienced bleeding after the 2nd and 3rd which resulted in me having to call 999 - the first occasion he was waiting a number of hours and taken to A&E and admitted onto a ward, the second occasion we were waiting over 6 hours for the ambulance and the paramedics said there would be several hours of waiting for them to handover if they took him to A&E so he was persuaded not to go. With hindsight he probably needed a blood transfusion as he was very pale and weak for weeks afterwards. The 4th operation he was admitted to a ward for an overnight stay after the op, except it didn't go ahead and he was sent home after waiting for 10 hours due to the team running out of theatre time. So, it was rearranged and went ahead a few weeks later, he stayed in just one night		

	afterwards - I thought it was too soon. His 5th op didn't happen again when he first went - again waiting 10 hours to then be sent home as an emergency operation had quite rightly taken precedence. It was then rearranged but again was sent home due to lack of theatre time. He finally had his 5th op on a different day to what his consultant usually operated on and luckily as it was a Friday we were pretty sure no one would take the responsibility to discharge him over the weekend - good job as on the Sunday (2 days post op) it was found he had dead tissue at the operation site which meant he was sent to theatre for emergency surgery. He stayed in hospital for 7 nights/8 days that time. His last operation (6th) was supposed to be on 23rd January, again due to lack of theatre time he was sent home after 11 hours. It finally went ahead 5 days ago (5th), and he came home the following evening. He was home for 3 days until community nursing contacted him about coming in to change his dressings, but thankfully this last op has been the best yet (his words) and he felt he didn't need them. The first operation should have been in April 2020 and due to Covid nothing happened despite him phoning the waiting list people every month during 2021 into 2022. It was only when I wrote to both PALS and my MP to complain that suddenly everyone started to 'jump through the hoops'! If my husband hadn't had me to advocate for him who knows where he'd be at right now. And he still needs more operations.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Lived Experiences – Compliments

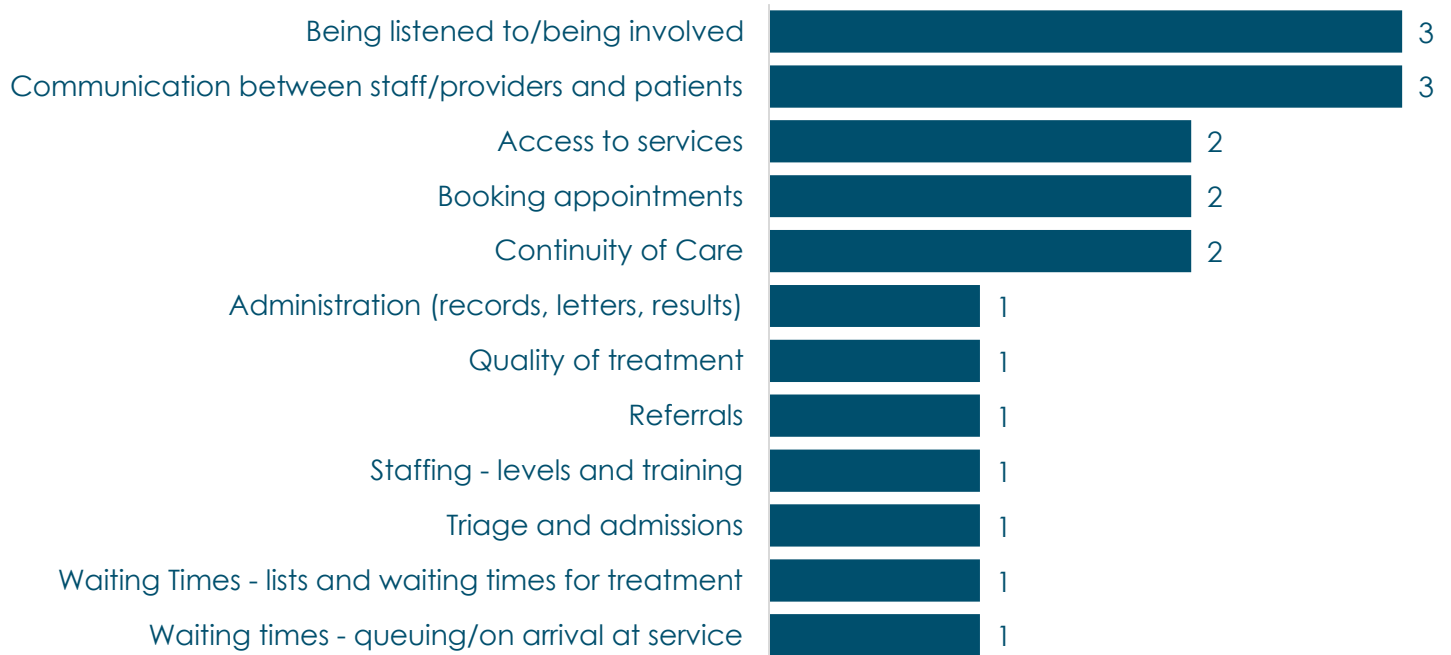
Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	11 February 2024
Experience:	Patient reported "The lady who fitted my catheter yesterday was extremely nice. I nearly fainted twice. Once during the catheter, and once while I was waiting to go in to have the CT scan done. She was very lovely made conversation. A very beautiful woman. Made sure I was okay and rushed to my aid when I needed it. I can't express how caring she was. Please pass this message onto her and say how thankful I was"		

Actions Taken: (Healthwatch)	NA		
Service Name:	Breast Care Unit CHH		
Identified By:	Engagement	Date Recorded:	7 February 2024
Experience:	Visited the Castle Hill breast Clinic in January. Person reported the facility and service from all staff was exceptional. The only thing that the lady felt was would be an improvement is having more sites available as Castle Hill from Bridlington take a while to get there and although she can drive, she expressed concern about those who don't have access to a car and may require support attending an appointment or needing to use public transport which is time consuming and daunting for some people.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence.		

5.3 Bridlington Hospital

This month, Healthwatch recorded a total of 7 experience relating to Bridlington Hospital Intelligence. This experience was broken down into 19 intelligence and 5 compliments.

