

Intelligence

Report:

February 2022

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Introduction

The contents of this report refers to intelligence gained within the month of February 2022.

The intelligence detailed in this report was partially gained through the Healthwatch England's online feedback form. This is a form in which individuals can detail their experience of health and social care in their area, which is then made available to all local Healthwatch's on a monthly basis. These comments are anonymous and therefore have not gone through the same escalation process that comments directed to the East Riding of Yorkshire normally undertake. When submitting their comment using Healthwatch England online feedback form, the individual was asked for their permission to have their response "stored by Healthwatch in accordance with their privacy statement so that they can use it help improve the delivery of health and care services across the country and in the area in which I live". All of the comments in this report come from individuals that have given their permission.

From January 2021, we also include intelligence displayed on the NHS website "NHS Reviews and Ratings", a platform which allows members of the public to comment on the service they have received from that GP Surgery. We have included this amongst our intelligence, and when the GP surgery has replied to the review, we have included their response also.

Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

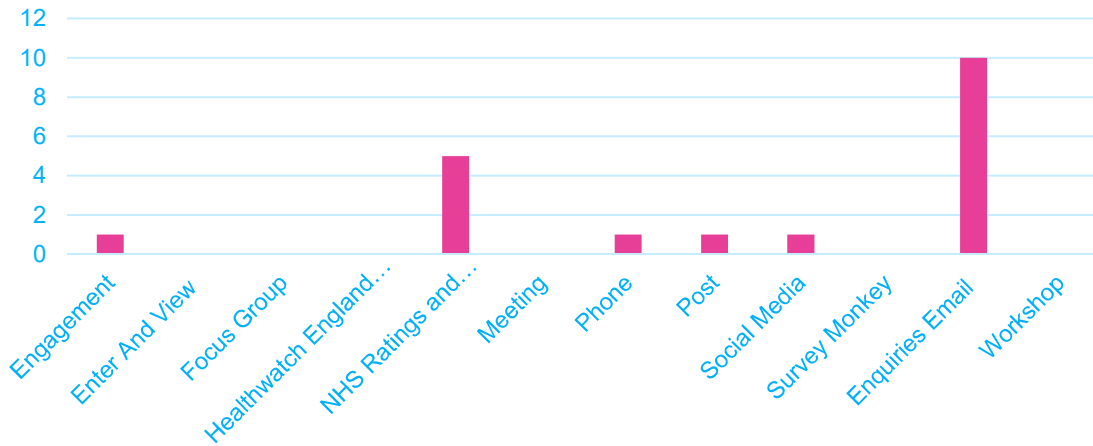
All data is anonymized and is based solely on the patient experience. For the purpose of this report, we have categorized the patient experience under appropriate headings and included direct quotations relating to the specific service.

This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire NHS Advocacy team Cloverleaf's themes for February 2022.

Contact statistics

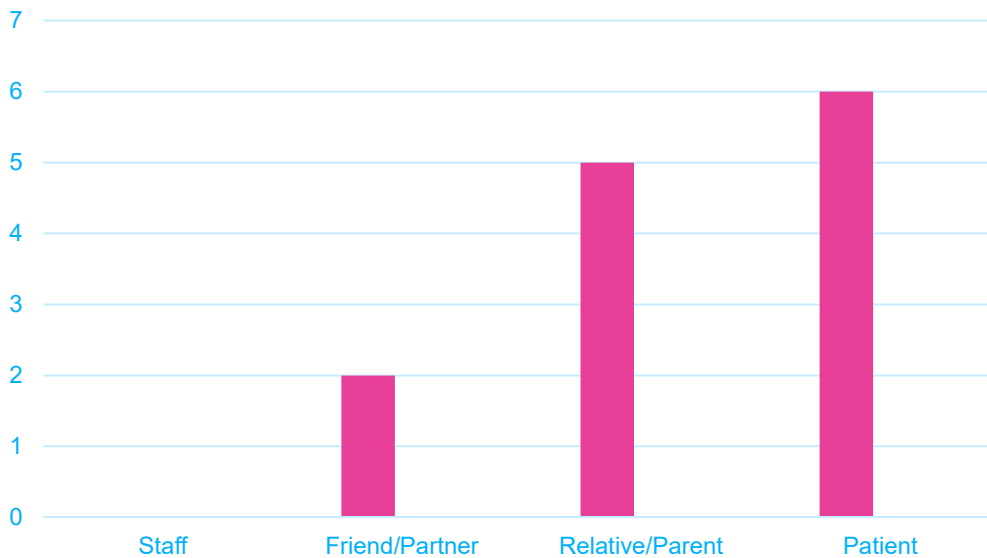
February 2022

In the month of February 2022, we received a total of 17 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through the NHS ratings and reviews platform and over the telephone.



