

# healthwatch

East Riding of Yorkshire



# Intelligence Report

## May 2023

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# 1. Introduction

## What we do

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

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

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

## This Report

The detail in this report applies to **May 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

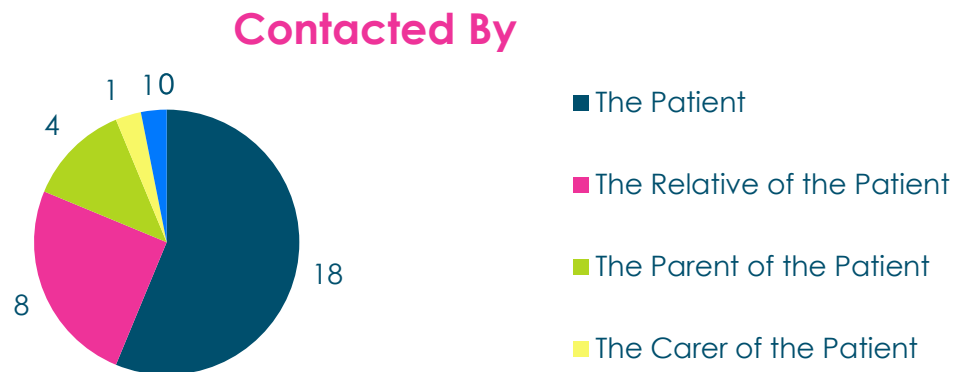
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

**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.

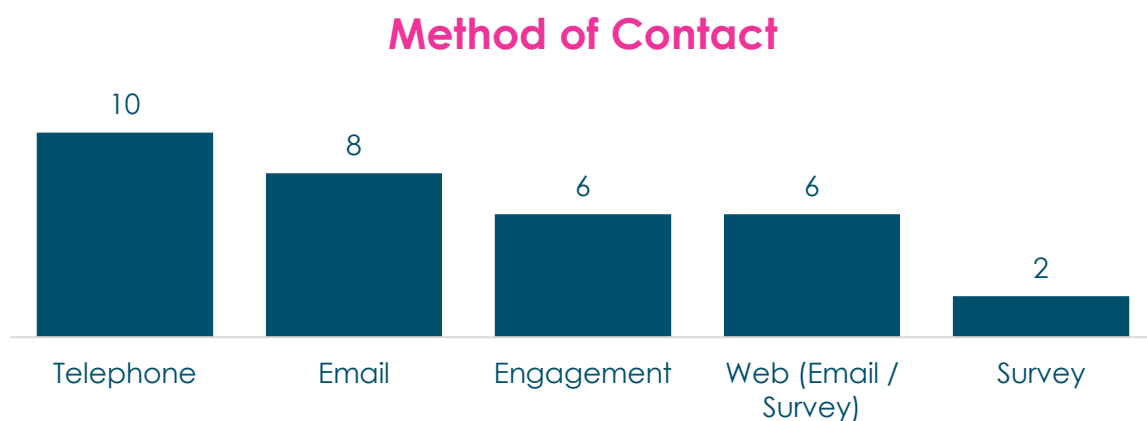
Following the publication of this report, we are happy to receive feedback from service providers using the [enquires@healthwatcheastridingofyorkshire.co.uk](mailto:enquires@healthwatcheastridingofyorkshire.co.uk) as it provides confidence to the public that their experiences are valued, acknowledged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

## 2. Contact Statistics

During **May** we had **32** 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.



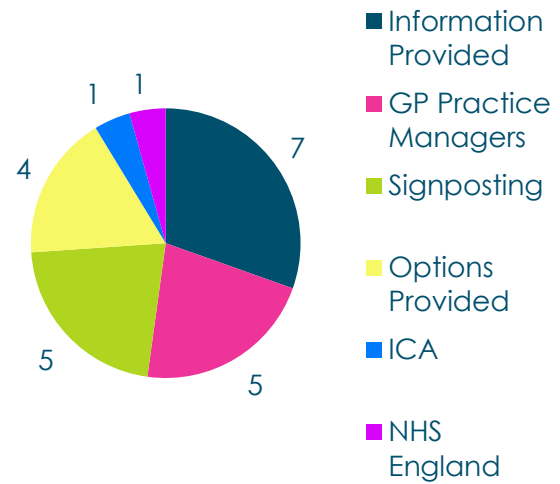
We also conducted online research of local services, where we found a total of **29** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of **May**.



The total amount of information and experiences retrieved this month, through contact and research is **61**.

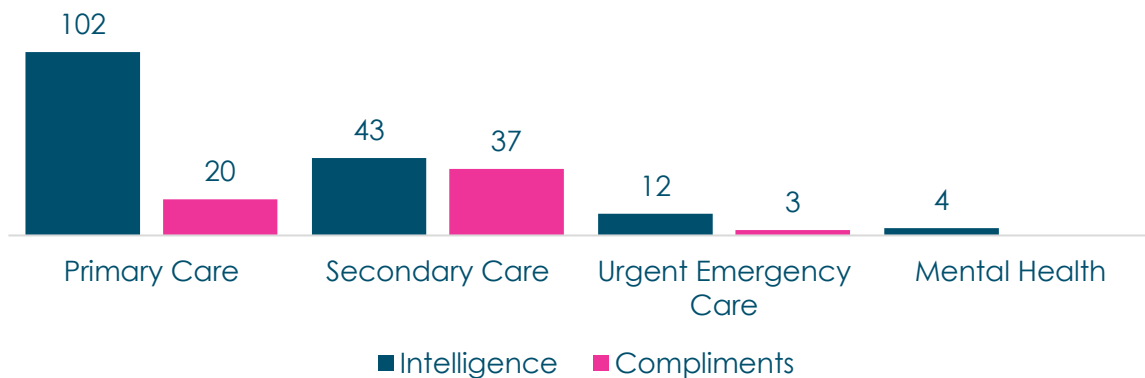
## Actions Taken

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

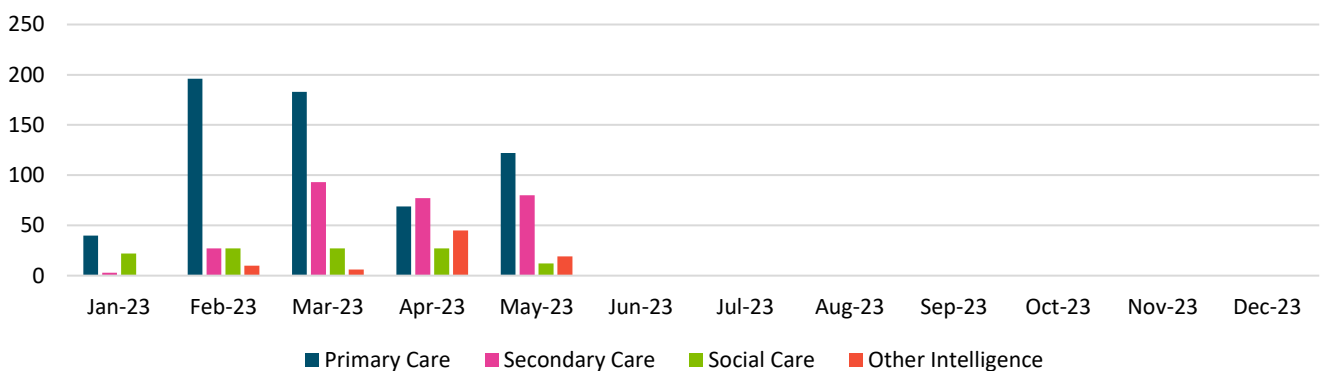


Below details what service the public have been feeding back on in the month of **May**.

## Care Type



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



### 3. Information Requests - None

## 4. Primary Care Intelligence

### 4.1 Experiences Breakdown – GP Intelligence

This month, Healthwatch recorded a total of 28 experiences for GP Practices. These experiences were broken down into 80 intelligence and 25 compliments.