Bridlington Hospital - Intelligence



Bridlington Hospital - Compliments



Lived Experiences – Intelligence

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

Service Name:	Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	22 February 2024
Experience:	Husband suffering from suspected urine infection, but there were no staff available to test a sample at Manor House Surgery. Individual was told they couldn't test it at Practice 2 due to not having an appointment beforehand. Got sent to Bridlington Hospital, where they were told that there was initially no one to test it. Once it was finally tested here, it was suggested that the patient had an ear infection rather than a urine infection, to which the patient was sent home. The health situation of the individual declined through the night, causing an ambulance to be called and the patient taken to Scarborough hospital, where he spent 5 days here to receive treatment for a severe urinary tract infection and sepsis.		
Actions Taken: (Healthwatch)	Healthwatch East Riding of Yorkshire reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Bridlington Hospital		
Identified By:	Research	Date Recorded:	27 February 2024
Experience:	Patient reported "Having had a 24-hour monitor 4/5 weeks ago and having a heart condition, the result from that period is still not available, to me or my GP. When asked to post it in a box, when returning the monitor, I had a feeling I might never know what and if the results were. So scary, my future health is in their hands!"		
Actions Taken: (Healthwatch)	NA		

Service Name:	Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	2 February 2024
Experience:	Patient reported that both Bridlington and Scarborough Hospital don't communicate with each other. Patient said that when you get into the appointments, they're great but the patient feels as though she has to communicate for them.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	2 February 2024
Experience:	Hard of hearing patient reported that he was referred to audiology services at Bridlington Hospital, but the referral process took 10 months. By that time the patient's hearing deteriorated further. When the patient got his appointment (first appointment was in 2023) he was told that his next appointment wouldn't be until 2025.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	2 February 2024
Experience:	Patient is 17 years old and is def with hearing aids. Says that she is meant to have 2 appointments a year. One at Bridlington hospital and one at Scarborough hospital. Patient reported that she hasn't had an appointment at Bridlington hospital in 2 years as she just can't get an appointment.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	2 February 2024
Experience:	Patient went to Bridlington Hospital and felt as though the doctors didn't investigate things properly as they didn't take any		

	blood or urine but told the patient that she had issues with her gallbladder
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.

Lived Experiences – Compliments

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

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Engagement	Date Recorded:	12 February 2024
Experience:	Patient very happy with the quality of the care received at Beverley Urgent Treatment Centre. She said the frailty team there were excellent.		
Actions Taken: (Healthwatch)	Patient feedback logged on CRM for inclusion in intelligence report		

Service Name:	Bridlington Hospital		
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Referred by GP for an x-ray. Arrived and checked in for appointment 15 minutes early. Was seen quickly. By the time the x-ray was done, the person managed to leave before her appointed should have started. Incredibly impressed with the service.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Parent reported that the staff at the breastfeeding clinic were really supportive. She was having difficulties with breastfeeding and felt other support pathways were keen to say bottle feed after a short period of time. She stated the staff at Beverley hospital took their time, tried lots of different approaches and		

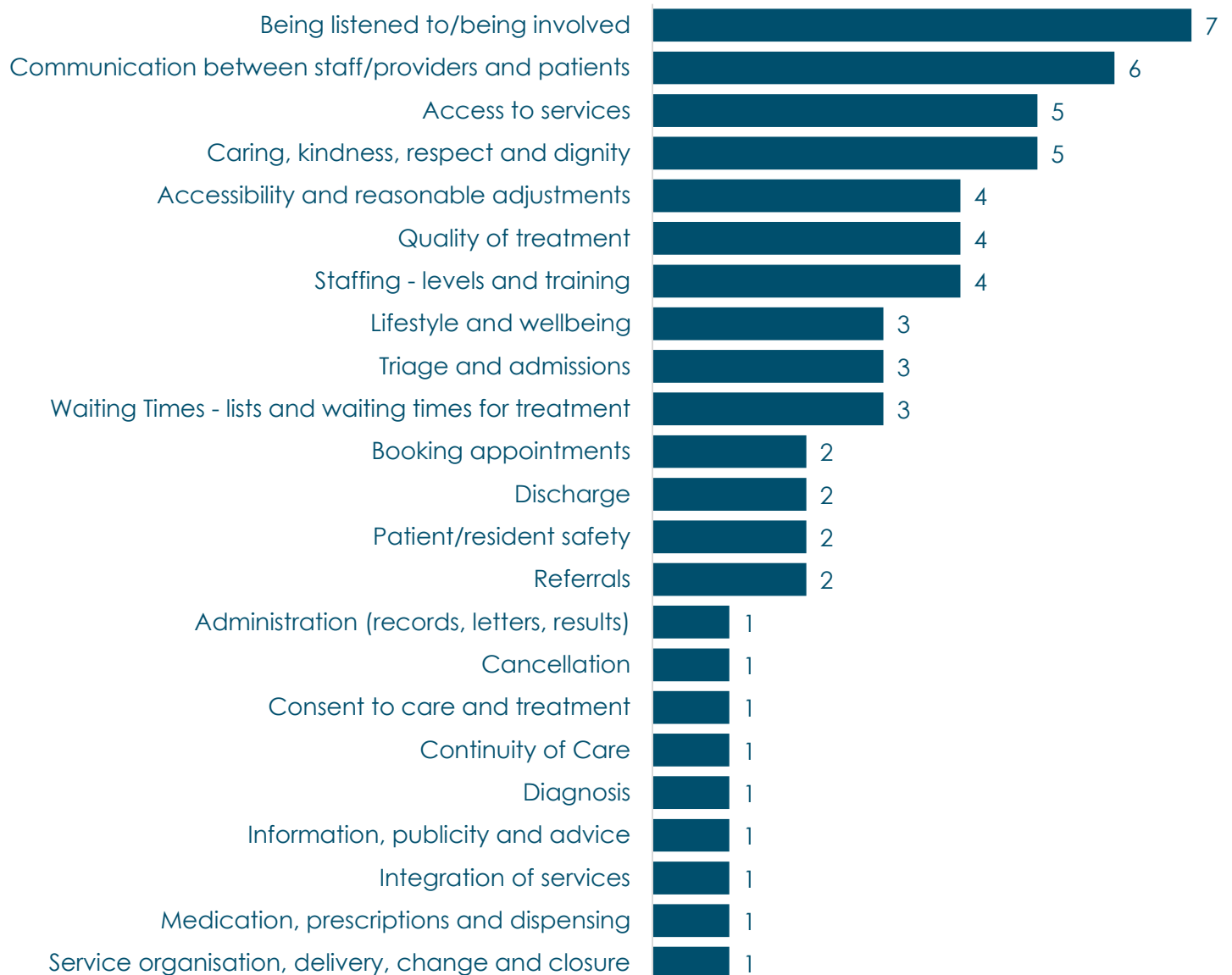
	stayed supporting her for over an hour which led to successful breast feeding. She shared that she felt this improved her bond with her child and gave the staff at the breastfeeding support session a lot of credit for this.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Service Name:	Bridlington Hospital		
Identified By:	Email	Date Recorded:	11 February 2024
Experience:	Bridlington hospital Total knee replacement 25 March 2023, fantastic experience from diagnosis through to date great surgery experience fantastic support team and awesome follow up experience.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

