

healthwatch

East Riding of Yorkshire



Intelligence Report

February 2023

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1. Introduction

What we do

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

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

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

This Report

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

The service areas highlighted in these reports are as follows:

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

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

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

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

2. Contact Statistics

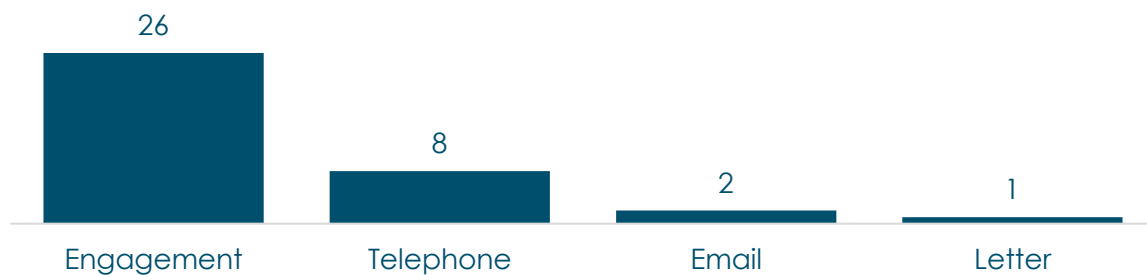
During February we had 37 people contact Healthwatch directly to provide feedback or to ask for information/advice.

Contacted By



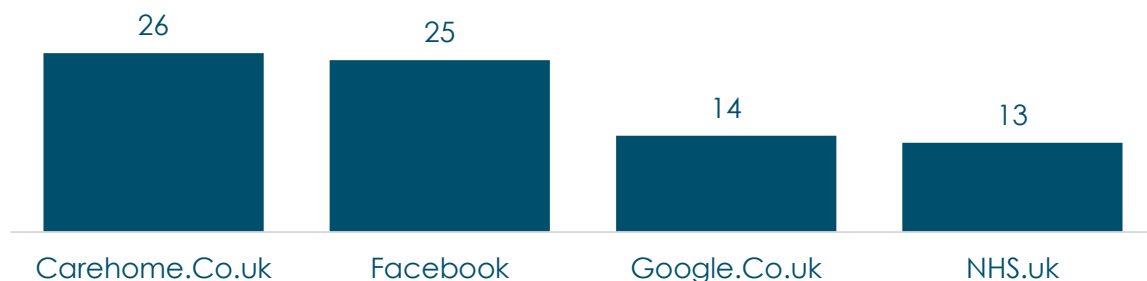
The most popular means of contacting Healthwatch this month is shown below.

Method of Contact



We also conducted online research of local services, where we found a total of **78** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of February.

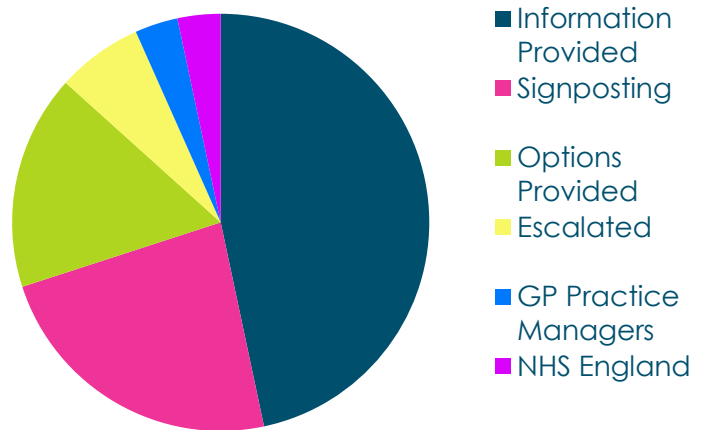
Research Data



The total amount of information and experiences retrieved this month, through contact and research is **115**.

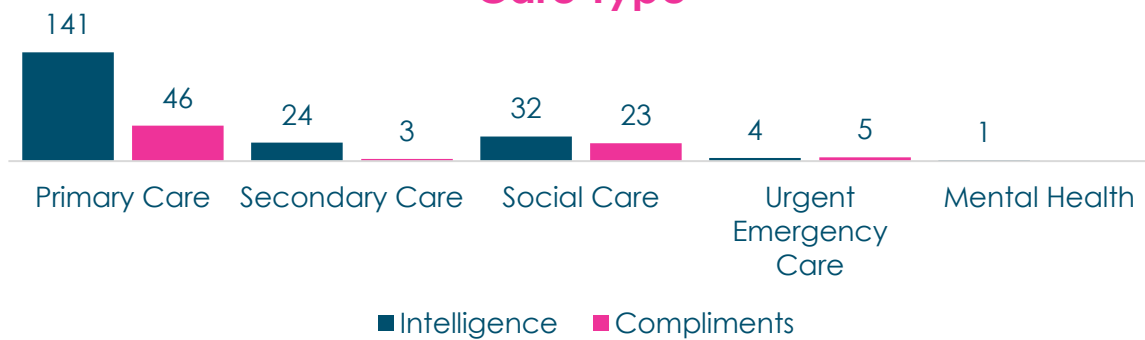
This month, Healthwatch took actions from the experiences received. Our most common action was Information Provided.

Actions Taken

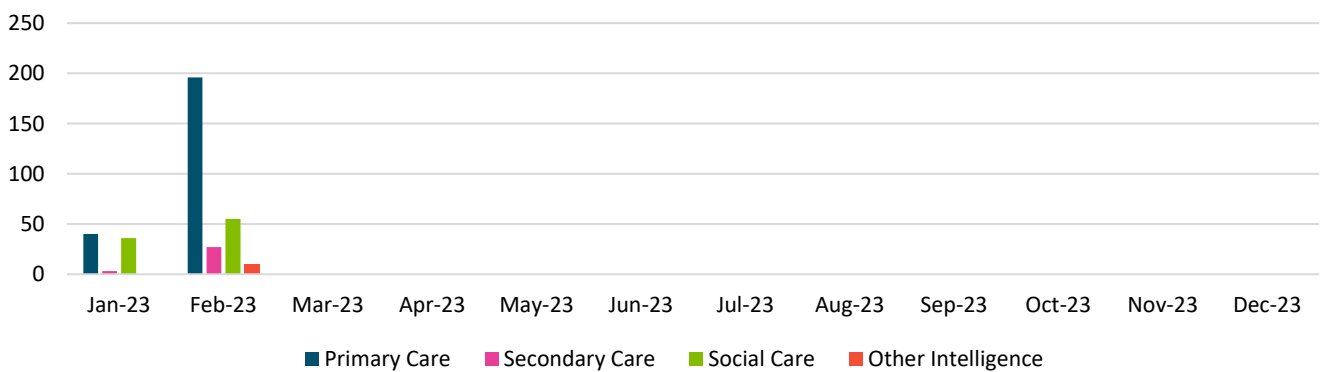


Below details what service the public have been feeding back on in the month of February.

Care Type



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



3. Information Requests

There were no specific information requests this month.

4. Primary Care Intelligence

4.1 Experiences Breakdown – GP Intelligence

This month, Healthwatch recorded a total of **50** experiences for GP Practices. These experiences were broken down into **100** intelligence and **26** compliments.