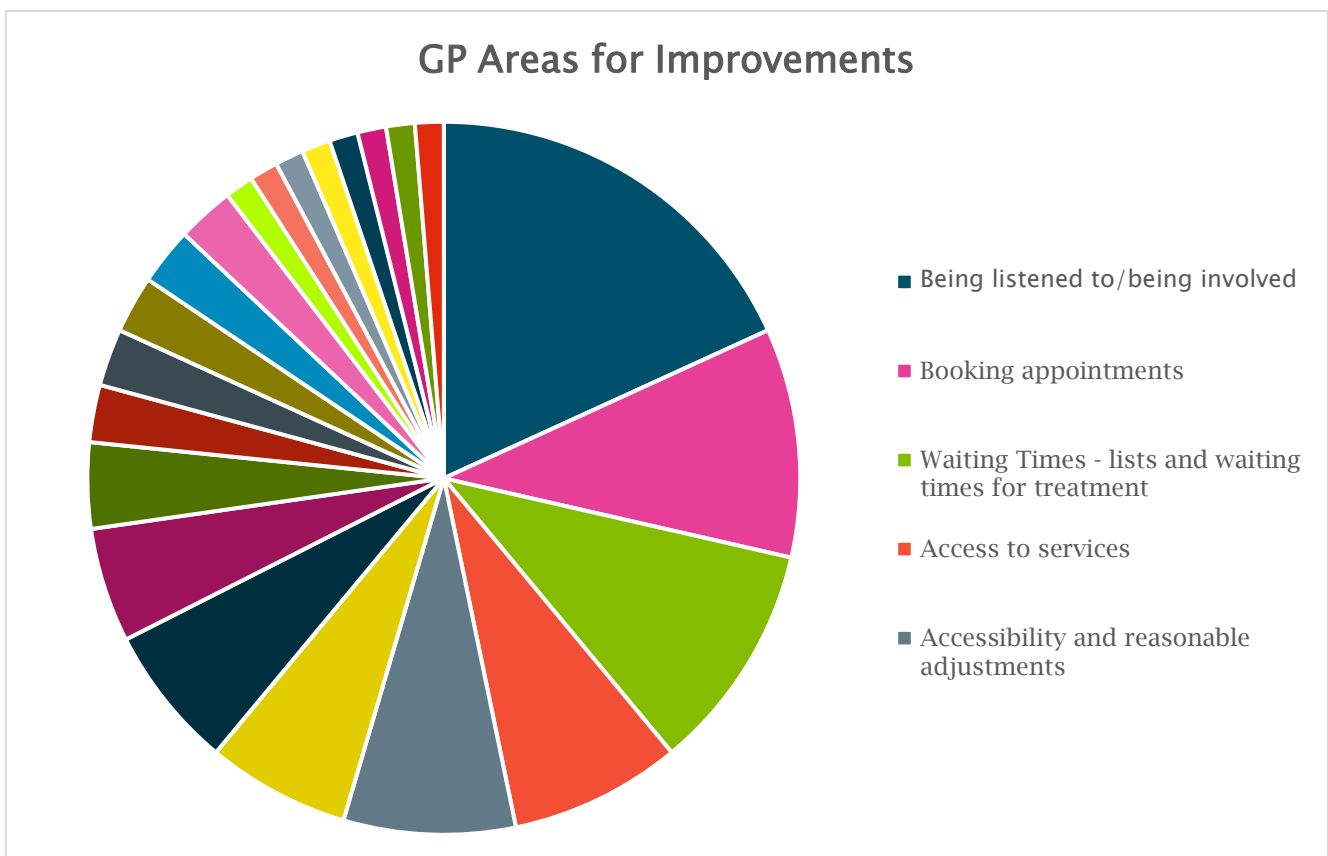
**Please note:** figures differ from the amount of intelligence gathered, because one experience can result in multiple intelligence and compliments.

### Theme Breakdown – GP Intelligence

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

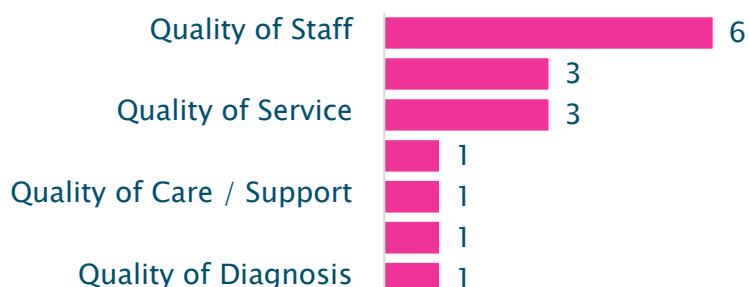
- Being listened to/being involved
- Booking appointments
- Waiting Times – lists and waiting times for treatment
- Access to services
- Accessibility and reasonable adjustments

Healthwatch identified the below from the compliments.



## Lived Experiences

### GP Surgery – Compliments



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

## Negative Experiences

Service Name:	Manor Road Surgery	PCN:	Beverley
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said: "As great as it is that others have not been passed from pillar to post, lied to, and completely messed around by the surgery, my own experience there has been terrible."		

Service Name:	Greengates Medical Group	PCN:	Beverley
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said:" Would be interested to know how many people have made formal complaints about Holderness Health and if anything is being done about it? Without going into details, when you manage to see an actual GP, are in floods of tears and they show NO empathy- not even offering a tissue- there's serious issues!"		

Service Name:	Greengates Medical Group	PCN:	Beverley
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said:" Greengates is so bad these days. I was on for 56 mins a few weeks ago and I'd rang as soon as they opened. Then I was told there were no appointments left that day. When she realised it was for a young child, she booked us in. Got there and the place is EMPTY!!! There is only one doctor if that and nearly always see a "nurse practitioner" where is everyone ?!"		

Service Name:	Greengates Medical Group	PCN:	Beverley
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said: "Greengate's if you don't mind waiting weeks to see a GP."		

Service Name:	Greengates Medical Group	PCN:	Beverley
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said" I had 70 plus attempts the other day before I got placed in position 6. Then waited another 40min to get to the front of the queue to speak with someone."		

Service Name:	Greengates Medical Group	PCN:	Beverley
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said: ""Anywhere but Greengates. A friend ended up in Hospital waiting for them to fulfil a prescription that his Parkinson Nurse prescribed when he first ripped out his line. If he'd had those emergency tablets he wouldn't have had to be taken into Hospital. Stay away from them."		

Service Name:	Greengates Medical Group	PCN:	Beverley
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said:" "I waited on the phone for 40 mins today just to get through. But I know how busy they are and the abuse that people give them, so I don't complain."		

Service Name:	Greengates Medical Group	PCN:	Beverley
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said:" Took me 78 rings to get through a few weeks ago for my 2-year-old."		

Service Name:	Bartholomew Medical Group	PCN:	Cygnnet
Identified By:	Engagement	Date Recorded:	4 May 2023

Experience:	Patient said that when he was diagnosed with Parkinson's there was a lack of information about what to expect and what might happen in terms of new symptoms to expect, services that could help etc. Patient also said that he had other conditions and was on Warfarin. He had to check his blood levels but because of his Parkinson's he was finding that very difficult to do. He said the surgery used to do this for him but since Covid he had to do it himself and he was finding it a struggle.
Actions Taken: (Healthwatch)	Healthwatch Project Worker recorded issues in CRM for inclusion in Intelligence Report. Telephoned surgery who said they would telephone patient and speak to him about supporting him with this.

Service Name:	The Ridings Medical Group		
Identified By:	Telephone	Date Recorded:	26 May 2023
Experience:	Parent reported their child was suffering with a heat rash and went to the pharmacy for advice. The pharmacist recommended that they needed something stronger than what they had been taking but was unable to prescribe so would need a GP appointment. When calling the surgery, parent was told that the next available appointment would be in 3 weeks. They were also informed that the only way to get something stronger was to go to a UTC. They then said that they could possibly get a cancellation but had put the phone down before how they could ask how to get a cancellation.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would report this in their intelligence report and signposted the patient to online consultation services which they had not heard of before. This was successful and the patient reported getting treatment prescribed with an unnecessary visit to the UTC.		