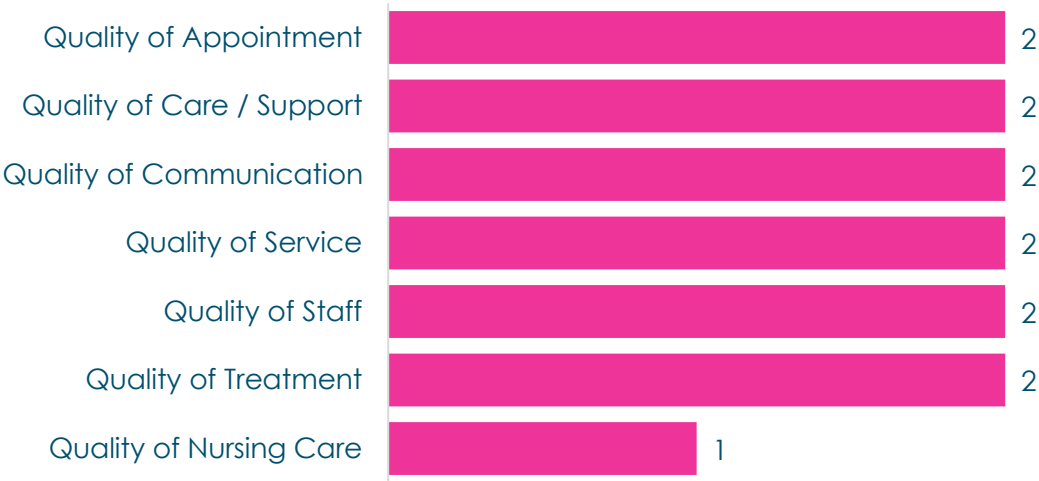
5.5 Mental Health Services

This month, Healthwatch recorded a total of 7 experience relating to Mental Health services Intelligence. These experiences were broken down into 61 intelligence and 13 compliments.

Mental Health Services - Intelligence



Mental Health Services - Compliments



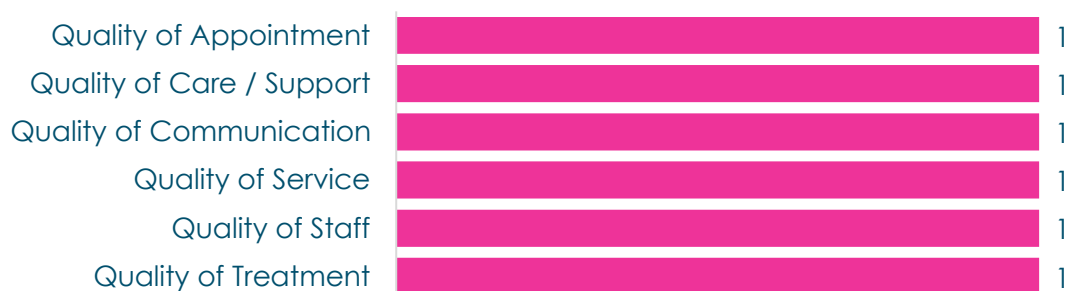
5.6 City Health Care Partnership (CHCP)

This month, Healthwatch recorded a total of 4 experiences for City Health Care Partnership. These experiences were broken down into 22 intelligence and 6 compliments.

City Health Care Partnership - Intelligence



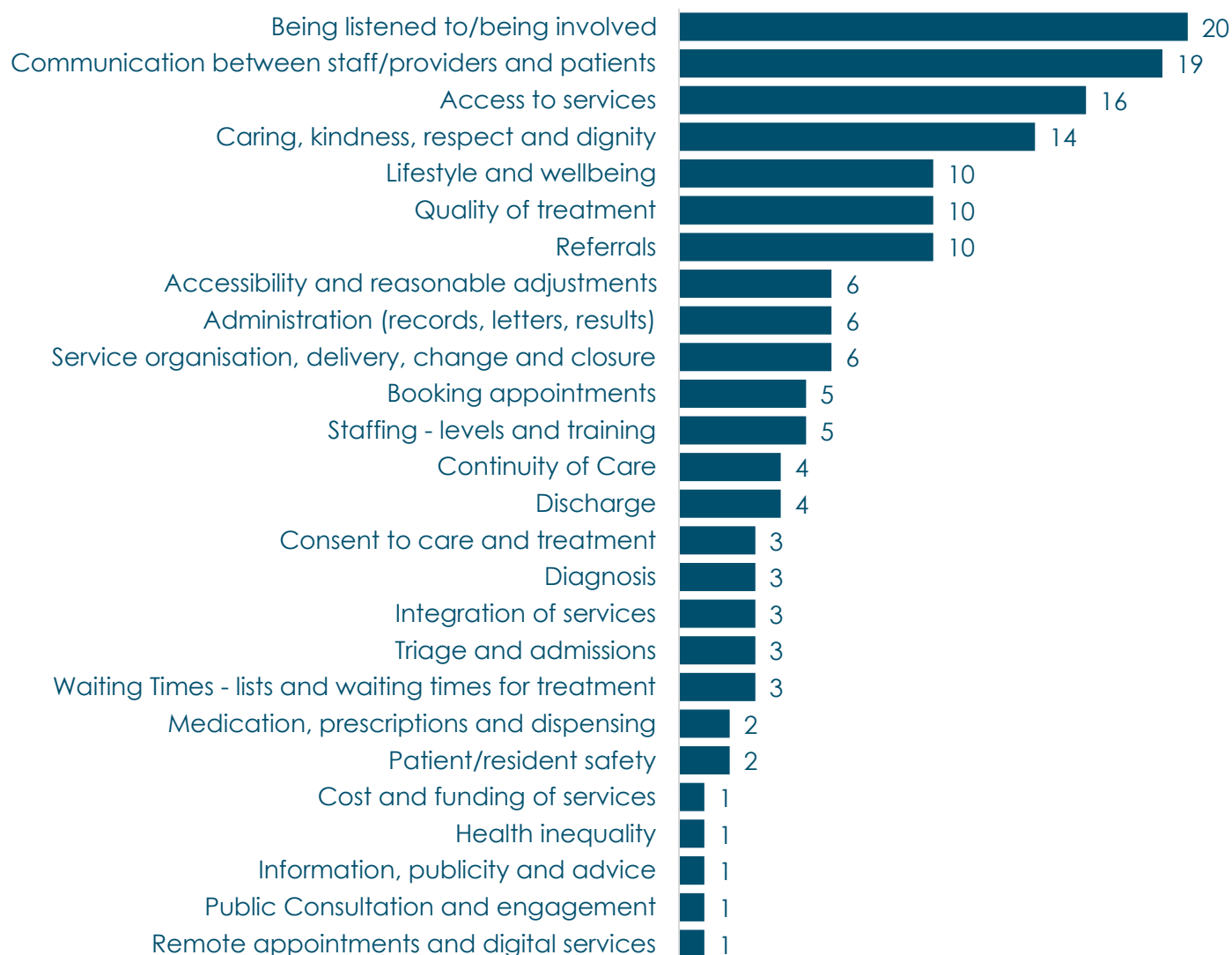
City Health Care Partnership - Compliments