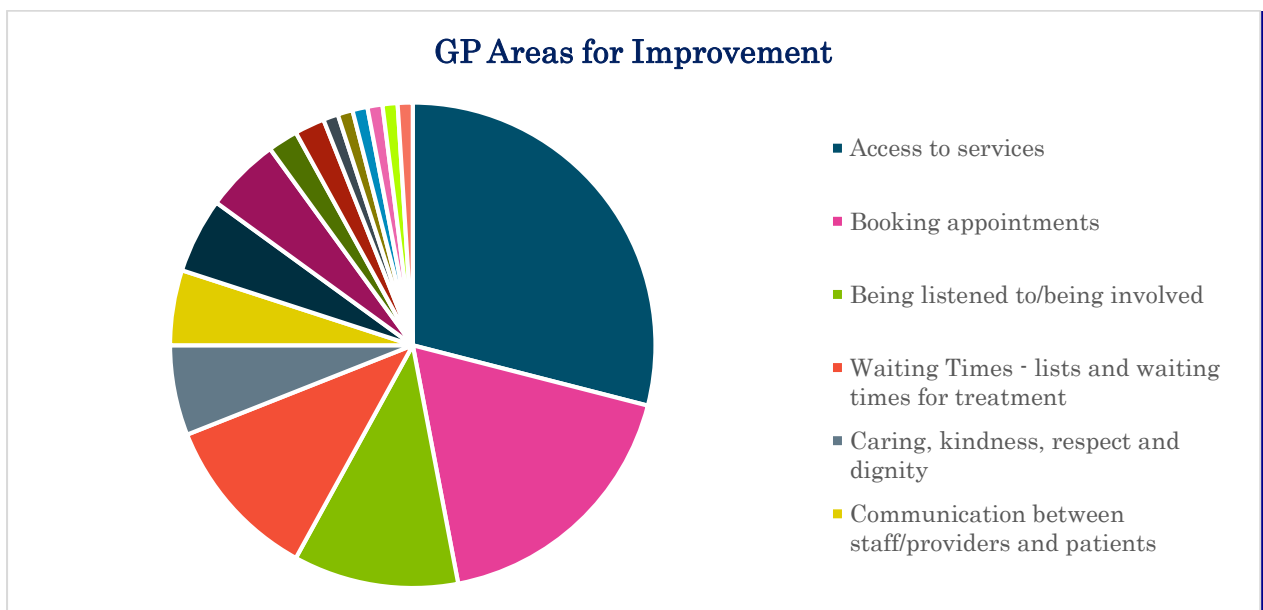
Please note: figures differ from the amount of intelligence gathered, because one experience can result in multiple intelligence and compliments.

Theme Breakdown – GP Intelligence

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

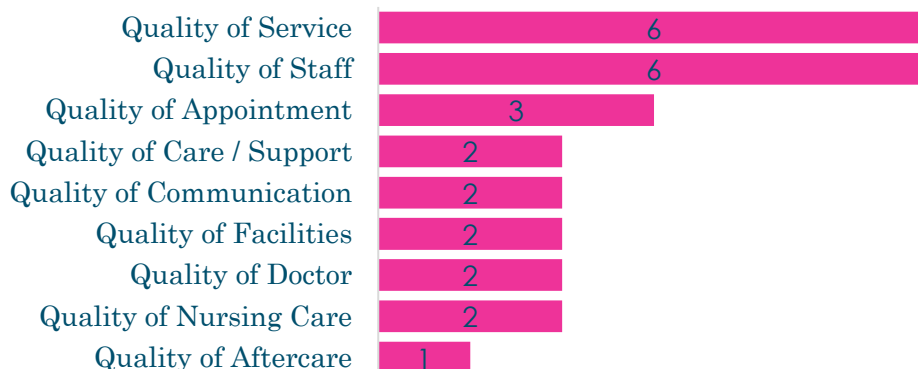
- Access to services
- Booking appointments
- Being listened to/being involved
- Waiting Times - lists and waiting times for treatment

Areas for Improvement



Healthwatch identified the below from the compliments.

GP Compliments



Lived Experiences

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

Negative Experiences

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	4 February 2023
Experience:	"Had Telephone Appointment with Dr. Told he wanted face to face Appointment with me, Contact surgery after 1week, no appointments. Called In surgery again after 2week wait, no appointments. Why are we told to ring surgery at 8am or go there 8am, if they have appointments why do I need to contact them. When Dr. said I need Face to Face appointment, I am still waiting after 2 weeks. Just wonder how much worse it can get, the system needs sorting, stress levels getting worse with patients."		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Field House	PCN:	Bridlington
Identified By:	Research	Date Recorded:	17 February 2023
Experience:	"Called for an appointment, as suggested by rheumatology nurse, was told only way was travel 12 miles return journey to stand in line pre 8am and get an appointment for later that day, another round trip!!! The		

	phone call today was a total waste even after waiting 20 mins on phone being told I was 2nd in line!!!!!!!!!!"
Actions Taken: (Healthwatch)	Feedback for the intelligence report

Service Name:	Field House	PCN:	Bridlington
Identified By:	Research	Date Recorded:	24 February 2023
Experience:	"Myself and my family have only been using this Practice since October 2022 and so far, we can only speak highly of everyone that we have had contact with including Doctors, Nurses and Receptionists. We have been listened to and treated in a friendly but professional way. OK you may not always get an appointment on the same day and are sometimes asked to call back the next morning but if you feel it is urgent like I did with chest pains and explain the situation to the Receptionist, I was given an appointment for the same morning. So far so good Thank you all for your help and support. "		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Research	Date Recorded:	14 February 2023
Experience:	"The doctors are great at this Surgery however the dispensary is probably the worst I have ever experienced. Getting a repeat prescription delivered is very difficult. My mother calls them every time there is a problem ordering on the app and the person on the phone says they will sort it and then never does. They say they will call her back to let her know what is happening or if we can pick her pills up but rarely do. This service is terrible"		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Research	Date Recorded:	13 February 2023

Experience:	"Ordered medication 10 days ago no text to say it was ready (don't always get one) not ready, ran out 2 days ago now trying to source my medication on line. Fingers crossed."
Actions Taken: (Healthwatch)	Feedback for the intelligence report

Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Research	Date Recorded:	28 February 2023
Experience:	"Where do I start? They do not want patients, put as many hurdles in the way as they can. Don't try to phone, they hate them, never pick up. The online form is terrible. They have not decided to refuse Ventolin inhalers on repeat prescriptions! After 25 years I'll have to buy them online. Shocking practice, it just gets worse and worse. "		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Research	Date Recorded:	25 February 2023
Experience:	<p>"I work an hour away, so I am on the road when you have to call the surgery to book an appt, so it is inevitable that one is going to lose signal and have to keep calling back, however in general there are extremely long wait times on the phone and then all appts are gone. I had an appt with a physician who after call said she would arrange an appt with a doctor as the advice passed on by my own doctor was not acceptable. I received an iron infusion a while ago due to my body not absorbing iron and advised by consultant I would probably need another one in the future. Blood test last Nov showed very low levels of ferritin (though I was not advised till recent appt with physician) identifying I would need an infusion (if my file had been read) I receive a prescription for iron tablets.</p> <p>The Physician advised as my haemoglobin was ok maybe I didn't need an infusion, I advised her that it was ok last time, she checked and said oh yes. I ask to go back on HRT and advise passed on from my doctor</p>		