Service Name:	The Ridings Medical Group		
Identified By:	Telephone	Date Recorded:	31 May 2023
Experience:	Patient's relative phoned as they were concerned with the level of care that their relative had received. They said that they had waited too long for an appointment and that the surgery lack		

	compassion when it is regrading an elderly patient. They asked how to make a complaint.	
<b>Actions Taken:</b> (Healthwatch)	Representative discussed how to make a complaint with regards to GP services.	

<b>Service Name:</b>	The Ridings Medical Group	
<b>Identified By:</b>	Telephone	<b>Date Recorded:</b> 31 May 2023
<b>Experience:</b>	Relative of patient reported that they had been waiting over 8 days for a death certificate and were struggling to proceed with anything as this had not been processed. This, they were finding very upsetting and wanted us to speak to the surgery on their behalf.	
<b>Actions Taken:</b> (Healthwatch)	Healthwatch contacted the surgery on the relative's behalf and have agreed that this will be processed by the end of the day and that the surgery will contact the patient's relative to update.	

<b>Service Name:</b>	Manor House Surgery	<b>PCN:</b>	Bridlington
<b>Identified By:</b>	Telephone	<b>Date Recorded:</b>	21 May 2023
<b>Experience:</b>	Patient not happy as she can't get an appointment to see her GP at the practice as she can't get through on the phone and she finds it difficult to go to the surgery as she can't get a parking place. Since having a hernia operation around 7 weeks ago she can't taste anything and feels like she has something stuck in her throat. She initially was able to get a telephone appointment however she was told that the GP would ring at 11.20am. When they hadn't rung by 12.15, she went out. The GP subsequently telephoned, and she missed the call and she's not been able to get another appointment. She saw the pharmacist who advised her to see a doctor. Being unable to get an appointment she rang NHS 111 they made an appointment at UTC. She was seen there by a nurse who said that she needed to see a GP. She couldn't get through, so she rang Healthwatch. Patient said that the surgery had been contacted by the hospital and UTC to say she needed an appointment, but no one had contacted her		

Actions Taken: (Healthwatch)	HW Project Officer rang the practice. Spoke to Dan. He pulled up patient's notes and said that they had some slots available the following day with junior doctors, however he would have to ask a GP to see if she could be seen as she had seen someone yesterday at the UTC. I pointed out that the patient had seen a nurse at the UTC who had specifically said she needed to see a doctor. Dan said he would ring the patient directly.		
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Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	24 May 2023
Experience:	Patient said" We are patients at Manor House and after reading and speaking to people we have been lucky to see a nurse practitioner after a week's struggle. My question is after being disconnected several times saying there's 10 waiting. Being told to fill an online message and turn up at the GP surgery at 8 to be in a queue which we were all told there are no appointments. What is the correct way we should be making appointments. There is nothing on the online booking. After seeing the nurse at Station Avenue and seeing several faces that we recognised maybe should we be ringing a number at station avenue."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Humber Primary Care	PCN:	Bridlington
Identified By:	Research	Date Recorded:	17 May 2023
Experience:	Patient said " Does anyone have a link to Humber Primary Care's complaints policy? On their website is an email address for complaints but nothing about how it will be dealt with and when to expect a reply. Even though they should have a clear procedure set out. You'd think that when submitting a complaint, they'd at least acknowledge it." After some time without a reply patient update the feedback by saying " Still nothing from HPC apart from an acknowledgement of the complaint. When HPC cancel an appointment that someone has been waiting for 6 weeks is it policy just to forget about the patient and not even bother to rearrange another one? No one has had the decency to be in touch. For what it's worth I'm going to send this complaint to my MP to ask him to investigate."		

Service Name:	Humber Primary Care	PCN:	Bridlington
Identified By:	Research	Date Recorded:	4 May 2023
Experience:	Parent of the patient said: " Twice now I've got to the front of the queue where it's ringing and then cutting off!! This isn't fair Humber Primary Care!! Whilst dealing with a very tired and upset 2-year-old. Wonder how long I'll be on hold this time. I just want someone to help my child"		

Service Name:	Humber Primary Care	PCN:	Bridlington
Identified By:	Research	Date Recorded:	3 May 2023
Experience:	Patient said: "Waited 12 weeks for an appointment for a medical, finally get an appointment on 26th. Whoop, only to get a text saying due to sickness your appointment has been cancelled. It's 3 1/2 weeks away yet how can you cancel due to sickness already? Absolutely ridiculous!!!!"		

Service Name:	Dr Reddy & Nunn	PCN:	Bridlington
Identified By:	Research	Date Recorded:	4 May 2023
Experience:	Relative of the patient said: " Had nothing but praise for practice three until today, went to the surgery at 12.45 and asked for an appointment for my wife, I was asked if she wanted to see a doctor or a nurse my reply was a doctor, please. No doctor, could she see a nurse no appointments at all until tomorrow. We are now sat in U.T.C. waiting to be seen. My wife is asthmatic and has a history of chest infections and a blood clot on her lung. Not usually a whinger but a bit confused today."		

Service Name:	Eastgate Medical Group, Hornsea	PCN:	Yorkshire Coast and the Wolds
Identified By:	Telephone	Date Recorded:	3 May 2023
Experience:	Relative of the patient contact us to let us know that her mum experience with the GP surgery. She said that her mum was feeling poorly with a breathless condition that the surgery treated as Covid. This lady has been suffering from this condition for about 2-3 months, blood test had		

	<p>been made and GP said that results were clear, and no further investigation has been done. As the 82 years lady's health was not improving, she contacted the surgery for help, and they have said that her condition was covid and asked her to take a test that come back negative. Refusing to see her in the meantime even with negative covid test. Fast forward the situation, the old GP surgery (Eastgate) said that could not see this lady mother and she should be followed by her new GP surgery. Which she now has an appointment. This relative wants to complaint about this situation where she felt that the duty of care has not been taken into consideration.</p>
<p>Actions Taken: (Healthwatch)</p>	<p>Healthwatch spoke with this person over the phone and explained the procedure to make a formal complaint. An email was sent with more detail after telephone conversation.</p>

<p>Service Name:</p>	<p>Hedon Group Practice</p>	<p>PCN:</p>	<p>Holderness Health</p>
<p>Identified By:</p>	<p>Research</p>	<p>Date Recorded:</p>	<p>May 2023</p>
<p>Experience:</p>	<p>Patient said: "Due to my condition I keep an emergency pack of medication should I need it. I had to use it last week. Today I contacted the surgery online to ask for a replacement pack. Within 3 hours they responded telling me my medication was ready for collection. Thank you, Holderness Health. People are quick to criticise but when the system works, it works well."</p>		

<p>Service Name:</p>	<p>Hedon Group Practice</p>	<p>PCN:</p>	<p>Holderness Health</p>
<p>Identified By:</p>	<p>Research</p>	<p>Date Recorded:</p>	<p>May 2023</p>
<p>Experience:</p>	<p>Patient said: "Would be interested to know how many people have made formal complaints about Holderness Health and if anything is being done about it? Without going into details, when you manage to see an actual GP, are in floods of tears and they show NO empathy- not even offering a tissue- there's serious issues!"</p>		

Service Name:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said: "it took me 2.5 hours waiting on hold to speak to a receptionist to then have attitude given when I said I wasn't happy."		

Service Name:	GP Surgery		
Identified By:	Web (Email / Survey)	Date Recorded:	25 May 2023
Experience:	Relative of the patient said: "My son (35) has been waiting for an autism diagnosis for over a year, every day is a struggle trying to find work as he can't do interviews, his mental health is unpredictable. This applies to the service that do the adult autistic assessments.		
Actions Taken: (Healthwatch)	Feedback via webform for the monthly intelligence report.		