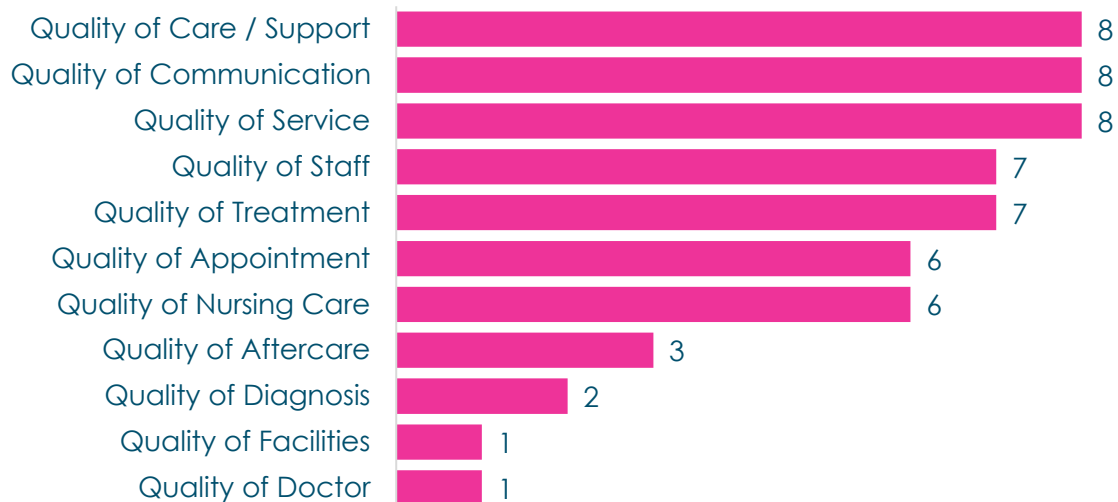
5.7 NHS Humber Foundation Trust

This month, Healthwatch recorded a total of **22** experiences for NHS Humber Foundation Trust. These experiences were broken down into **159** intelligence and **57** compliments.

NHS Humber Foundation Trust - Intelligence



NHS Humber Foundation Trust - Compliments



Lived Experience – Intelligence

Service Name:	Neurodiversity Front Door Service		
Identified By:	Engagement	Date Recorded:	23 February 2024
Experience:	Grandma of 6-year-old child reported that he was declined an ADHD diagnosis based on masking at school. The school told the grandma that they had made it clear how he typically behaves at school which is indicative of ADHD and provided evidence but told grandma that they felt ignored. Grandma was told by the school that the assessor on the day that people can't mask ADHD for any period of time. Grandma is frustrated by this as several services have said he needs a diagnosis to access support which they state he definitely needs.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Neurodiversity Front Door		
Identified By:	Engagement	Date Recorded:	23 February 2024
Experience:	Parent was told by assessor that their child would not receive a diagnosis of ADHD because they masked during the assessment. Assessor said they knew they were masking, but that people with ADHD don't have this skill. Parent stated this was an 'outdated comment'.		

Actions Taken: (Healthwatch)	No further action required - logged as intelligence		
Service Name:	Neurodiversity Front Door		
Identified By:	Engagement	Date Recorded:	23 February 2024
Experience:	Had face-to-face assessment for ADHD which resulted in non-diagnosis. Didn't feel the communication was there to explain why there was no diagnosis given or what support was available. School and family were both convinced ADHD dx was going to be given. Family suspect this is because child was nervous and masked during assessment at school, however, they feel that many children will act differently when a stranger comes into the class and talks to them as they are not a familiar face. Parent wanted to appeal the decision however they couldn't find any information on how to do this.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		
Service Name:	Health visitor / baby weigh in clinic service		
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Parent stated she was disappointed that there is no weigh in clinic at Beeford. Due to her child being quite unwell she would like to take him regularly, but the nearest clinics are too far away. She said she would like to see rural communities and the distance needing to travel considered more when commissioning and decommissioning services. Parent shared she felt decisions came from a budget stance and not what was best for the community.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		
Service Name:	DSR		
Identified By:	Engagement	Date Recorded:	8 February 2024
Experience:	Parent has been told a referral will be made by the DSR team for a keyworker. Parent feels context would have been courteous as she didn't know who the DSR team were, what they did, how they have come across her family and what a		

	keyworker was for. She stated, 'this is typical done to not done with for SEND families'.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Service Name:	School nursing team		
Identified By:	Engagement	Date Recorded:	8 February 2024
Experience:	Parent has been told by school nurse that they are referring her child for a keyworker. She shared that this is positive, but that no one has told her the purpose of key worker to know what the benefit will be. Stated that she is grateful but feels communication could be better.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	School nursing team		
Identified By:	Engagement	Date Recorded:	12 February 2024
Experience:	Parents child lives in East Riding but is on role at a Hull school. Had East Riding nursing team nurse come into Hull school to visit but discharged due to attending Hull school. Parent feels let down as the service knew the home and school address in advance which then resulted in further wait time for Hull school nurse to attend. Parent felt the communication between Hull and East Riding isn't working well.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence.		