	<p>was no, you can go on an anti-depressants!! Just wow.</p> <p>I receive a text for telephone appt, I call and wait forever to advise the receptionist. I was to have a face to face, you can't was the response, you have to be triaged first, I have I responded. I asked for the doctor to be emailed to advice as told by the physician, chased twice. Still nothing, my telephone appt is next week. Had an appt on the 10th for B12 told by receptionist I was a no show, I showed her my text showing the time of appt and she said, you were a no show. I said my appt is in 10 mins, no it was changed, I was not aware, no apology just blamed the nurse. I have been at this surgery since it was opened. Absolutely appalling service, the staff need customer service training and should remember that patients maybe in a vulnerable place and kindness and manners go a long way. I sent an email last year to the practice manager, no response. I asked that the practice manage call me last year, nothing, I asked to speak to her or an email address recently so I could let her know how I had been treated.</p> <p>You will have to make a complaint came the reply. So, seeing the responses on here to say we are sorry, if you could contact the practice manager is laughable. I have even written to the Partners and still no response... I appreciate that you are all under enormous amount of pressure, however there are things that you can do to make it better for your patients and your staff. "</p>
Actions Taken: (Healthwatch)	Feedback for the intelligence report

Service Name:	The Park Surgery, Driffield	PCN:	Yorkshire Coast and the Wolds PCN
Identified By:	Research	Date Recorded:	22 February 2023
Experience:	"They decided to have staff training all at once and would not answer the phone to anyone. Which meant loads of people didn't get their meds and some of these people really needed them. They are very rude when you try speaking to them. If I'm honest I'm going to move doctors as these lot have no time or care for their patients. "		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	The Medical Centre, Driffield	PCN:	Yorkshire Coast and
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			the Wolds PCN
Identified By:	Research	Date Recorded:	13 February 2023
Experience:	<p>"For the past 2 years, since my son was born I have been trying to set him up as a proxy on my online account. I completed the forms shortly after he was born and was told they would be processed. A few months later, I went in to query why this hadn't been done and was told they don't set up proxy users anymore. 1. Why let me complete the forms in the first place if there was no intention on allowing access? 2. I'm sure this is against NHS guidelines around proxy access? 3. How do I get proxy access to my son's medical records? Does a nearly 2 year old have to sign consent himself? I'm sure he's happily scrawl all over a piece of paper if that's what's needed but seems a little unnecessary!! How is this going to be resolved? I can't be the only parent/carer questioning this 'protocol'."</p>		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Greengates Medical Group	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	31 February 2023
Experience:	<p>"I had to wait 2 weeks for an appointment for my 13-year-old regarding and anomaly on an ECG, my appointment was at 10.30am which I arrived 5 minutes early. We had to wait for 1 hour and 10 minutes with no explanation. We ended up seeing a different doctor to that which was arranged for the appointment as he was unhappy with the wait time. This then led to us feeling rushed as he was squeezing us in between other appointments."</p>		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	St Nicholas' Surgery	PCN:	Holderness Health
Identified By:	Research	Date Recorded:	20 February 2023
Experience:	<p>Patient said " Ok so I hurt my wrist a few weeks ago and it's still not better, phoned doctors (1hour 23 mins later) got through, explained to receptionist what had happened to be told I would need to go to</p>		

	Beverly. Why when we have X-ray and minor injuries in Withernsea, reply "we don't have access to this" ok so I phone again with option 4 as requested for a nurse then to ring me, again need to go to Beverly may need an X-ray, can I go to Withernsea, reply "we don't access this, you have to get a gp referral ". No someone please explain how this works, or is it just that they are going to say no one uses it so they can close it. "
Actions Taken: (Healthwatch)	Feedback for intelligence report

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	13 February 2023
Experience:	Patient said "We only moved to Bridlington in August and not knowing what was going on with GP surgeries just registered with Manor House but not been impressed so far. Have had problems with repeat medication not being issued, spending 50 mins trying to get through to surgery. Not able to even pre-book an appointment. Told everyone must use online consultation and you may be offered appointment. Does anyone know if we would be able to change as worried in case, we needed to see GP urgently? I am sure other people are concerned and this post could be useful for all. Others may have had positive experiences with the practice but sadly not us."		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Field House	PCN:	Bridlington
Identified By:	Research	Date Recorded:	11 February 2023
Experience:	Patient said "There are never any appointments left at Fieldhouse. Try looking online and its minimum of 8 weeks waiting. Yes, I know that you have to ring at the moment with all the changeover nonsense, but not a cat in hells chance of getting through at 8 in the morning for an appointment. I have had to previously send an e mail to get a smear test booked in, and the same for trying to get a blood test to check my thyroxine levels. I have just given up and lost patience. When I am ill in hospital then they will know about it, wont they!! "		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Bridlington Area		
Identified By:	Research	Date Recorded:	18 February 2023
Experience:	<p>Family of the patient said "My daughter had an "episode" yesterday. She has had several episodes recently which involves her eyesight going strange, (she is 28). Yesterday it happened and she couldn't speak. I phoned 111 who said she needed to see her GP within 2 hours. I phoned surgery who said they had no appts. I told her what 111 had said and she replied, "what do you expect me to do"? I replied make me an appt please. She said she couldn't and that we had to go to the urgent treatment and wait! Several hours later, she was told, it was "just one of those things, and to make an appt at the new surgery once she is moved across!" Disgraceful service I feel! It was bad before, but it's crumbled to shambles since covid."</p>		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Bridlington Area		
Identified By:	Research	Date Recorded:	10 February 2023
Experience:	<p>Family of the patient said" I've had to take my Mum up to Bridlington Hospital to be seen by somebody as she was unable to get an appointment at her doctors.</p> <p>She was first in the queue at the doctors as being previously told she had to go at 8am to get an appointment but was told that all the appointments had already gone!! So she would have to go up to the hospital!!! My Mum isn't tech savvy she wouldn't know how to use the App or how to book an appointment on the computer either. (She's 74) so how on earth are people meant to get Drs appointments!! I had to talk her into letting me take her as she felt it was an unnecessary cause, something which her GP could have sorted, which they could have IF she had the chance to make an appointment!! Your system seriously needs sorting!! "</p>		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Humber Primary Care		
Identified By:	Research	Date Recorded:	14 February 2023

Experience:	Patient said "How can Humber Primary Care be allowed to turn off online consultations because too many people have used the service presumably because they cannot get through on the phone if more than 10 people are in the queue. We were told to use online consultations instead of the phone but now they have turned that off too."
Actions Taken: (Healthwatch)	Feedback for the intelligence report

Service Name:	Humber Primary Care		
Identified By:	Research	Date Recorded:	21 February 2023
Experience:	<p>Patient said" After 5 weeks of trying to manage a painful situation I gave in and through engage consult sought advice and was offered an appointment almost immediately.</p> <p>That done, the outcome was two treatments one being oral medication for pain. I was advised my prescription would be sent to my local pharmacist. That hasn't happened and it will be 7days on Monday since my appointment. I accept my situation is not life threatening or critical, but as they say a week is a long time in politics and my pain!</p> <p>Given the current clinicians' crisis, I am at a loss to understand why the competent and helpful nurse practitioner who assessed my pain was not able to prescribe on this occasion? Does HPC have such a policy in place? It would have been a godsend to me and certainly saved 2 post appointment visits to the surgery and three to the pharmacy. I speak from experience in other parts of the country as to the success of prescribing practitioner nurses through my many years working as a health and social care practitioner and also from working in the health care regulatory services."</p>		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Humber Primary Care		
Identified By:	Research	Date Recorded:	20 February 2023
Experience:	Patient husband said "Having had a great experience with the engage system a few weeks ago when contacting Humber Primary Care, we decided to try it again yesterday for a new problem my wife has. Despite having to answer 50+ questions many of which were		