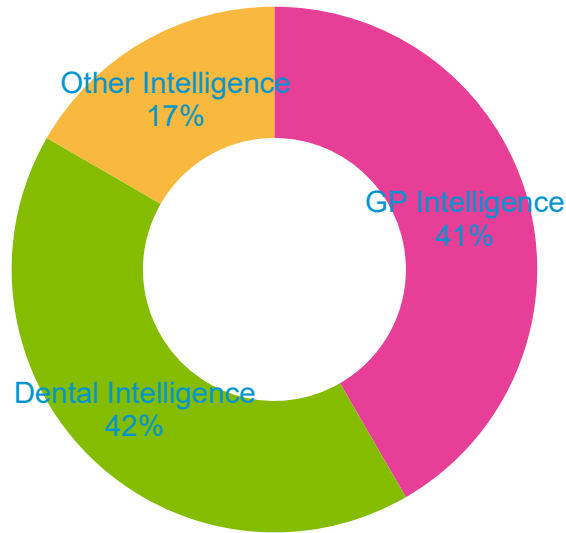
The graph below shows

which demographics contacted us most during February 2022. As presented by the graph, this month most of those who contacted us were the patient themselves, though we did receive some enquiries from a relative of the patient and the partner of the patient.

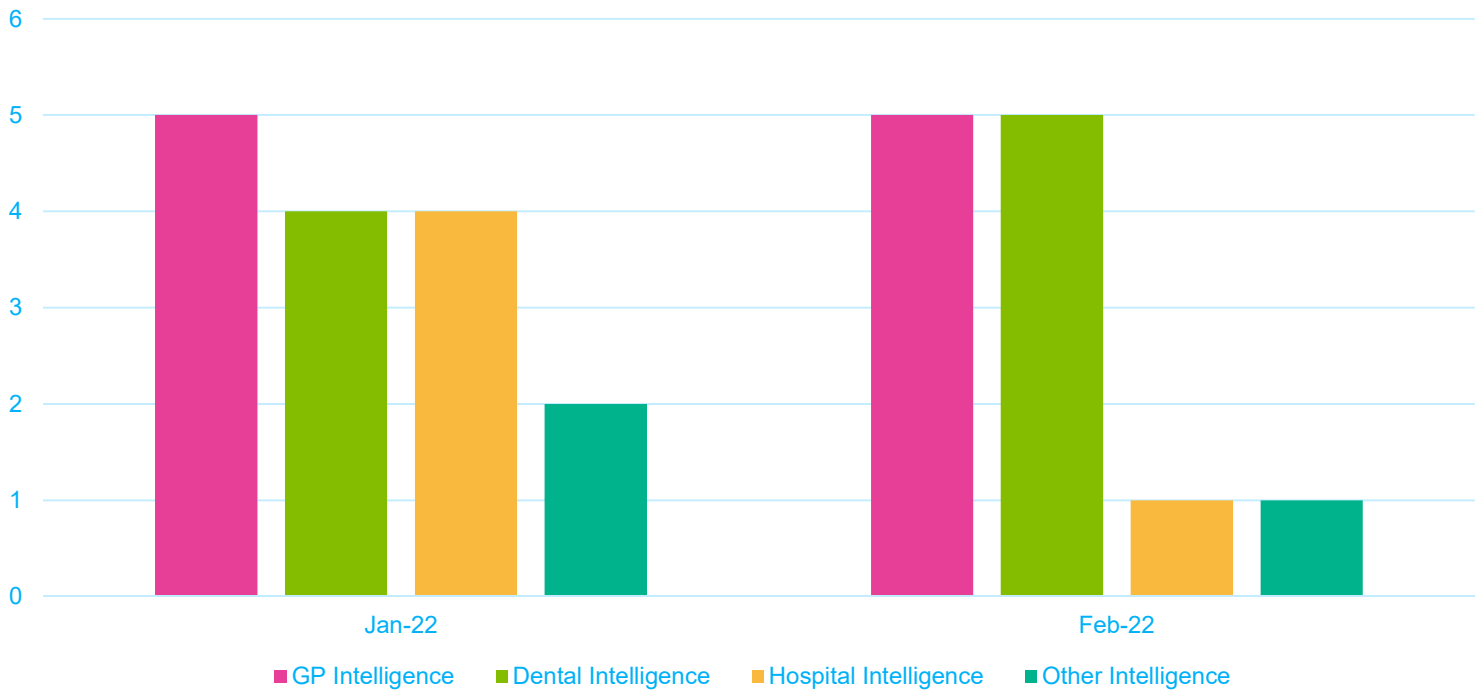


Below details what service the public have been feeding back on in the month of February. As demonstrated below it is intelligence surrounding GP Practices that has been most commented on this month, however the other areas of dental, hospital and other intelligence were also frequently commented on:

Intelligence received- February 2022:

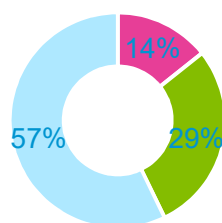


This can be compared to data received in the previous month:



GP Intelligence

Themes of Intelligence



- Unable to find local GP accepting NHS patients
- Issue obtaining treatment for condition
- Unsatisfied with service

Below details

the intelligence Healthwatch East Riding received regarding GP practices in the month of February 2022.