Service Name:	Neurodiversity Front Door Service		
Identified By:	Engagement	Date Recorded:	7 February 2024
Experience:	Received neurodiversity forms from the school, completed the parent section and returned. The school submitted the forms to the Front Door service. When they received the application, a member of the Front Door team called and asked the exact same questions she had completed on the form. She asked why and was told they wanted to verify the responses. The parent felt like she wasn't believed and that she was being tested to		

	see if her answers matched. She felt this has had a negative start to the relationship between service and family.
Actions Taken: (Healthwatch)	No further action taken - logged as intelligence

Service Name:	Neurodiversity Front Door Service		
Identified By:	Engagement	Date Recorded:	6 February 2024
Experience:	Parent feels that forms for referring onto the pathway are not beneficial for parents' views. They don't allow much space to add context and can leave things open to interpretation. Parent also shared that there are some things that she knows are signs to her of neurodiversity, however she wasn't sure how to articulate it on the forms. Similarly, she didn't feel what the school had noted on their form (completed with the parent present) fully reflected how her child presents. She feels it would be useful for children to be seen as part of the triage process and fears her daughter's application won't be successful.		
Actions Taken: (Healthwatch)	No further action required, logged as intelligence.		

Service Name:	Speech and language		
Identified By:	Engagement	Date Recorded:	6 February 2024
Experience:	Had a referral made which the parent was told was accepted for her 5-year-old son. Was advised they would be in touch and the wait 'shouldn't be too long'. There has been no contact from the service as to when this will start, what it entails etc. She expressed that communication would help her feel more confident that her child was going to get the help and support he needed to enable him to progress. She was extremely concerned that the longer this continues, the harder it will be to resolve as currently the school can't understand majority of what he says and for a significant amount of time, neither can his family. This is resulting into outbursts from her son as he is upset and frustrated at not being able to effectively communicate with the world around him.		
Actions Taken: (Healthwatch)	No further action required - advised where to contact to chase up directly instead of through school. Logged as intelligence.		

Service Name:	Neurodiversity Front Door Service		
Identified By:	Engagement	Date Recorded:	6 February 2024
Experience:	Parent was advised by GP that they can't access Right to Choose for their child's neurodiversity assessment and must go through the Front Door service which the GPs cannot refer into. They then spoke to their school, completed a questionnaire provided by them and returned it. The parent was told this would be sent into the Neurodiversity Front Door (NFD) team. After some time, she has rung (NFD) to chase up the progress to be told their application was never received and her child is not on the waiting list. The school are adamant they have sent it but will not chase it. After speaking to other parents, she doesn't believe the forms she was provided by the school are correct. The parent is frustrated that between the school and the service team, there is a lack of communication and/or honesty in what has happened, and her daughter has had unnecessary time added to her getting on the pathway. If forms from the NFD team were made available to view for parents, she would be better equipped to see if the school were providing the wrong forms and information. It has shaken her trust in both the school and service.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Scunthorpe General Hospital		
Identified By:	Email	Date Recorded:	2 February 2024
Experience:	My 88-year-old diabetic mother was catheterised due to prolapse, sent home at teatime. At 1.30am I got a call from her saying she was in agony with a water infection and 111 booked a GP phone call. GP said they would send someone out within 6 hours. I live some distance away and when I arrived mum was in agony sitting in sodden incontinence pants (she is not normally incontinent), pale and confused. She had been like that for 6 hours. No doctor arrived. I called 111 again who sent ambulance who took her back to the hospital that discharged her the previous day. Could they not have monitored her after the catheter had been removed? Or provided antibiotics to use just in case. It's not the first time this has happened. Hospital also wanted to discharge her after diagnosing UTI, but I refused to let them as there was no-one to look after her and her mobility is poor. The sight of her weeping in agony will haunt me. My dad		

	was her carer but died last month. It is affecting my health, the stress of trying to get decent care for her. The only part of the whole experience that was acceptable was the conduct of the first responder and paramedics, they treated mum with dignity and compassion.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Service Name:	Neurodiversity Front Door Service		
Identified By:	Engagement	Date Recorded:	2 February 2024
Experience:	Grandparent expressed frustration over barriers in place to access referral pathway. School are the only people from the list of who can refer that the child accesses. The school have said children can't be referred until they're 7 years old and that although the child has significant speech delay and academically is far behind their peers, they don't have any cause for concern and that a referral will be pointless as they don't see any traits to support the application. Grandparent feels that having such a short list of who can refer to the service, and that the application is only going to be successful if the school staff know about masking is a massive barrier and failing those who would benefit from an assessment.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Health Visitor Clinics - Withernsea		
Identified By:	Engagement	Date Recorded:	2 February 2024
Experience:	Lady reported that she is a foster carer for looked after children. She currently has in her care a 6-month-old baby who she has looked after from the child being born. As a safeguarding measure, she has to have the child weighed and measured on a regular basis. The clinic locally only runs on Tuesdays which is the child's contact day with their birth family. As a result, they cannot attend the only session which means they need to travel to Hull. As this is a requirement and not a desirable, the lady feels there should be some flexibility as it is not easy for her to get to Hull and takes a considerable amount of time using public transport. Others attending the engagement session		

	shared concerns over needing to book in advance when other areas have a drop-in session. Several said the booking system has acted as a deterrent for them accessing the service.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