	<p>irrelevant we got through it and my wife subsequently received a call from a clinician this afternoon. So far so good.</p> <p>Having described her symptoms once again over the phone my wife was told she needed to make an appointment for blood tests (the clinician was unable to make it for some reason). Deciding that the telephone option was probably a non-starter and the engage system would delay matters at least another day I drove her down to the surgery at Station Avenue where the very pleasant receptionist advised the earliest appointment would be 15th March ...3 weeks away!! Are they just so busy that they can't fit in a five-minute appointment for bloods to be taken or are there simply not enough nurses at the practice? This would mean a 3 to 4 week delay before she even gets to see a clinician to get a diagnosis and work out next steps. Only option we now have is to phone the hospital tomorrow to try for an appointment there.</p> <p>It's hugely disappointing when Humber Primary Care can't even provide such a simple procedure in a relatively timely manner. Are things improving there? Unfortunately, I'm not sure they are."</p>
Actions Taken: (Healthwatch)	Feedback for the intelligence report.

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	18 February 2023
Experience:	Patient husband said "Since 8am today, my wife has spent all day trying to get through to Manor House Surgery for an appointment. She's lost count of how many times she's been cut off because they have 10 in a queue. Finally at 5.30 after 33 minutes on hold she got to speak to someone only to be told to ring back in the morning. She isn't tech and doesn't do online so how on earth does a person get an appointment?"		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Practice 2	PCN:	Bridlington
Identified By:	Research	Date Recorded:	19 February 2023
Experience:	Patient said "Just had a wasted appointment at practice 2. Waited all day in absolute agony to see a nurse who told me it's too soon for them to contact my consultant and that I should contact them		

	<p>directly. I wanted the appointment to nip in the bud my symptoms before things escalate. The nurse also proceeded to tell me I've got this condition for the rest of my life, and I need to get used to flare ups and that it's not as bad as last time when she could barely touch my painful area without me yelling in pain and they never saw me last time. If only I could have been told at the time of me booking my appointment I needed to contact my consultant, I would of save time and resources.</p> <p>To top off my frustration, my consultant's secretary has left so I've now got to find a way to contact my consultant and somehow get an urgent appointment.</p> <p>If only the relationship between GPs and consultants were better than patients would have better care and wouldn't be stuck in the middle and left in pain."</p>
Actions Taken: (Healthwatch)	Feedback for the intelligence report

Service Name:	Field House	PCN:	Bridlington
Identified By:	Research	Date Recorded:	27 February 2023
Experience:	Patient said" So, I have queued for ages to get through the switchboard yesterday only to be told to call back at 8am today. Did as I was told but now the phone cuts off after a few rings. I need an appointment, 111 told me to get an appointment. So how do I get one? This was Field House Surgery. IT is so difficult, and I feel frustrated with lack of responses. "		
Actions Taken: (Healthwatch)	Feedback for the intelligence report.		

Service Name:	Field House	PCN:	Bridlington
Identified By:	Research	Date Recorded:	26 February 2023
Experience:	Person on behalf of the patient said "I have had a conversation with a patient from field house. There seems to be a lack of communication in the move over from Field house to Drs Reddy previous practice 3. The doctor told the person to book another appointment in two weeks only to find out at reception no point in making an appointment as the surgery would be closed an appointment. Dr. Reddy and Nunn could		

	not give an appointment as field house surgery has not been transferred yet. Therefore, the patient had to wait. "
Actions Taken: (Healthwatch)	Feedback for the intelligence report

Service Name:	Field House	PCN:	Bridlington
Identified By:	Research	Date Recorded:	12 February 2023
Experience:	Patient said "It's over a month till Field house patients' changeover. I haven't been able to book an appointment for weeks on the NHS App. All it was offering was appointments over a month in advance of whatever date it was when I tried, so gave up. The telephone line is a joke and keeps cutting out most of the time when you try to get through. Good job can still order repeat prescriptions otherwise would be right up the creek without a paddle."		
Actions Taken: (Healthwatch)	Feedback for intelligence report		

Service Name:	Cottingham Area		
Identified By:	Engagement	Date Recorded:	23 February 2023
Experience:	A friend of a patient reported that they received their diagnosis of Parkinson's disease through a letter from their GP. They felt that this was cold and did not provide an opportunity for discussion or support to be offered.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly intelligence report.		

Service Name:	Goole Area		
Identified By:	Engagement	Date Recorded:	8 February 2023
Experience:	Patient reported that they can't access appointments. Patients spends too long in queues and then get desperate and come to UTCs. Patient wanted to know why they can't complete forms for online appointments at any time. Why do GPs insist that you ring in a morning, when most people are on the school run?		

Actions Taken: (Healthwatch)	Healthwatch reported that it would use this intelligence in its monthly report and discussed ways of complaining directly to the GP.
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Service Name:	Practice 1	PCN:	Bridlington
Identified By:	Telephone	Date Recorded:	16 February 2023
Experience:	The carer believed that her online prescription ordering issues had been resolved. However, when she spoke to a member of staff to clarify some points, she was then told it would be better if she just ordered online which she is unable to do. The carer is unhappy with how she feels that people just keep pushing the online access and that service providers need to be aware of the fact that this is not an option for everyone.		
Actions Taken: (Healthwatch)	A Healthwatch representative contacted the practice to discuss the agreed previous options and updated the carer.		

Service Name:	Holderness Health		
Identified By:	Engagement	Date Recorded:	8 February 2023
Experience:	Relative told HWERY representative that her husband had collapsed at the bus stop. This had been very frightening and she thought he was having a heart attack or stroke. Husband taken to HRI where they were told that he had been on the wrong medication. Her husband had to spend 2 weeks in HRI.		
Actions Taken: (Healthwatch)	HWERY representative gave Relative HW contact details so she could have support to make a complaint if they wanted to. Took down information to put on CRM so it can go in our intelligence report.		

Service Name:	Holderness Health		
Identified By:	Engagement	Date Recorded:	8 February 2023
Experience:	Patient said that she had told her GP that she was struggling taking care of her husband who has dementia. He has started getting angry and shouting at her. This upsets her. Said the GP had said to her "what do you want me to do about it?" Patient felt angry and let down by their lack of support.		

Actions Taken: (Healthwatch)	Gave patient HWERY contact information so that they can contact if they want to make a complaint. Took down and uploaded issue to CRM so that it can appear in Intelligence Report.		
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Service Name:	Holderness Health		
Identified By:	Engagement	Date Recorded:	8 February 2023
Experience:	Relative struggling to get through on the phone line to book an appointment. They are told to ring at 8am but even though they are doing this by the time they get through there are no appointments left.		
Actions Taken: (Healthwatch)	HWERY noted their frustration and entered it onto CRM so it will appear in intelligence report. Information given so that the person can contact us in the future if they need help making a complaint.		