Service Name:	GP Surgery		
Identified By:	Web (Email / Survey)	Date Recorded:	5 May 2023
Experience:	Patient contact to report that she went 65 miles for Covid booster at walk-in centre per NHS/119 for urgent trip. No vaccination, appointment needed, however the centre advises her that they did not have enough vaccines. Therefore, she could not have it. She was frustrated and wanted to raise a concern about poor communication between services.		
Actions Taken: (Healthwatch)	Healthwatch has sent an email to acknowledge the situation and give advice on how to go about if she wants to present a formal complaint.		

Service Name:	Not given		
Identified By:	Email	Date Recorded:	6 May 2023

Experience:	Carer's son waiting over a year for an autism diagnosis following appointment at GP Surgery. This is impacting on his mental health and ability to find work.	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

Service Name:	GP Surgery	
Identified By:	Web (Email / Survey)	Date Recorded: 17 May 2023
Experience:	Patient said: " I am not happy with my GP at the moment, I had tests done last week and the surgery has lost the samples. "	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

Service Name:	GP Surgery	
Identified By:	Web (Email / Survey)	Date Recorded: 16 May 2023
Experience:	Patient said: In terms of my GP, after putting up with very poor service for years, I wrote a letter of complaint when a non-medically trained staff member read my diabetic blood test result (after I had waited 3 months for it) and told me it was fine, no action needed. I challenged that, and when a GP looked, my blood levels were so high, I had to double my metformin. I wrote to tell them how unhappy I was with this, and never got any response. After a month, I wrote again to ask why no one had even acknowledged my letter. I have now had a response. They didn't think it was a complaint, just training issues I had highlighted. So rude."	
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.	

## Compliments

Service Name:	GP Surgery		
Identified By:	N/A Multiple Experience	Date Recorded:	11 May 2023
Experience:	Patient reported that she was suffering terrible pain, periods lasting two out of four weeks. Patient had two miscarriages. Patient reported that her GP was helpful and caring but went to see a hospital consultant and had a negative experience with them		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.		

Service Name:	Humber Primary Care	PCN:	Bridlington
Identified By:	Research	Date Recorded:	23 May 2023
Experience:	Patient said " Had a lovely phone call from a lady called Kirsty at Humber Primary Care. Was very helpful and explained more about my medication. Thank you so much for your help. "		

Service Name:	Humber Primary Care	PCN:	Bridlington
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said: " Just had a knock at the door, 2 nurses there from Humber Primary. Came to give me my Covid injection. That is excellent service, Way beyond, I think. Thank you, HP."		

Service Name:	Humber Primary Care	PCN:	Bridlington
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said: " Great service from HPC this morning for my 16-month-old, called at 8am, first in the queue, spoke to a lovely lady who took details and had an appointment for 8.55am with Dr Raise, couldn't fault them."		

Service Name:	Humber Primary Care	PCN:	Bridlington
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Identified By:	Research	Date Recorded:	May 2023
Experience:	<p>Patient said: "I am really pleased to be able to praise HPC for a change! Previously, the last time when my husband's medication has been changed by his consultant, the change has not been implemented in time, so he has run out of important drugs, and I have had to stand in tears in the surgery refusing to move until it had been sorted. Having been in hospital for 4 months and discharged last Tues with yet another complete change of medication I was very sceptical that he would get his prescription changed before he had used the hospital discharge supply. I submitted an online consultation with admin and this morning I had a telephone call from one of the staff who went through all the new drugs with me and sent the request electronically to the chemist. Well done and credit where credit is due."</p>		

Service Name:	Humber Primary Care	PCN:	Bridlington
Identified By:	Research	Date Recorded:	11 May 2023
Experience:	<p>Patient said: " As one of HP's biggest critics, I also like to give credit where credit is due. After filling out an online health query yesterday, I received a phone call giving me advice on what they wanted me to do, I did that and have just received a text advising me a prescription has been sent to the chemist and I will be getting a phone call from a GP in the morning. Well done and Many Thanks. "</p>		

Service Name:	Dr Reddy & Nunn	PCN:	Bridlington
Identified By:	Research	Date Recorded:	9 May 2023
Experience:	<p>Patient said " I called Practice 3 this morning. I had an appointment with a Dr within 45 mins and an x ray appointment for Friday. Brilliant service!"</p>		

Service Name:	Dr Reddy & Nunn	PCN:	Bridlington
Identified By:	Research	Date Recorded:	4 May 2023

Experience:	Patient said: "Rang practice 3 @8 and have got an appointment at 3.45 up at the hospital today. Thank you to the lovely receptionist. "		
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Service Name:	Dr Reddy & Nunn	PCN:	Bridlington
Identified By:	Research	Date Recorded:	May 2023

Experience:	Patient said: "Hats off to Practice 3 this week. I phoned on Thursday morning, 5th in queue, got an appt for 10.50 same day. Needed some blood tests, booked appt for yesterday at 10.40. Yesterday evening at 5.30pm got a text message from practice that I need to attend for a repeat blood test due to result. Fast service or what!"		
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Service Name:	Dr Reddy & Nunn	PCN:	Bridlington
Identified By:	Research	Date Recorded:	May 2023

Experience:	Patient said: "On Tuesday I rang Practice 3 at lunchtime for an appointment and got one for that afternoon with a lovely lady called Ellen. The consultation was thorough and unhurried, and Ellen was knowledgeable and very nice to talk to. Excellent!"		
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Service Name:	North Beverley Medical Centre	PCN:	Beverley
Identified By:	Research	Date Recorded:	May 2023

Experience:	Patient said: " Been with North Beverley Medical Centre for 10+ years and never had any issues. They were brilliant during lockdown too, especially with my children, and can always get a quick telephone appointment and face to face if needs be. The service isn't the same now as it was a few years back, I don't think anywhere is sadly, but have never felt my care being compromised."		
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Service Name:	Greengates Medical Group	PCN:	Beverley
Identified By:	Research	Date Recorded:	May 2023

Experience:	Patient said: "Greengates is the best, I was with manor road, and they messed me around for 8 months, finally swapped to Greengates and was sorted within 3 weeks."		
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Service Name:	Greengates Medical Group	PCN:	Beverley
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said: "Greengates, are the best, I've had no problems with them got a face-to-face appointment when rang for one an always got meds when I've ordered them, also same day appointments when rung at 8 in a morning."		

Service Name:	Manor Road Surgery	PCN:	Beverley
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said: "Absolutely first class from Manor Road."		

Service Name:	Manor Road Surgery	PCN:	Beverley
Identified By:	Research	Date Recorded:	May 2023
Experience:	Patient said: "I have never had a problem with Manor Road – been there decades... best in my opinion!"		

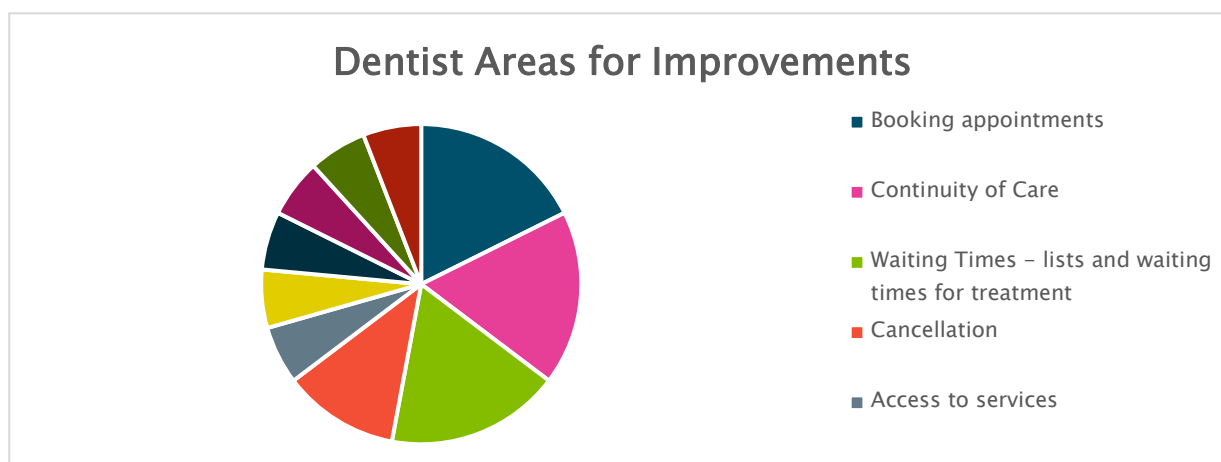
## 4.2 Experiences Breakdown – Dental Practices

This month, Healthwatch recorded a total of 4 experiences for Dental Practice. These experiences were broken down into 17 intelligence and no compliments.