Lived Experiences - Compliments

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

Service Name:	Health visitor - Beeford		
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Parent moved to Beeford not knowing anyone or the local area. The health visitor came to do standard checks and asked how she was settling in. Parent stated the health visitor went above and beyond making sure she knew where her local Pay Points were for paying gas and electric, registered her and her child with an NHS dentist, advised when benefits she is eligible to apply for, told her about the local food bank and how to access it, where the local baby groups were for social interaction for the child and for her to meet other parents in the area. The parent said she felt really looked after at a time when she was most vulnerable.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	School Nursing Team - North Froddingham		
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Parent shared a school nurse had picked up on an issue with her child's eye. She contacted parents to discuss and made a referral for an eye clinic appointment. This was done quickly as the appointment came through within a week.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Baby weigh in clinic - Driffield		
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Parent shared that she accessed the baby weigh in clinic at Driffield. She felt this was a great example of services working together as it combined GPs with community nurses. As a result, the teams worked together and referred for a bone scan as her baby was very heavy and the staff were concerned that his bones wouldn't be able to support his weight when crawling / walking without causing damage. They'd also discussed trying to reduce his weight with care and compassion. Parents son was breastfed, so it wasn't easy to reduce calorie intake. Staff were taking their time to talk through different things she could try.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Health visitor - Market Weighton		
Identified By:	Engagement	Date Recorded:	18 February 2024
Experience:	Parent reported that the health visitor / midwife home visit care in Market Weighton were exceptional in their care during checks on mum and baby before the baby was born. She felt at ease and confident that everything was OK with the checks they did and the way they communicated.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Baby weigh in clinic - Driffield		
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Parent reported she accessed the baby weigh in clinic held at Driffield which had helpful and supportive staff who were happy to answer any questions and made her feel at ease. She stated that she never felt rushed or judged when she asked things and shared that often people assume as this wasn't her first child, she should know the answers.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	School nurse service for Beeford		
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Parent spoke to the community nurse regarding concern that her son's eye was turning in slightly. Nurse made a referral the next day. This was then picked up quickly at the eye hospital and treatment has now been carried out. Parent reported that she was grateful of the fast response, and at being listened to about her worries.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Paediatrician		
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Parent reported that the paediatrician incredibly helpful, believed parent concerns over intolerance to certain things. Talked over a period of time, advised to take a log of issue etc and was able to get a diagnosis of dairy and soya intolerances. When raised with the health visitor previously, she had said there was no chance of any issue if her other two children were fine and refused to investigate or refer.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	Neurodiversity Service		
Identified By:	Engagement	Date Recorded:	8 February 2024
Experience:	Parent shared that a practitioner from the neurodiversity service came to their house to visit her son. She said it was a relief that they were so willing to come to the home as they find it difficult to get out and usually finds services make her feel guilty or refuse. She added that this service team member (she was upset at forgetting the person's name and she wanted to praise her personally) listened to her as a parent and acknowledged that she knew her son best and worked under the advice and guidance of the parent to get the best out of the visit. She said it was an amazing visit and the person got down to her son's level, fully understood neurodiversity and how to engage with children that can be labelled 'challenging' by others. She felt respected, listened to and comfortable in her own home with this person		

	there. Parent said it was the most positive interaction her son has even had with a professional.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

5.8 NHS 111

This month, Healthwatch recorded a total of **1** experience for NHS 111. This was broken down into **7** intelligence and **0** compliments.

NHS 111 - Intelligence

Access to services	1
Communication between staff/providers and patients	1
Consent to care and treatment	1
Diagnosis	1
Remote appointments and digital services	1
Service organisation, delivery, change and closure	1
Triage and admissions	1

Lived Experiences – Intelligence

Service Name:	111		
Identified By:	Engagement	Date Recorded:	19 February 2024
Experience:	Parent reported that her 7-year-old fell banging their head hard and splitting it open. Unsure of where to attend, she called 111 for guidance. 111 stated they would have a clinician call back within the hour. 8 hours later, at 4.30am they called back to advise it would be best to take the child to A&E. Parent had waiting the hour then taken the child to A&E for checks and treatment. Parent stated she was disappointed that the call back for a child's head injury took so long, and that they systems don't appear to link up. She had assumed that attending A&E would trigger the cancellation of any call back		

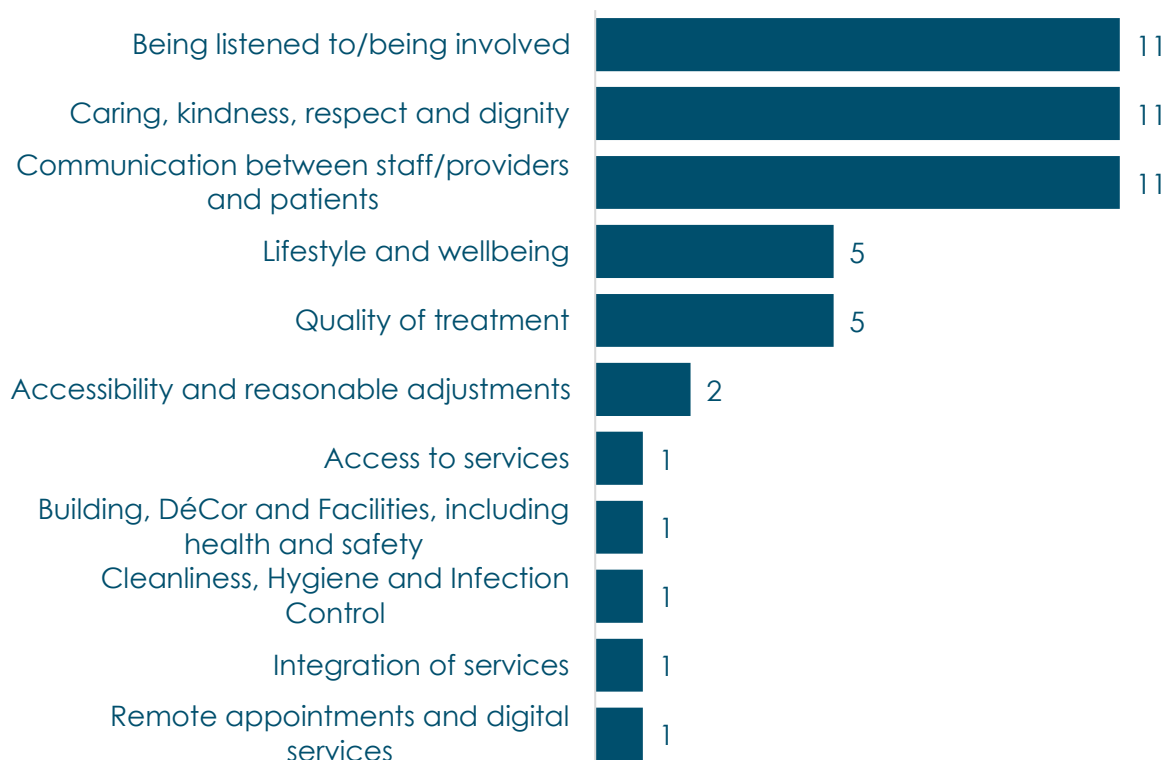
	request. Parent stated the care and A&E was excellent and wait times were minimal.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