Service Name:	Holderness Health		
Identified By:	Engagement	Date Recorded:	8 February 2023
Experience:	Relative struggling to get through to GP on phone to make an appointment even though they are ringing at 8am.		
Actions Taken: (Healthwatch)	HWERY representative noted concern and uploaded to CRM so it will go on monthly intelligence report. Gave Relative HWERY details so they can contact us for signposting or support making a complaint		

Service Name:	Holderness Health		
Identified By:	Engagement	Date Recorded:	8 February 2023
Experience:	Relative said that when you do get an appointment it's a different GP every time and they didn't feel listened to and supported when finding it difficult to care for her husband and his changed behaviour.		
Actions Taken: (Healthwatch)	HWERY representative made a note to log this issue for the intelligence report. Encouraged to make a complaint if not happy and gave out info so that they could contact HWERY for support/information about how to go about this.		

Service Name:	Montague Medical Practice	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	1 February 2023
Experience:	Patient said "I have been diagnosed with severe depression and severe anxiety. Whilst this has been frightening in any event the care I have received from Montague in every way has been outstanding. From reception to the doctors I have been cared for and looked after very well. I feel very fortunate to have people that spend time with me and help me. Making appointments, repeat prescriptions etc. are all handled very well. My doctor is simply the most caring I have met in over 50 years"		
Actions Taken: (Healthwatch)	Information for Intelligence Report		

Service Name:	Holderness Health		
Identified By:	Engagement	Date Recorded:	8 February 2023
Experience:	Patient struggling to get through to surgery on the phone. Always rings at 8am but often can't get through then all appointments gone.		
Actions Taken: (Healthwatch)	HWERY Representative gave patient HWERY contact information in case they want help in the future to raise a complaint. Will update CRM so that issue appears on Intelligence Report.		

Service Name:	Holderness Health		
Identified By:	Engagement	Date Recorded:	8 February 2023
Experience:	Patient's wife struggling to get through to the practice to make an appointment. Told to ring at 8am but when you do you can't get through and by the time you do all the appointments have gone.		
Actions Taken: (Healthwatch)	HWERY representative Listened to Relative. Provided HWERY information in case they wanted to make a complaint at a later date. Took down nature of issue to put in Intelligence Report.		

Service Name:	Bartholomew Medical Group	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	1 February 2023

Experience:	"Phone service - the worst I've ever experienced, 78 TIMES AND THE LINE WAS BUSY?! And to add to that the receptionist being rude and unhelpful after 40 mins of being on a call. What a joke".
Actions Taken: (Healthwatch)	Information for Intelligence Report

Service Name:	Bartholomew Medical Group	PCN:	Cygnat
Identified By:	Research	Date Recorded:	1 February 2023
Experience:	Patients are saying "The rudest receptionists ever encountered!", "Ridiculous telephone system, can't get through as lines busy and when you do, you're on hold for ages, then to be told there are no appointments left and you'll have to try the whole rigmarole again tomorrow. I was offered a telephone appointment 3 weeks in the future for my 3 year old twins who had been suffering with severe diarrhoea and sickness for 3 days, it doesn't even make sense! Had to call 111 in desperation and they agreed that it is terrible system and arranged an appointment at A&E for me. I felt a little embarrassed and guilty that I was using an emergency service for d&v but had no other option".		
Actions Taken: (Healthwatch)	Information for Intelligence Report		

Compliments

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	10 February 2023
Experience:	Patient said, "Thanks again to Dan at Practice 2 and Megan and Carol at Manor House for making me feel welcome at the drop in this morning".		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Practice 2	PCN:	Bridlington
Identified By:	Research	Date Recorded:	10 February 2023

Experience:	Patient said" I'd like to say thank you to Ben one of the receptionists at practice 2. He is so helpful & efficient & always friendly despite some of the challenges we see the staff face every day. He's a welcome face in an ever-changing place - thankyou Ben."
Actions Taken: (Healthwatch)	Feedback for the intelligence report.

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Research	Date Recorded:	9 February 2023
Experience:	Patient said "Yesterday I popped into Practice 3 to reschedule a nurse appointment I had previously needed to cancel, and to ask advice regarding a slight problem I had. The receptionist was extremely helpful, they had an appointment available there and then with the nurse and made me another appointment with another nurse for later that morning to assess my slight problem. This was my first visit to the practice having been transferred from practice one. I have to say I was really happy with the way I was treated and the quick efficient service I received from both the reception staff and the nurses. Thank you practice 3."		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	8 February 2023
Experience:	Patient said "Saw Dr Raise today at Manor House. If an appointment with a doctor can be called a lovely visit, well I definitely had one. Did not feel rushed at all, was in there quite a while and have even got an appointment the hospital just so he can be absolutely sure of something. Definitely felt looked after and quite cheerful when I left. "		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Practice 3	PCN:	Bridlington
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Identified By:	Research	Date Recorded:	7 February 2023
Experience:	Patient said " I would like to thank the receptionists and Mohammad and Victor (sorry do not know their surnames) when I visited practice 3 in the last 3 weeks. Very prompt and efficient service."		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	7 February 2023
Experience:	Went to Station Avenue yesterday for blood test. The nurse said I needed to see a doctor. Gave me a note to give to reception. Got a call today and am seeing Dr Raise tomorrow at Manor House. Really pleased. Thank you.		
Actions Taken: (Healthwatch)	Feedback for the intelligence report		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Research	Date Recorded:	6 February 2023
Experience:	I phoned practice 3 and got an appointment for 12:15 Doctor said I have to make my way to A&E Scarborough. After a 1hr drive booked into A&E. I was then seen to straight away and by 2'30 was told I would need to stay in overnight. I could not believe how Quickly and efficiently everyone looked after me .as it was I spent 2 nights. So, Thanks to everyone involved NHS it's a YES from me.		
Actions Taken: (Healthwatch)	Feedback for intelligence report.		

Service Name:	The Old Fire Station Surgery, Beverley	PCN:	Beverley PCN
Identified By:	Engagement	Date Recorded:	9 February 2023

Experience:	Patient says" Easy to see the doctor face to face when needed. Triage system, call back and appointment if needed on the same day and sometimes within an hour."
Actions Taken: (Healthwatch)	Information for Intelligence Report

Service Name:	Montague Medical Practice	PCN:	Cygnat
Identified By:	Research	Date Recorded:	1 February 2023
Experience:	Patient said "I have been diagnosed with severe depression and severe anxiety. Whilst this has been frightening in any event the care I have received from Montague in every way has been outstanding. From reception to the doctors I have been cared for and looked after very well. I feel very fortunate to have people that spend time with me and help me. Making appointments, repeat prescriptions etc. are all handled very well. My doctor is simply the most caring I have met in over 50 years"		
Actions Taken: (Healthwatch)	Information for Intelligence Report		

4.2 Experiences Breakdown – Dental Practices

This month, Healthwatch recorded a total of **10** experiences for Dental Practice Intelligence. These experiences were broken down into **21** areas for improvement and recorded no compliments.