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

### **Dental Intelligence – Area for Improvements**

- **Booking appointments**
- **Continuity of care**
- **Waiting Times – lists and waiting times for treatment**
- **Cancellation**
- **Access to services**



## Lived Experiences

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

Service Name:	Dentist		
Identified By:	Web (Email / Survey)	Date Recorded:	4 May 2023
Experience:	The patient contact to ask for guidance to make a complaint about the dental treatment she has recently received. She told us that she gave an opportunity to the dentist practice to make it right, however they have been inflexible and not done anything.		
Actions Taken: (Healthwatch)	Healthwatch has send information and guidance to proceed with this complaint.		

Service Name:	{my}dentist, Quay Road, Bridlington		
Identified By:	Research	Date Recorded:	17 May 2023
Experience:	Patient said: "MyDentist have cancelled my June appointment. Apparently, my dentist (NHS) is on holiday, and they don't know when he is due back. "They will contact me when a new date becomes available". Sounds very odd to me - almost as if he has left but they were trying to persuade him to come back."		

Service Name:	{my}dentist, Quay Road, Bridlington		
Identified By:	Research	Date Recorded:	17 May 2023
Experience:	Patient said " I am with my dentist and had my last appointment with the NHS dentist was last month. I enquired about future appointments and was told that they couldn't give me a new appointment because they no longer have an NHS dentist. They will contact me if and when they recruit another one. Was also told that should I change to a private dentist with them I would not be able to change back to NHS. What a quandary, all I can do is wait and hope. "		

Service Name:	{my}dentist, Quay Road, Bridlington		
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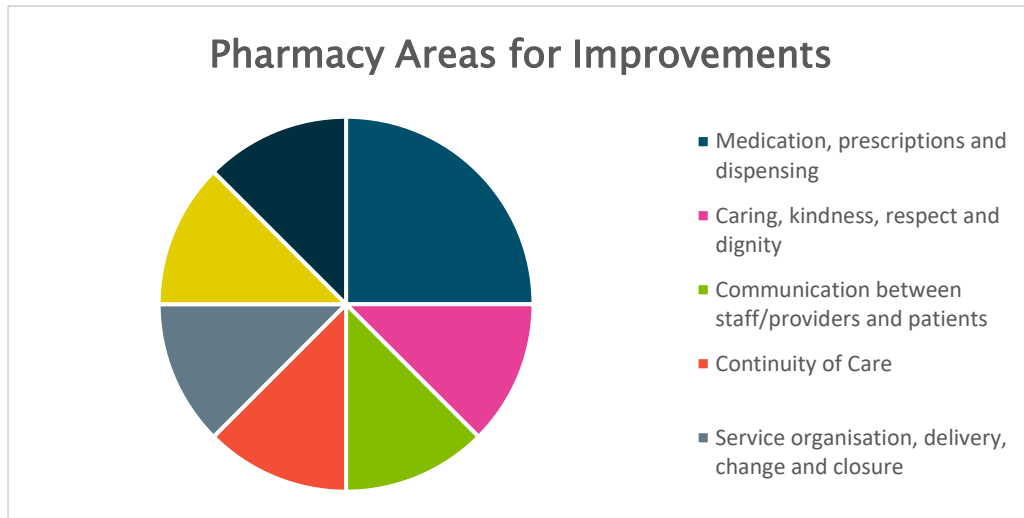
Identified By:	Research	Date Recorded:	17 May 2023
Experience:	<p>Patient said " I just had a conversation with MyDentist reception, in response to a letter I sent, asking for an update. The gist of it was: They are in discussion with a possible NHS dentist - so fingers crossed.</p> <p>She couldn't reassure me about my fears that they will, at some point, decide to stick with private dentistry. I'd asked for a reminder of the date of my last appointment with them. It was early in July 2021. So, coming up to two years ago. I tried to get her to see how stressful it is, just waiting and not hearing anything about the situation. She said there was no point writing to everyone waiting, just to say that there is no news. I told her that it would be less stressful to get an occasional update, even just to say there is no news, but that they are still trying to find an NHS dentist, and suggested this could be by email, just once or twice a year. I asked her to pass that onto management, as feedback."</p>		

## Compliments

No dentist compliments have been received this month.

## 4.3 Experiences Breakdown – Pharmacy

This month, Healthwatch recorded a total of 3 experiences Pharmacy Intelligence. These experiences were broken down into 8 intelligence and 1 compliment.



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

### Pharmacy Intelligence – Area for Improvements

- Medication, prescriptions and dispensing
- Caring, kindness, respect, and dignity
- Communication between staff/providers and patients
- Continuity of Care
- Service organisation, delivery, change and closure

### Lived Experiences

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

Service Name:	Pharmacy in Goole		
Identified By:	Engagement	Date Recorded:	4 May 2023
Experience:	Patient's wife was concerned because her husband's long-term medication was not available at the pharmacy, and she had been told that the drug he takes isn't available at the moment and there are no alternatives available. This left her very concerned as it is essential medication for his Parkinson's, and he has been taking it for a long time.		

Actions Taken: (Healthwatch)	Healthwatch Project Worker discussed the situation with the patient's wife. Suggested speaking to the community pharmacist to see if there is a general shortage of the medication or whether it's just their supplier that haven't had it delivered. If it still wasn't available seeing the GP before he runs out to see if the GP can prescribe a different medication or whether the practice could issue another prescription to take to a different pharmacist. Patient's wife said that there was a pharmacist at the practice who was very helpful. I discussed asking her about this particular medication to see if they could access it for the patient.
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Service Name:	Station Avenue Pharmacy Ltd- Brid		
Identified By:	Research	Date Recorded:	10 May 2023
Experience:	Patient said " Please can there be some support for the Station Avenue Pharmacy. Huge queues today only one member of staff attending to patients. Totally overwhelmed lady!! They will have the reputation of being the slowest pharmacy in Bridlington if they are not careful. "		

## Compliments

Service Name:	Lloyds Pharmacy High Street in Flamborough		
Identified By:	Research	Date Recorded:	20 May 2023
Experience:	Patient said " I want to thank the chemist on High Street for persevering until they got me the tablets I have been taking for years. Well done and thank you."		
Actions Taken: (Healthwatch)	Feedback for our monthly intelligence report.		

## 5 Hospital Intelligence

This month, Healthwatch received a total of **26** 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

- **A&E wait times**
- **Staff's responses and mannerisms when dealing with patients enquiries**
- **Lack of pain relief/medication for patients**

### Lived Experiences

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

### Hull Royal Infirmary

Service Name:	Emergency Care Area		
Identified By:	Email	Date Recorded:	5 May 2023
Experience:	Nowhere quiet for patient with Autism to wait or provision for them to wait in their car until called for their appointment (by phone). Patient found noisy and bright environment distressingly over stimulating.		
Actions Taken: (Healthwatch)	Feedback logged in CRM to be included in Intelligence Report		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	24 May 2023
Experience:	Patient reported "Not bad but you do get a lot of people outside smoking even though it states no smoking on hospital		

grounds but they do allow you vape so that's a good thing if you vape. "