6. Social Care Intelligence

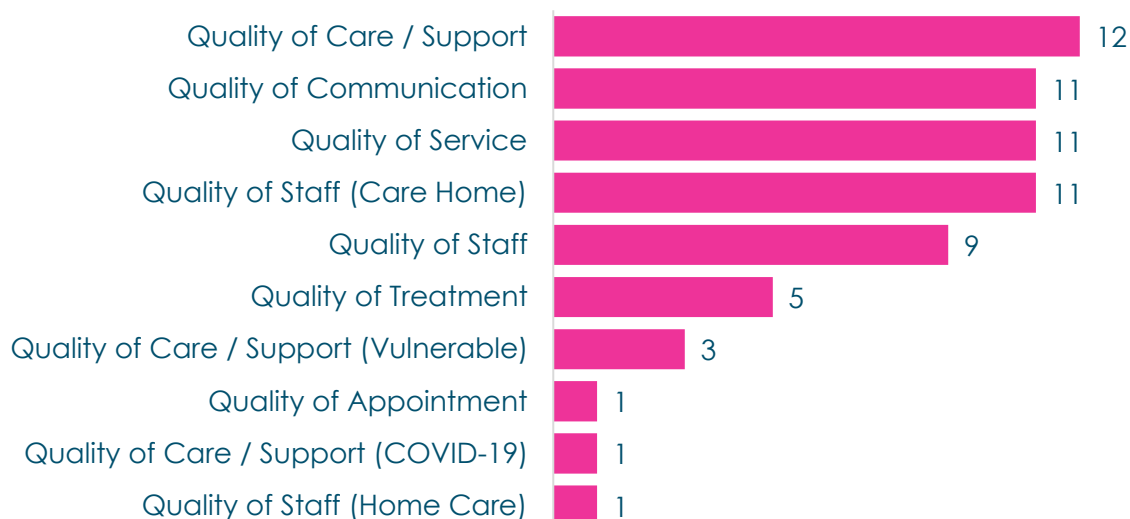
6.1 Care Home Intelligence

This month, Healthwatch recorded a total of 12 experiences for Care Homes. This experience was broken down into 50 intelligence and 65 compliments.

Care Home - Intelligence



Care Home - Compliments



Lived Experiences – Compliments

Service Name:	Beverley Grange Nursing Home		
Identified By:	Research	Date Recorded:	22 February 2024
Experience:	"My dad has been in Redstacks for just over 2 years and is now 97. It is a cosy and comfortable environment where he is cared for so well, nothing is too much trouble for the staff for him or for us as a family. The staff are very well led by the manager, and they all go above and beyond for their residents, if you ask for something to be done, it is without delay. We can visit anytime and stay as long as is needed. The environment is light and airy and immaculately clean. They have helped him to settle, as he did not want to leave his home and they have done everything in their power to help with this difficult time in his life."		

Service Name:	Beverley Grange Nursing Home		
Identified By:	Research	Date Recorded:	1 February 2024
Experience:	"There was a Zoom meeting with an eye consultant from the hospital, which I attended along with two senior staff from Overton House. I was very impressed with their knowledge of my sister and what they felt would be the best way forward. As I do not live in the area, I feel confident that the staff are caring for		

	my sister in the best way they can, and it has been a positive move for her to live at Overton House. The staff are always friendly and knowledgeable, and the home has a positive atmosphere."
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Service Name:	Beverley Grange Nursing Home		
Identified By:	Research	Date Recorded:	1 February 2024
Experience:	"My mother has been in Overton House for four years with dementia; she is 96 years old and is not mobile. I feel she is very settled living there, and the staff are always kind and helpful. It gives me peace of mind to know she is looked after well."		

Service Name:	Beverley Grange Nursing Home		
Identified By:	Research	Date Recorded:	13 February 2024
Experience:	"My mother has been a resident in Overton House for five years and has been so well looked after and cared for. I don't live in the area, but the staff are always helpful, friendly and communicative between my visits. She has very little mobility and cognition, but I feel I can count on them to care for her and understand her. I am very grateful to the whole staff team."		

Service Name:	Beverley Grange Nursing Home		
Identified By:	Research	Date Recorded:	13 February 2024
Experience:	"We could not be more appreciative of the care and attention given to my aunt. Previous to her becoming a resident at Overton House we had considerable difficulty in taking care of my aunt as we live 80 miles away which as you could imagine, life for her was very difficult and ourselves."		

Service Name:	Beverley Grange Nursing Home		
Identified By:	Research	Date Recorded:	13 February 2024
Experience:	"My dad has been a resident for just over 2 years now and although it was 2 weeks respite initially, it became full-time straight away. He wasn't happy at first as he was confused about why he was there but over time I think he has got used to it. We had no real choice of home for my dad as it was chosen		

	by our social worker quickly at an awkward time, so we all had our initial concerns not having known about Overton and due to Covid 19, not even allowed to look around! Was a very difficult time and due to the protocol, it was hard to tell how he was doing or properly build a relationship with any of the staff except reception and the primary carer who were very nice indeed. As things opened up, we got to know more staff and the routine and what is now clear is the care for their residents, even though communications with the home can sometimes be compromised. All members of staff we have dealt with seem very friendly and caring, with the resident's wellbeing at heart."
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Service Name:	Beverley Grange Nursing Home		
Identified By:	Research	Date Recorded:	14 February 2024
Experience:	"My sister is currently staying at Overton house for 8 weeks respite, with a view to becoming permanent, which I hope is the case. Since being at Overton House, I have noticed a massive change in her full being. She always looks clean and cared for, she's definitely happier. She's eating properly and taking her medication on time. She generally looks so much healthier."		

Service Name:	Beverley Grange Nursing Home		
Identified By:	Research	Date Recorded:	15 February 2024
Experience:	"After a couple of bad experiences in other homes, my dad settled very quickly at Overton House, and it was really reassuring to see him improve the instant he arrived. They are very experienced with Dad's condition (Dementia) and have the facilities and staff to best deal with his needs."		