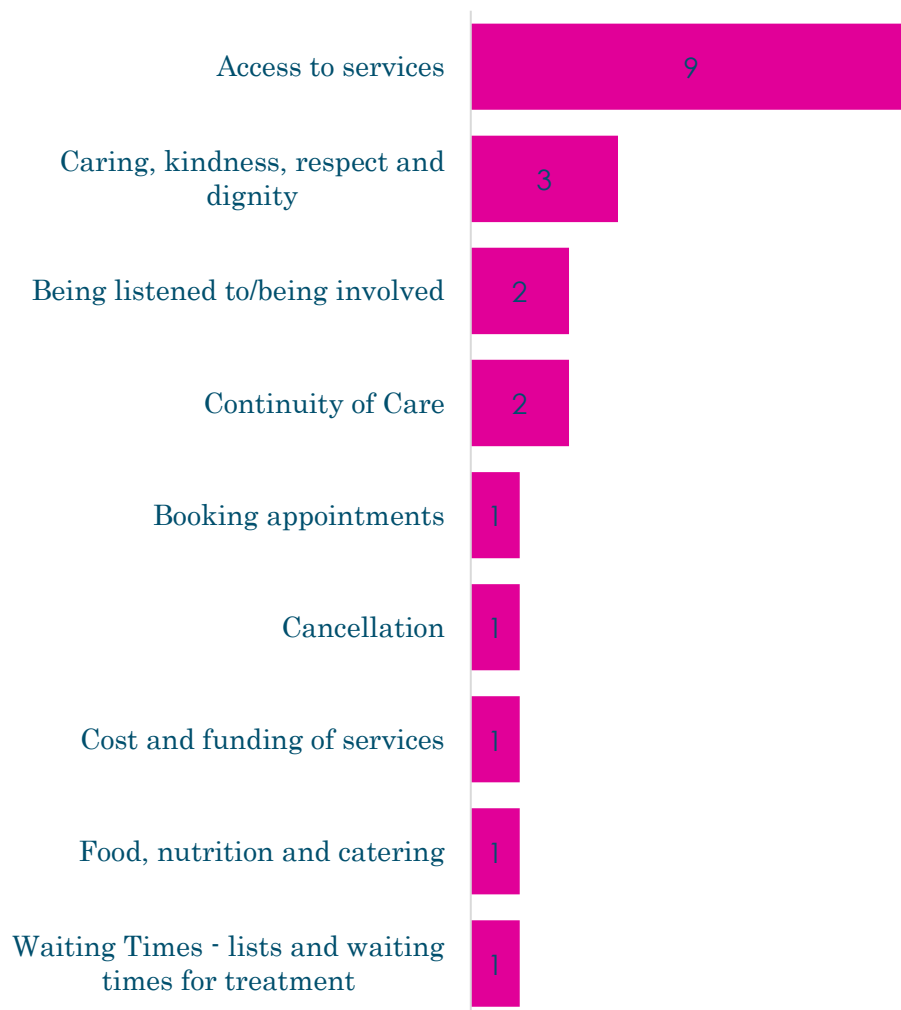
Theme Breakdown – Dental Practices

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

Dental Intelligence – Area for Improvements

- Access to services
- Caring, kindness, respect and dignity
- Being listened to/being involved
- Continuity of Care

Dentist - Areas for Improvement



Lived Experiences

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

Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	28 February 2023
Experience:	Patients were complaining about dentists or the lack of them in Bridlington area. They are aware that can ring NHS dental but they also mentioned that sometimes they avoid it because in order to be seen they need to go far and with the cost of living it's not possible.		
Experience:	Can't get access to an NHS dentist. Patient reported being on a waiting list for 4 years and they have wonky teeth that affects their image.		
Experience:	No access to NHS dentistry. Kicked off the list as hadn't visited in a while. Counted the pandemic as an absence between appointments.		
Experience:	Patient reported that they can't get access to an NHS dentist		
Experience:	This patients' dentist (in Beverly) has gone private and needs a new dentist		
Actions Taken: (Healthwatch)	Healthwatch shared the signposting it has with regards to dental services and ensured that they knew to phone NHS111 if in pain.		

Service Name:	Dentist		
Identified By:	Telephone	Date Recorded:	10 February 2023
Experience:	<p>87 year old lady rang as she was experiencing pain and difficulty eating due to her dentures not fitting her any more. She had tried ringing NHS 111 who told her to ring round local dentists. She had done this but none could offer her an NHS appointment. She also tried contacting denture services but they could not help unless she was referred by a dentist. She was distressed as the roof of her mouth was very sore and she said that her dentures moved about all the time particularly when she was eating as they no longer fitted her. As a result she could eat nothing but soup or soft mash. Most distressingly it had got back to her that people had complained about the noise of her eating at groups she attended which she said were a life-line to her so she was desperate to sort her problem out but no one would help.</p>		
Actions Taken: (Healthwatch)	<p>Healthwatch representative listened to the lady and empathised with her difficulty. Took down her contact details and said they would ring round and see if they could find her an NHS appointment. . HW representative sent an email of our usual dental advice and details of emergency dentists in Hull. Also rang several dental surgeries in Bridlington and Scarborough but the only NHS service could not offer her an appointment until May/June time even though she was in pain. Tried denture repairers but they said they needed the patient to be referred by a dentist and an impression in order to help. Tried ringing Ayer Dental in Hull. Explained the lady's situation to the receptionist who asked me to email her the details and she would see what she could do. Sent an email explaining about the pain and difficulties eating and her restricted diet and also that I was concerned she may stop attending her groups which could have a very detrimental effect on her health. Ayer Dental emailed back to ask if we could put the lady's details in their online form and then she would try to get her an appointment in 6 to 8 weeks. Rang lady back. Got her permission to give her details including DOB. Rang Ayer Dental and obtained an appointment for Mrs Hanks on 20th April. She was very grateful and relieved to have found a dentist to help.</p>		

Service Name:	Mydentist Norwood		
Identified By:	Research	Date Recorded:	3 February 2023
Experience:	<p>I would give zero stars if this was an option. Absolutely appalling customer service putting me off even attending the practice completely. I called with a simple question to be greeted by a rather rude and off-hand receptionist. It is not my fault that dentist practices are currently being bombarded with patients so therefore there is absolutely no reason to have someone project their own frustration, regarding the matter, down the phone line to a possible paying customer. It is a good job you have too many patients currently as you wouldn't be receiving anymore with the state of the horrific attitude of your frontline of customer service.</p>		
Actions Taken: (Healthwatch)	Information for Intelligence Report		

Service Name:	Mydentist Norwood		
Identified By:	Research	Date Recorded:	3 February 2023
Experience:	<p>"Phoned to make an appointment to learn I've been removed from the list as have not attended for a few years. Have you forgotten about the pandemic? My family were given appointments in the last few weeks after exactly the same period of time without a check-up. When I pointed this out, I was told we cannot discuss other patients, who are my son's, aged 6 and 9. Using that principle of capacity and confidentiality, would you accept a 6 year old consent for a dental procedure? A policy of 'making it up as you go along'. I work in healthcare and would not deliver this level of care to my patients."</p>		
Actions Taken: (Healthwatch)	Information for Intelligence Report		

Compliments

No dental compliments have been received this month.

5 Hospital Intelligence

This month, Healthwatch received a total of **8** experiences. These involved experiences of East Riding residents with regards to Scarborough Hospital and have been shared with Healthwatch North Yorkshire.