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	20 May 2023
Experience:	<p>Patient reported "So they looked after me and that's good I had an MRI and the doc gave me the bad news there and then, but. I was left all night in pain, and when the pain became extreme (I could not walk) it took 2hrs to get help.</p> <p>The ward had dementia patients walking about, poor lost souls screaming and locking doors that needed security to intervene and crazy student nurse that left me with no pee bottles for 3 hrs (the consultant sorted me) and said student nurse was escorted off site after arguing with her boss. The student was definitely in the wrong. Most of the staff were very good but there is a lot there that are useless, they chat and walk about, they ignore people asking for help.</p> <p>I made it out. Thank goodness"</p>		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	27 May 2023
Experience:	<p>Patient reported "Called 111 and been advised to go to A&amp;E.</p> <p>I was 9 weeks pregnant and puking blood, some tummy cramps as well.</p> <p>I waited almost 10 hours to be seen by a doctor who didn't do any kind of consultation and said he doesn't know what I have. He said my blood results come back okay and asked if I have a picture with my puke, to which I said no so he said I should go home and monitor, if it's getting bright red I should come back. And make sure I take pictures.</p> <p>This is not the worse part. The worst part is a nurse took my blood. I'm very skinny so my blood vessels are easy to find.... but I don't know what she did my arm swallowed up and I was in pain all night at the hospital. Finally, after 8 hours a nurse looked at my arm, she didn't know what to do so they were keeping calling</p>		

	<p>people for opinion. 3 doctors and 2 nurses looked and all they couldn't tell me was 'when you get home put some ice'.</p> <p>Over a week later my arm is completely bruised, elbow is brown reddish, and it hurts do bad."</p>
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Service Name:	Hull Royal Infirmary
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Identified By:	Research	Date Recorded:	3 May 2023
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Experience:	<p>Patient reported "WORST A&amp;E in the country!!! Told me I had an ulcer for 7 months with no scans nothing until I collapsed and almost died due to an infection in my gallbladder which had leaked into my liver and almost killed me! I lost an organ due to them - I'll be unconscious before I go there again! Neglected isn't the word! Also told to be quiet when crying in pain yet the nurse are loud shouting and laughing about their weekend plans, another time went in with stomach issues i have a Hernia inside my stomach (again due to neglected by a&amp;e) I take co-codamol, gabapentin and morphine at home I'm also asthmatic the dr there tried to give me 400mg of ibuprofen for pain relief when the above didn't work! If I'd taken it would have made me A LOT WORSE- A nurse PULLED my canular out with a 1,2,3 YANK which exploded my vein and caused massive blood loss! This is a dangerous a&amp;e please drive somewhere else is possible!!"</p>
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## Castle Hill

Service Name:	Castle Hill Hospital
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Identified By:	Research	Date Recorded:	28 May 2023
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Experience:	<p>Patient reported "Took 25 minutes to find a parking space. Using the machine to pay on leaving is not good for people who struggle with IT"</p>
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Service Name:	Castle Hill Hospital
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Identified By:	Email	Date Recorded:	18 May 2023
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Experience:	Patient reported "found it extremely difficult to find the IMIC department at Castle Hill Hospital, practically no signage or helpful information provided anywhere. Even on the site maps! Was forced to ask reception staff for help at the Centre of Cardiology".
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.

Service Name:	Queen's Centre Pharmacy		
Identified By:	Engagement	Date Recorded:	11 May 2023
Experience:	Patient visiting Castle Hill for Breast Cancer treatment and says that she only had to wait 20 minutes for her prescription today. Patient says sometimes it can take up to an hour and visiting Castle Hill for a blood test and her prescription usually takes half a day.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.		

## Other Hospital Intelligence

Service Name:	Goole Hospital		
Identified By:	Telephone	Date Recorded:	17 May 2023
Experience:	Partner of the patient rang in considerable distress. Her Partner had been in hospital seriously ill with severe sepsis and organ failure since December 2022. He had been in various hospitals and had been transferred to Goole Hospital for physiotherapy rehabilitation as he could not stand unaided or walk. Patient's partner had not been warned that they were planning to discharge him still unable to stand or walk. She found out because Occupational Therapist turned up at their house to measure up for ramp and wheelchair. Patient's partner said their house was not suitable as the toilet and bedroom were upstairs. She did not feel they were being listened to or consulted about her partner's discharge. They were also very unhappy that his physio whilst in Goole hospital had been hit and miss because he could no longer follow instruction sheets		

	and was out 3 x a week to go for dialysis. These appointments were predictable and regular and yet the physio department frequently turned up when the patient had gone for dialysis. Patient's wife wanted to know who to speak to and who would listen to her concerns. Wanted to know whether her partner could go to respite care whilst he was rehabilitated (which should have happened at Goole Hospital).
Actions Taken: (Healthwatch)	<p>HW Project Worker spoke to colleague who had gone through something similar. They suggested partner applying for power of attorney for care (provided her partner was willing).</p> <p>HW Project Worker also spoke to contact at Adult Specialist Services department at ER Council. She gave advice around speaking to the hospital about her partner's therapy goals and whether these had been achieved and if not whether he could be discharged into residential care to enable him to achieve these before coming home.</p>

Service Name:	Hospital		
Identified By:	Survey	Date Recorded:	18 May 2023
Experience:	<p>Patient reported " I am supposed to have a monthly appointment, by telephone since lockdown began 3 out of 4 nurse led, 1 consultant following a scan to check the progress of the disease. (Stage 4 Breast Cancer in my lungs). Very rarely perhaps 4 or 5 times in the past 3 years, is an appointment made for me. I end up having to make numerous phone calls, sometimes over 2 days, to secure an appointment. One occasion, for a consultant led one, i was calling first weekly, the daily, then 4 times on the day of the appointment itself just to get someone to check my bloods (which i arrange myself) and approve the next 21 day cycle of meds if my blood are ok. Once i was on my way to my appointment, again, consultant led, when i got a phone call to say i couldn't be seen. So i continued to have my bloods done, then after an hour constantly phoned to get the results and collect my meds. I often have to call the nursing team to ask if they will request an appointment when i can't get through to appointments, which takes up their valuable time. Then there have been times when i have had 2, even 3 calls in one day. The appointment department in the appointment i attend seems to be a circus".</p>		

<b>Actions Taken:</b> (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.
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<b>Service Name:</b>	Hospital
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<b>Identified By:</b>	Survey	<b>Date Recorded:</b>	11 May 2023
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<b>Experience:</b>	Patient reported " i was suffering terrible pain, periods lasting two out of four weeks. I'd had two miscarriages. My GP was helpful and caring but i went to see a hospital consultant and was basically told i was a neurotic woman who needed to get a grip. This went on for almost six years. Then i went for a private appointment with a female gynaecologist. She put me on her NHS list. Endometriosis was found to be so acute i needed a hysterectomy. I was in my forties. I had suffered years of pain".
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<b>Actions Taken:</b> (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.
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<b>Service Name:</b>	York Hospital
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<b>Identified By:</b>	Engagement	<b>Date Recorded:</b>	11 May 2023
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<b>Experience:</b>	Son of the patient says that his mum has been in York Hospital for 3 months and says the care was ok but didn't go above expectations and they wished they informed them more about her care and what was going on with her.
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<b>Actions Taken:</b> (Healthwatch)	Healthwatch reported that they would share this experience in their monthly intelligence report.
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<b>Service Name:</b>	Bridlington Hospital
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<b>Identified By:</b>	Research	<b>Date Recorded:</b>	10 May 2023
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<b>Experience:</b>	Patient said " Just had a normal doctors appointment at the hospital and told you have to pay to park is this right? I went yesterday and was told rules changed last week and you have to pay. This is an absurd. "
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<b>Service Name:</b>	Spire
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Identified By:	Telephone	Date Recorded:	9 May 2023
Experience:	<p>Susan has contact to ask for help for a gentleman that had Knee replacement surgery last April at Spire hospital.</p> <p>He needs to use Anti Embolism Stockings and his wife suffers from arthritis and struggles with removing and put them on when necessary.</p> <p>They do not have any career pack at the moment, as they are able to cope with daily routines by themselves.</p> <p>Susan advises that the gentleman's wife has been in contact with the ER Council and the district nurse with no avail, hence she is asking for guidance and help with this situation.</p>		
Actions Taken: (Healthwatch)	<p>Healthwatch will enquire about other possibilities to try to help in this situation. A call back will be provided once we have more information.</p> <p>HW Project Worker spoke to contact at Adult Specialist Services department. Patient should not have been discharged if it was a requirement that he should continue to wear anti embolism stockings if he and his wife were unable to manage this and had no one to help.</p> <p>Incident logged on CRM and advice sought from Adult specialist services.</p> <p>HW ASC Project Worker was able to provide Mrs Hicks at British Heart Foundation with some local homecare organisations from the ER Care Services directory so that the couple to pay for help with the patient's support stockings as CHCP District Nurse Team said they were unable to help.</p>		