Service Name:	Beverley Grange Nursing Home		
Identified By:	Research	Date Recorded:	20 February 2024
Experience:	"The whole of the team at Beverly Grange deserves a very big pat on the back, they should be proud of what they do because it's never an easy decision to put a loved one in the care home, they also helped me adjust to the situation as well. "		

Service Name:	Beverley Grange Nursing Home		
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Identified By:	Research	Date Recorded:	20 February 2024
Experience:	"It is a relief to see my mother being cared for by such wonderful staff which allows myself and the rest of the family to visit as family and not as carers. "		

Service Name:	Beverley Grange Nursing Home		
Identified By:	Research	Date Recorded:	20 February 2024
Experience:	"They all have been wonderful to us both. If (and this rarely happens) I have a worry or a little niggle, the response from the staff has always been prompt, helpful and calming. I would not have allowed my husband to live for such a long time in a nursing home if I had not been completely satisfied with his care."		

Service Name:	Manor House, Little Weighton		
Identified By:	Engagement	Date Recorded:	12 February 2024
Experience:	Carer said that her dad was extremely happy in the care home he was staying for respite and may stay there long-term. She was also very happy with the care he received there.		
Actions Taken: (Healthwatch)	Logged on CRM for inclusion in intelligence report		

6.2 Home Care

This month, Healthwatch recorded a total of 0 experiences for Care at Home.

6.3 Local Authority

This month, Healthwatch recorded a total of 5 experiences relating to the Local Authority. This experience was broken down into 43 intelligence and 17 compliments.

Local Authority - Intelligence



Local Authority - Compliments



Lived Experience – Intelligence

Service Name:	0-25 SEND team		
Identified By:	Engagement	Date Recorded:	8 February 2024
Experience:	Parent felt the 0-25 SEND worker allocated to their family was extremely negative, talked about problems without looking for solutions, focused heavily on deficits and in a way that acted as a deterrent to requesting additional support. Parent felt put in a difficult position by having to ask to be assigned someone else. She reported the new 0-25 SEND worker is far more positive and proactive, however they are rarely available when needed.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	East Riding of Yorkshire Council		
Identified By:	Engagement	Date Recorded:	8 February 2024
Experience:	Requested direct payments to employ a PA for son with SEND. Was upset that she had to request twice, each time going down a safeguarding route. Reported these safeguarding routes felt like 'parent blame' rather than seeing the child was safe and well but parent needed support. A complaint was raised which parent said was found in her favour and then direct payments were authorised. Six PAs have been employed, the latest being a friend of the family as she was told her son can no longer use PAs from the Local Authorities list. She shared this was due to a complaint being made about the 5th PA which was found to be true and accurate but unfortunately resulted in her family being 'blacklisted'. She feels like was unfair as they did nothing wrong. Parent wishes the process was made simpler and stated, 'I had to jump through so many hoops when I didn't have it in me, but I had to because he needed it'.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	East Riding of Yorkshire Council		
Identified By:	Engagement	Date Recorded:	7 February 2024

Experience:	Contact Early Help Team - parent said the family were then reviewed under Section 17 and awarded 5 hours per week during school holidays. Other parent doesn't live with this person and has little involvement with the child. Person reported that safeguarding contacts the other parent and shared a lot of their personal information. They said they understand having to speak to the other parent but felt it was a breach of their privacy sharing information they wouldn't have ordinarily shared with an ex-partner. Felt that there is more needs to be done to support with employing the correct PA for the child for those 5 hours as many had so many restrictions, they weren't accessible, or only wanted to work 1 hour each day which isn't a substantial break for the parent to do anything. They now employ a friend of the family but have to top up the pay themselves as 5 hours doesn't cover enough time when travelling through to Hull to take the child to places such as The Deep etc.
Actions Taken: (Healthwatch)	No further action - logged as intelligence

Lived Experience – Compliments

Service Name:	0-25 SEND team		
Identified By:	Engagement	Date Recorded:	23 February 2024
Experience:	Parent reported that the SEND team workers support has been amazing. Has felt thoroughly supported and informed. Parent said she believes the level of support surpasses typical standards. The introduction of SEND coffee mornings has created a space for drop-in support for her but also a place to meet likeminded people which has helped with her own mental health.		
Actions Taken: (Healthwatch)	No further action required - logged as intelligence		

Service Name:	East Riding of Yorkshire Council		
Identified By:	Engagement	Date Recorded:	7 February 2024
Experience:	Parent reported that East Riding Councils adoption team have been phenomenal. She said the support and aftercare have		

	surpassed her expectations and included 5 years of counselling which they can access if needed at any point up to the young person turning 25. She reported that she feels her daughters' best interests have been considered throughout.
Actions Taken: (Healthwatch)	No further action required - logged as intelligence

7. Independent NHS Complaints Advocacy Service

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

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

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

8. Why Intelligence is Important

Following our experience gathering each month, Healthwatch develops this monthly intelligence report to assist local service providers and commissioners to understand the public's perceptions; with a view for their experiences to highlight possible areas of change.

When published, this report is sent to:

- Hull Health and Care Partnership (formerly, NHS Hull Clinical Commissioning Group)
- East Riding Council
- East Riding of Yorkshire Clinical Commissioning Group

- Humber Teaching NHS Foundation Trust (HTFT)
- City Health Care Partnership (CHCP)
- Care Quality Commission (CQC)
- Hull University Teaching Hospitals NHS Trust (HUTH)
- NHS England and NHS Improvement (NHSE/I)
- Independent NHS Complaints Advocacy Service
- Yorkshire Ambulance Trust
- ERSAB (East Riding Adults Safeguarding Board)

Healthwatch East Riding also attends regular meetings to discuss our intelligence report with those who have the power to influence health and social care now and in the future.

Some of the meetings we attend are:

- Health and Wellbeing Board
- Health Care and Wellbeing Overview Scrutiny Sub Committee
- Primary Care Quality and Performance Sub-Committee
- Hull University Teaching Hospitals NHS Trust Intelligence Meeting
- The information provided in our intelligence reports also contribute to our rational to use the Healthwatch statutory power to 'Enter and View' and our decision-making in future project work.