Theme Breakdown – Hospitals

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

Hospital Intelligence

- **Lack of catering facilities in Urgent Treatment Centres**
- **Communication between staff and patients**
- **Staff's responses and mannerisms when dealing with patients enquiries**

Lived Experiences

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

Hull Royal Infirmary

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	8 February 2023
Experience:	Anonymous provider reported that they witness people in hospital on a daily basis who are waiting to be discharged to care homes who refuse to take them. This blocks access to beds for others.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would use this intelligence in their monthly report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Letter	Date Recorded:	23 February 2023
Experience:	This patient went to Hull Royal Infirmary because he felt breathless and unwell. He had a chest x-ray and blood test but was never actually told what was wrong with him. The patient was there for a total of 3 days. He was left on a stretcher trolley		

	for many hours without any water, food, or a pee bottle. When he wanted to go to the toilet he stood up and blacked out and hit his head hard. When he saw the doctor after, the doctor said it was just a fall. The patient insisted on having a head scan but the doctor said 'we don't really do those'. Previously to this experience, this patient has had 2 strokes and pneumonia. When patient left Hull Royal, he started wearing a crash helmet at home due to fear of falling.
Actions Taken: (Healthwatch)	When Ringing patient, we advised him to make an urgent appointment with his GP and ask for a referral to The Falls Team.

Service Name:	Ward 80		
Identified By:	Engagement	Date Recorded:	8 February 2023
Experience:	Person's husband admitted to HRI having collapsed at a bus stop. He was on ward 80 for 2 weeks. Husband has quite advanced dementia. He was in a room on his own. Grey walls, a clock, no pictures and couldn't see out of the window. No mental stimulation at all. Staff did not appear to know how best to support him, and his room kept being invaded by another patient who was quite aggressive and took some of husband's possessions. Staff appeared to be unable to prevent this happening. Lady said that her husband is still having nightmares after this experience.		
Actions Taken: (Healthwatch)	HWERY representative provided information so that patient's relative could raise a complaint if they want to in the future. Issue logged on CRM to appear in intelligence report		

Castle Hill

Service Name:	Castle Hill Hospital		
Identified By:	Email	Date Recorded:	24 February 2023
Experience:	Lady saw surgeon at Castle Hill and her doctor at St Nicholas Surgery in Withernsea due to having severe spine pain. Professionals keep on changing diagnosis, say her spine pain is due to fibromyalgia. Previously when she had hip pain, they also put it down as fibromyalgia but turned out it was a bone		

	disorder and arthritis in both hips. The bone disorder was spread to pubic bone, bum bone, hip joint, which has not been looked into. Previously did something similar in her having ankle pain they once again said it was fibromyalgia, then had an x-ray and said it was arthritis in ankle and talonavicular bone. professionals keep on giving her just morphine, codeine, pregabalin tablets for her headaches. Saying 'no one really looks at it and they doctors aren't treating it properly'.
Actions Taken: (Healthwatch)	Signposted to PALS and Cloverleaf and told that this would go in our monthly intelligence report

Service Name:	Urology Day Services		
Identified By:	Engagement	Date Recorded:	24 February 2023
Experience:	Patient reported that their appointment had been cancelled and they were awaiting some histology results. They had been told that they would hear in 4-6 weeks and were becoming increasingly concerned. They felt that when they phoned to enquire that the respondent did not show empathy for their concern. They felt like a nuisance even though they were concerned.		
Actions Taken: (Healthwatch)	Healthwatch representative phoned the service provider and was informed that an appointment had been rescheduled within the next 3 days. Healthwatch then contacted the patient to ensure they knew. The representative experienced a lack of empathy too.		

Urgent Treatment Centres

Service Name:	Local Authority		
Identified By:	Engagement	Date Recorded:	8 February 2023
Experience:	Patient reported waiting 4 hours in the UTC for an X-ray. By the time she was seen X-ray had closed and she was told to return the next day. This involved using patient transport as they had no access to a car. The next day they returned and waited a further 5 hours to have their arm plastered. Patient reported that every time you are seen, you then join another queue and the		

	wait in between is very long. The system just takes forever. The patient reported that staff were amazing and had a brilliant attitude despite the number of people there.
Actions Taken: (Healthwatch)	Healthwatch reported that they would report this experience in their monthly intelligence report and discussed how to make a complaint if they wished to do so. The patient felt that this would make no difference as it was all a mess.

Service Name:	Beverly Urgent Treatment Centre		
Identified By:	Engagement	Date Recorded:	16 February 2023
Experience:	Woman had to wait 3 hours to see a doctor for a broken ankle. Says the waiting room was packed and there was barely anywhere to sit. She couldn't get seated at first because of the lack of chairs and many patients.		
Actions Taken: (Healthwatch)	Told that this information will go in our monthly intelligence report and fed back to service providers		

Service Name:	East Riding Community Hospital		
Identified By:	Telephone	Date Recorded:	21 February 2023
Experience:	Elderly woman went into East Riding Community Hospital after husband had a fall and were waiting 6 hours to be seen. There were no catering facilities or cafes. No food available for patient		
Actions Taken: (Healthwatch)	When ringing the hospital, they said there are 3 water fountains. They had a cafe but closed due to Covid and is not planning to reopen. Rang the relative of the patient and made them aware that this will be included in the intelligence report.		

Compliments

No hospital compliments have been received this month.

Experiences Breakdown – Mental Health Services

Lived Experiences

Service Name:	CAMHS		
Identified By:	Engagement	Date Recorded:	8 February 2023
Experience:	Parent reported that her child had been waiting for 9 months to get access to services that they needed. Parent reported that there is no joined up conversation or pathways between: schools, GPs and CAMHS. Parent reported that you are continuously passed back and forth between providers and there is no communication.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will use this intelligence in their monthly report.		

Healthwatch have plans to run a survey regarding mental health which will run next month (April).

6. Experiences Breakdown – Care Homes

This month, Healthwatch recorded a total of **27** experiences for Care Home Intelligence.

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

Care Home Intelligence

- **Poor care practice**
- **Being unable to speak to fellow residents as they couldn't hear well**
- **Home not catering for necessary dietary requirements**
- **Good care given but carers under pressure due to staff shortages**
- **Fantastic care and kindness from staff**
- **Staff polite and friendly**

Lived Experiences

6.1 Areas for Improvement

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

Service Name:	Sandhall Park		
Identified By:	Research	Date Recorded:	13 February 2023
Experience:	"Following recent visits to Sandhall Park to see my partner's Mum, we found some staff to be quite unprofessional. Basic care tasks were unmet leaving her with food-stained clothes and unkempt hair. On a couple of occasions, I witnessed moving and handling techniques to be very poor. Very disappointed all-round."		