## Urgent Treatment Centres

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Research	Date Recorded:	24 May 2023
Experience:	<p>Patient reported "Absolutely dreadful waiting time. Only one doctor and a nurse to cope with a wave of 50 people or more. Doctor and nurse mostly seen walking around hallways. Kids</p>		

stood up as there were no chairs to sit for 4 h. No water or food facilities. I am diabetic and no one cares "

## Compliments

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	11 May 2023
Experience:	Son of the patient reporting that his dad has dementia and visits Hull Royal Infirmary regularly and says the care he receives is excellent and receives a lot of support.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly intelligence report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	21 May 2023
Experience:	Patient visiting the Women and Children's Hospital at Hull Royal reported "I am pregnant and about to turn 3 months old. In early February, I went here due to bleeding. The doctors and nurses were very good, and although they were unable to tell me the reason for the miscarriage, I received very good care there. Even when I met my husband, I suddenly fainted, and he was frightened and cried loudly. He also received comfort. Although my child is gone, I am still very grateful for their care		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	23 May 2023
Experience:	Patient reported "Only second time that I've had to visit for an appointment to see a surgeon. Caught bus from priory Park and ride and arrived early because later bus would have been too late for appointment. Walked into infirmary at 9-13. Went straight to outpatients . My appointment was 9-50.Saw surgeon, spent 10 minutes talking with him. Left infirmary at 9-25! Amazing!"		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	13 May 2023
Experience:	Patient reported "Had to take my 91 year old dad to the vascular department. I can't thank the staff enough made us feel so welcome we were seen to within minutes. They even made dad and I a cup of tea. The consultant explained everything they were going to do and arranged an overnight stay while he has a little operation. Thank you so much".		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	18 May 2023
Experience:	Patient reported "I am so pleased with the results of my two eye operations - one to repair a hole in my retina when the lens was also replaced and the second for a cataract. The care was exemplary and the outcome has left me without the need for prescription glasses or contact lenses. I only need simple reading glasses and my eyesight was incredibly poor before. I have not seen this well for over 50 years!!".		

Service Name:	Castle Hill Hospital		
Identified By:	Email	Date Recorded:	18 May 2023
Experience:	Patient reported "Outpatients, X-ray, received a chest X-ray, can't fault the service. Really well organised and quick".		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.		

Service Name:	Castle Hill Hospital		
Identified By:	Email	Date Recorded:	18 May 2023
Experience:	Patient reported "special mention to the IMIC nursing staff, friendly, professional and extremely helpful when assisting me. Went the extra mile to help me as a patient."		

<b>Actions Taken:</b> (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.
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<b>Service Name:</b>	Castle Hill Hospital
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<b>Identified By:</b>	Email	<b>Date Recorded:</b>	18 May 2023
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<b>Experience:</b>	Patient reported "Centre for Cardiology staff polite, friendly, professional and extremely helpful in assisting me. Went the extra mile to help me as a patient".
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<b>Actions Taken:</b> (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.
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<b>Service Name:</b>	Castle Hill Hospital
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<b>Identified By:</b>	Research	<b>Date Recorded:</b>	3 May 2023
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<b>Experience:</b>	Patient reported "although we parked a fair away from where we were meant to be (Entrance 1). The staff member at the other assessment unit gave us a map and directions of where we needed to be (Entrance 2). Nice airy waiting area with relaxed calming atmosphere and professional friendly staff".
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<b>Service Name:</b>	Beverley Urgent Treatment Centre
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<b>Identified By:</b>	Research	<b>Date Recorded:</b>	30 May 2023
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<b>Experience:</b>	Patient reported "Attended X ray late on a bank holiday. Both people in the department were welcoming, friendly and efficient. They are both a credit to the NHS. They put me at ease and that has to be a good thing"
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## Experiences Breakdown – Mental Health Services

### Lived Experiences

Service Name:	CAMHS		
Identified By:	Email	Date Recorded:	18 May 2023
Experience:	Patient reported "Camhs refused to diagnose me and then refused me appropriate support for 10 years and i ended up almost dying from an eating disorder. The reports from the inpatient unit stated Camhs and mainstream school were the 2 main causes of trauma which led to my mental health issues. So Camhs is timely caused my severe mental health issues! No NHS Inpatient units could meet the needs of my Autism and Pda so i had to use private inpatient unit to get proper care and they were amazing. Literally none of the NHS Inpatient units could understand and meet the needs of my Pda... just as Camhs had refused to do!"		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly Intelligence Report.		

Service Name:	Let's Talk		
Identified By:	Research	Date Recorded:	27 May 2023
Experience:	Patient reported "Gaslit by my therapist twisting my words, refusing to let me talk, to believe me and asking for justifications. HELP!"		

## Humber Teaching NHS Foundation Trust

Service Name:	NHS Humber Foundation Trust		
Identified By:	Telephone	Date Recorded:	5 May 2023
Experience:	Healthwatch received a phone call from a parent of the patient reporting that her son from year 2 to year 6 has received speech and dialect therapy from the NHS. After an assessment by the		

	NHS. they said he no longer needs this therapy. His school Senco and Mother strongly disagree and so asked for him to be reassessed. This request was denied. The patient's mother then paid for him to have a private assessment which concluded that he does need to continue the speech and dialect therapy.
Actions Taken: (Healthwatch)	Healthwatch contacted the Assistant Director of Patient and Carer Experience Engagement for Humber Teaching NHS Foundation Trust as well as the Trusts' Children's Learning Disability Clinical Lead, in which we informed them of the issue and directed the parent of the patient to them.

## 6. Experiences Breakdown – Care Homes

This month, Healthwatch recorded a total of **12** experiences for Care Home Intelligence.

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

### Care Home Intelligence

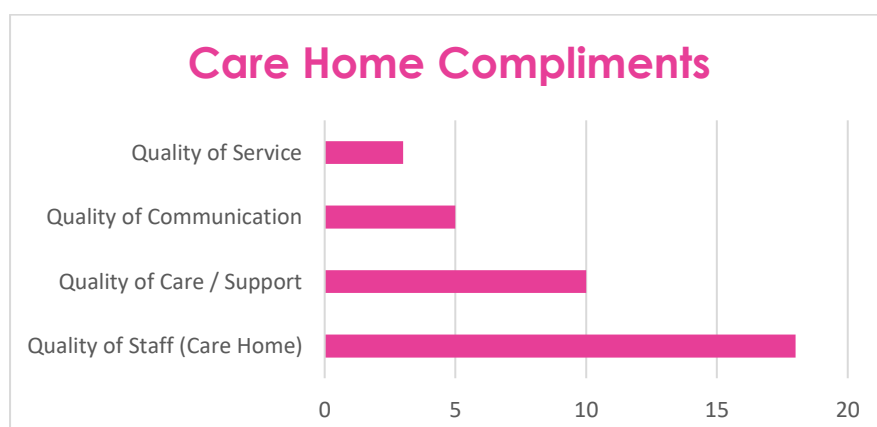
- Good communication with relatives from helpful pleasant staff
- Attentive caring staff providing good care

## Lived Experiences

### 6.1 Areas for Improvement

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

### 6.2 Compliments



Service Name:	Emmanuel Care Home		
Identified By:	Research	Date Recorded:	2 May 2023
Experience:	<p>"My mam has been in Emmanuel House for eighteen months. I have always found the staff to be very professional, caring and friendly. Although my mam can be difficult at times, the staff are very patient and understanding of her needs and always involve us as a family in her care and the many activities and days out that are offered. Emmanuel has also adopted our family's pet tortoise, who is also very well cared for (spoilt). I would highly recommend Emmanuel to anyone considering a care home for a loved one. Emmanuel is a lovely, homely place and the staff are all highly trained and very knowledgeable in all aspects of care."</p>		

Service Name:	Emmanuel Care Home		
Identified By:	Research	Date Recorded:	3 May 2023
Experience:	<p>"My aunt has been a resident at Emmanuel House Residential Home for 2 years and during this time she has received wonderful care from the staff. Latterly, she has been diagnosed with dementia and has had several stays in hospital. The staff have shown utter kindness to my aunt and myself. My aunt is well cared for, has excellent food and is clean and warm. Emmanuel House is well run by caring staff. The Home is clean and tidy and smells fresh. The care home staff do not get the praise they deserve. They do a wonderful, difficult, and sometimes frustrating job (a job that many of us could not do) and also had to battle with Covid restrictions - a big "Thank You" from me."</p>		

Service Name:	Emmanuel Care Home		
Identified By:	Research	Date Recorded:	10 May 2023
Experience:	<p>"When I left Emmanuel House having visited Mum, I couldn't quite get my head around how good the staff are with their residents and how welcoming to us, the visitors, they are. They treat every resident as an individual and include as many as are able or wish to be involved in their many activities. I'm always</p>		

	impressed by how light-hearted the atmosphere is, with the staff in particular."
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Service Name:	Magnolia House		
Identified By:	Research	Date Recorded:	20 May 2023
Experience:	"Fantastic level of care given to my mum. The staff are caring and understanding, and the home is clean and welcoming."		

Service Name:	Beverley Parklands Care Home		
Identified By:	Research	Date Recorded:	25 May 2023
Experience:	"I used Beverley Parklands Care Home for respite care following a spinal operation. This was my first ever involvement with carers and care homes and I could not have been more satisfied. I had an excellent room (suite). Very good food and the overall care exceeded my expectations. The staff at Parklands are wonderful and nothing is too much trouble."		

Service Name:	Magnolia House		
Identified By:	Research	Date Recorded:	12 May 2023
Experience:	"So pleased with how well my mum is being cared for. She was neglected whilst in hospital but within a couple of days of being at Magnolia House, they had her washed, dressed, sat up, a haircut and all her matted hair brushed and sorted. Mum seems very settled and the brilliant care is reflected in her happier moods. Her room is very clean, the staff very caring and understanding, and there is not a single thing I could fault the home for."		

Service Name:	Magnolia House		
Identified By:	Research	Date Recorded:	30 May 2023
Experience:	"The standard of care and compassion given to my uncle was beyond any level of expectations."		

The carers treat him like one of their family and was given the respect as such.

The home is well laid out, warm and welcoming.

Nothing is too much trouble for the carers. Visitors and Residents are treated like friends and families, a very homely environment"

Service Name: St Marys Care Centre

Identified By:	Research	Date Recorded:	19 May 2023
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Experience: "My mother spent six weeks at St Mary's Care Centre; it was a fantastic experience for her. She needed respite for a fall and consequent broken hip. The staff treated her as though she was a relative, they loved her, and she loved them. Nothing was too much trouble, and their care was second to none. She looked forward to meal times, the great variety and the social setting. It was rather like a day out every day with friends at a restaurant. There was a vast array of activities every morning and afternoon, from chair exercise classes, bowls and skittles to film and group reading. A big thank you to the whole team for all their efforts."

Service Name: Bessingby Hall

Identified By:	Research	Date Recorded:	21 May 2023
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Experience: "My brother is very happy here, he compliments the staff and says the food is good. He likes to watch the wildlife in the gardens, deer, rabbits and birds etc. This is an easy place to get to and parking is next to the front door."

Service Name: Bessingby Hall

Identified By:	Research	Date Recorded:	21 May 2023
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Experience: Relative of the resident reported "I came to see my grandad today, I can see he is very happy, singing and dancing, a lot more peaceful. Very helpful staff and very friendly."

Service Name: Bessingby Hall

Identified By:	Research	Date Recorded:	26 May 2023
Experience:	Patient reported "I find Bessingby Hall very accommodating, the staff is pleasant and efficient, always on hand to assist with questions and assistance."		

Service Name:	Bessingby Hall		
Identified By:	Research	Date Recorded:	30 May 2023
Experience:	Patient reported "Our daughter is currently in Bessingby Hall for respite care after having a large stroke. We were slightly apprehensive of her being placed in a home, but our worries have been short lived as the care and the staff have been excellent, very compassionate and caring. We would have no problem in recommending Bessingby to anyone! We cannot thank all the staff enough for their fantastic care!"		

## 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:	Hull Royal Infirmary.
Date of Incident:	October 2022 ongoing.
Nature of Issue:	Last October client had an infection in one of his toes. He visited A&E at Hull Royal Infirmary and waited 14 hours before being seen. The Doctor said he needed antibiotics and he was told to go home and take the tablets he'd previously been prescribed by his GP. 3 days later he was back in hospital. The infection had worsened and he had to have 2 toes removed. Client kept telling the community podiatrists that something was still wrong and an ambulance was eventually called. Client was taken to HRI in May for the 3 <sup>rd</sup> time and he needed more surgery as his foot was still infected. A Consultant at hull Royal Infirmary states that client self-discharged from the Hospital initially when he did not and there is no self-discharge paperwork which he would have had to have signed if this was the case.
Service Name:	Laurbell Surgery, Main Road, Bilton
Date of Incident:	Since May 2021
Nature of Issue:	Client has for the past 2 years tried to get help and support from her GP with various ongoing health conditions but

	feels she is being fobbed off. Client has tried to speak to the Practice Manager but is getting nowhere.
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Service Name:	Haltemprice Community Mental Health Team
Date of Incident:	February 2023
Nature of Issue:	Client's GP has recommended she have CBT treatment. The GP referred her for this treatment but the Haltemprice Community Mental Health Team have refused her the CBT treatment. Client wants to put in a complaint about the CMHT as she believes she needs CBT treatment and should have it.

Service Name:	York Hospital.
Date of Incident:	August 2022
Nature of Issue:	Client's husband sadly passed away on 17 <sup>th</sup> September 2022. They had been married for 51 years. The deceased was struggling with alcohol dependency, and was admitted into York Hospital with dehydration and malnutrition. He was then transferred to intensive care which is where he later passed away. When admitted, the deceased gave a contact name of a friend rather than his wife. They were were living apart, but speaking daily. There was talk of reconciliation and client moving back to live with her husband. Whilst patient was in hospital, client asked for permission to visit him, but that was refused by the staff team there. Client queries the issue of capacity, and the timing of the determination of her husband's capacity, questioning whether the alcohol induced condition would impact on that. Client has completed local resolution and may require support to make an application to the Health Service Ombudsman.

Service Name:	The Ridings Medical Centre, Hessle.
Date of Incident:	April 2022

Nature of Issue:	Client recently visited her GP as her legs were swollen and she was concerned about DVT. Client was dismissed by the GP without even being examined. Still concerned client later became ill and made an emergency GP appointment and saw another GP at the practice who admitted her to hospital as an emergency.
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Service Name:	NHS Humber and North Yorkshire Integrated Care Board
Date of Incident:	December 2022
Nature of Issue:	Client's complaint is in regards to her mum's care and issues regarding the way in which her care has been funded.

Service Name:	To be confirmed.
Date of Incident:	To be confirmed.
Nature of Issue:	Client's partner passed away from a brain haemorrhage. Client believes this was caused by the covid vaccine.

Service Name:	Humber NHS Foundation Trust
Date of Incident:	To be confirmed.
Nature of Issue:	Client's concerns are regarding doctors entering her property and sectioning her. Client states that she is not kept informed of these sections and when she is treated on a community treatment order. Client also states that she is being forced to take medication against her will.

## **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.