Service Name:	Beverley Parklands Care Home		
Identified By:	Research	Date Recorded:	28 February 2023
Experience:	"My mother, who is now 97, has been living at Beverley Parklands on a permanent basis since my dad died over two years ago. She and Dad had also lived there together, for a period after		

	Dad broke a hip. Although Mum is no longer as physically active as she once was, she still retains her full mental faculties and would, as she always used to, complain if standards were below her expectations. Since arriving at Parklands her only real main gripe has been that some of the other residents are somewhat hard of hearing and they can't hear what she's talking to them about!"
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Service Name:	Rossmore Care Home, Spring Bank Hull		
Identified By:	Telephone	Date Recorded:	10 February 2023

Experience:	<p>Mrs Tooley told us that her daughter had chosen Rossmore Care Home for her because the website indicated that the home had gardens, activities that she would like and, most importantly, that they could cater for her special dietary requirements. She believes that the website should be taken down as it is not a fair reflection of what is on offer. For example: 1a. They could cater for her specialist dietary requirements - the website it states, "Our excellent home cooking caters for special dietary requirements, providing nutritious meals." Mrs Tooley told us that having pancreatitis limits what she is able to eat. She said that although she made the home aware of her dietary requirements, not only were alternative meals provided for her but the extra vegetables she asked for to compensate for not being able to eat other things were very sparse indeed. She mentioned that one of the meals was fish (which she can eat) with potatoes and mushy peas. Mrs Tooley complained that the piece of fish she had was tiny and there were only a few pieces of potato.</p> <p>She said that the fresh fruit provided by the home was too hard to eat and suggested that stewing the apple and pear might enable older people to be able to eat it.</p> <p>Mrs Tooley told Healthwatch that she had to ask friends to bring in food for her and do an online shop.</p> <p>If Rossmore's website states that the home can cater for special dietary requirements then these should be catered for. 1b)) Activities & Garden - the website states that there are daily</p>
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activities and 3 gardens. Mrs Tooley was told there was no outside space she could use when she asked to go outside. During her 2 weeks at the home Mrs Tooley said she was only aware that there was bingo on one day. 2. Care Staff - While Mrs Tooley told us that there were some outstanding carers at Rossmore and wanted to feedback that Julie, Night Senior, Emma, Gerry, Kerry and Codie were caring, compassionate and respectful, she was very unhappy about the way in which she was questioned by the member of staff who admitted her into Rossmore. She said when she arrived at the home she felt bombarded by questions. She said she was still in shock from her accident and found the manner in which she was questioned intimidating and aggressive. She said she was sat against a wall and that a member of staff, she believes was called Janet, sat very close in front of her, almost knee to knee. Mrs Tooley said that she felt bullied and said that the friends who had brought her were horrified at the way she was spoken to. She said one of her friends had gone home and cried at the thought of leaving her at Rossmore.

Whilst Healthwatch understand that questions have to be asked to understand resident's needs. This needs to be carried out in a sensitive and understanding manner, particularly when the person is in shock.

3. Delay in replacing medication - Mrs Tooley said that when she was admitted some essential medication had been taken off her as the bottle indicated that it was out of date. Mrs Tooley said she had explained to Janet that the medication was new but she had just put it in that bottle for convenience. The tablets prevent acid reflux. It is crucial for her to take these before meals to help control her pancreatitis. Despite her explanation and protests her medication was thrown away.

Whilst Healthwatch understand that it is necessary to follow safety procedures regarding medication, Mrs Tooley was admitted on the Sunday. Despite her explaining how important these tablets were in helping to control a very serious condition, they were not replaced until Wednesday, meaning she was without them for 3 days. This resulted in her being extremely sick due to a build-up of acid which she says has left her with a raw throat.

4. Covid infection control procedures - Whilst she was at Rossmore Mrs Tooley contracted Covid. She was moved into isolation, which she totally understood. However, the following

	<p>day Janet moved Mrs Tooley into a room with another lady. The other lady told Mrs Tooley she did not have Covid. She also said that she had an appointment the following day at Hull Royal Infirmary. Mrs Tooley questions why she was moved into this room when she could have infected the other lady with Covid and they would then be going to the hospital.</p> <p>5. Loss or damage to clothing whilst in the laundry - Mrs Tooley also mentioned that, despite her clothes having her name in, some of her clothes went missing and others came back from the laundry shrunk.</p> <p>Mrs Tooley also made us aware that the home was not cleaned very thoroughly and that the cleaner did not mop into the corners of the room, nor under the beds.</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Healthwatch Hull received Mrs Tooley's call originally but passed it to HWERY as Mrs Tooley lives in the East Riding. HWERY Representative rang Mrs Tooley and listened to her experiences. Typed an email to the Manager of Rossmore so that they could address the various issues Mrs Tooley had raised. The Manager has been given a deadline to reply after which we will refer Mrs Tooley's complaints to the CQC. Issues typed up into the CRM in order that they appear on our intelligence report.</p>

6.2 Compliments

Care Home - Compliments



<p>Service Name:</p>	<p>White Rose Lodge</p>		
<p>Identified By:</p>	<p>Research</p>	<p>Date Recorded:</p>	<p>2 February 2023</p>
<p>Experience:</p>	<p>"I have been a resident at White Rose Lodge for approximately three years and nine months, after just under six years at another</p>		

	care home. This is a lovely place and we are very well looked after and entertained. As in other places, at present, we inevitably suffer from a shortage of staff due to a lack of government funding for social care, the increasing pressure of twelve-hour shifts, combined with more and more elderly residents who are more physically frail, often suffering from a degree of dementia and needing more nursing care."
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Service Name:	Figham House		
Identified By:	Research	Date Recorded:	15 February 2023
Experience:	"My husband arrived at Figham House in a very poorly state requiring end-of-life care, with fantastic care, kindness and understanding his condition has much improved and he is able to feed himself, have a limited conversations and even take a few steps with a walker, a carer and encouragement. Visiting is much better. All staff have been so helpful and obliging and nothing is too much trouble. This includes cleaning, catering, laundry and reception. More than adequate for my husband."		

Service Name:	Belgrave Court Residential Care Home		
Identified By:	Research	Date Recorded:	9 February 2023
Experience:	"I visited an old family member of mine at this home, what a lovely place, the staff are friendly and helpful, the manager goes above and beyond, and it was extremely clean and tidy."		

Service Name:	Belgrave Court Residential Care Home		
Identified By:	Research	Date Recorded:	17 February 2023
Experience:	"Belgrave Court is very friendly, the staff are most attentive and helpful. My friend is settled and treated like a celebrity, which is very comforting. Her room has a sea view and has been recently decorated."		

Service Name:	Belgrave Court Residential Care Home		
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Identified By:	Research	Date Recorded:	27 February 2023
Experience:	"The staff are always polite and helpful when we go to visit our friend."		

Service Name:	Beech Tree House		
Identified By:	Research	Date Recorded:	28 February 2023
Experience:	"Nothing but good words about the care home and the staff. Everyone is very caring."		

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 complaints procedure.

Service Name:	Ward 6, Hull Royal Infirmary.
Date of Incident:	February 2023
Nature of Issue:	Client's complaint is regarding issues with her husband's discharge from Ward 6 at Hull Royal Infirmary. Client was not informed when and where her husband had been discharged too resulting in distress for both her and her husband who had limited capacity at the time.

Service Name:	CAMHS, Humber NHS Foundation Trust.
Date of Incident:	February 2023
Nature of Issue:	Client's complaint is regarding her daughter's care delivered by CAMHS. Details to be determined.

Service Name:	Community Nursing Team, CHCP
Date of Incident:	March/April 2022
Nature of Issue:	Client has concerns regarding the care afforded to her late husband by CHCP. Client believes the care was neglectful. Client requires support to make an application to the Ombudsman.

Service Name:	To be determined.
Date of Incident:	Ongoing.
Nature of Issue:	Client has ongoing issues with her son's GP and issues with the prescribing of his medication.

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 rationale to use the Healthwatch statutory power to 'Enter and View' and our decision-making in future project work.