What people told us:

“My family and I are currently patients at Springhead Medical Centre, now part of Modality Partnership. We are moving house next week and have informed our GP surgery. They emailed back to say we are moving out of their catchment area and will no longer be patients there after 30 days. We are actually going to be living nearer to the surgery but they informed us they have changed their catchment area. There is GP in Anlaby at Haltemprice but they are not able to take on new patients at the moment as they are full. Willerby said they are not in the catchment area. I need a GP”

Healthwatch Action

We found alternative GP surgeries within catchment area for the patient. We also provided the details for East Riding Clinical Commissioning Groups Patient Advice and Liaison Service (CCG PALS) who should be able to recommend an alternative GP in the patients vicinity. Additionally we gave the patient the contact details for Cloverleaf Advocacy Service.

“Im looking for advice on how to complain about my fathers GP. Ive looked on the doctors website but there are no complaint procedures. the doctor in question is a senior partner and I feel it will not be dealt with effectively if they do not have an official procedure. My father had a phone consultation regarding a progressive ankle injury (athritis). He had been recently Xrayed and she was discussing the results. On the phone my father asked about his hand shaking issues. she diagnosed Parkinsons disease. My father asked what could be done about it. Her reply was that he would have to take it up with another doctor - she is dealing with his ankle diagnosis. So in short my father came off the phone having been diagnosed with a degenerative, life altering disease with absolutely no advice what so ever, she didnt even make another appointment for him to discuss it. I have looked on the NHS and found that medication can be give, helpline numbers and just even discussing the future outcome might be helpful. I feel this has been handled in a very unprofessional manner and has left an old man very confused and distresses”

Healthwatch Action

We outlined the complaints procedure to the patients on how to complain about the treatment their father has received. We also gave the individual the contact details for Cloverleaf NHS Advocacy team to gain assistance in raising this complaint.

“I had an appointment with podiatry at withernsea hospital all went well seen on time by the foot care specialist I told them of a tingling feeling under my feet which has been causing me to be stumbling at home and they suggested I call my doctor. As the surgery is on the same complex as the withernsea doctors I decided to call in after waiting in queue for a few minutes it was my turn I explained to receptionist what the problem was and she replied a doctor would ring me, well no call was received so I tried to ring but no reply. so I called into doctors and told them and receptionist told me they had tried the afternoon previous but I had not replied, like most people in uk I have a modern smartphone and no calls or texts had been received also no emails, I received a text from the doctors on Thursday 3rd Feb. that doctor would contact me today Friday between 8.30 am and 9.00am no call came so I went back in doctors to report that no contact had been made and she said doctor had rang me but no reply I showed her my call logs on phone so she said doctor would contact me at lunch time at 2.35pm no call has been received. What am I expected to do?”

Healthwatch Action

We contacted the individual's GP to ensure that the surgery had the correct contact details for the individual. The individual was then able to secure an appointment to see their doctor.

“My family member is registered with the Park Road Surgery in Drifffield and is getting really poor care from their GP, they are really upset at the way their GP has spoken to her and a series of failings that have put her health at risk, I've been trying to find out how to complain”

Healthwatch Action

We outlined the complaints procedure to the patients on how to complain about the treatment their father has received. We also gave the individual the contact details for Cloverleaf NHS Advocacy team to gain assistance in raising this complaint.

“I went to my GP, the Wold View GP in Bridlington, for a smear test. They were rude when turned up, said I was late but I wasn't I was on time. The smear was very painful and the staff member treated me badly. If my first smear, I'd have never gone back. This happened last year. I told reception staff about it. No reply to complaint. I go every year, and this year was better. It was a different practice nurse and she was fine ”

Healthwatch Action

We highlighted alternative means of obtaining a smear test to the patient, gave the patient details on how to make a complaint regarding this experience and featured within this intelligence report as the patient wanted to help prevent this experience happening to others.

NHS Ratings & Reviews:

Positive:

Manor House Surgery

“The session of physio was excellent with complete understanding of my problem. the treatment recommended is working very well. Thanks to the staff”

Practice 3, Medical Centre:

Once more I find myself having to praise this medical practice as one of the very best. I find this practice to be full of human kindness and caring yet again. I called today concerned about side effects of a newly prescribed heart drug and was greatly reassured by the warmth and kindness of a very professional and highly knowledgeable doctor who I see regularly. The continuing care of a particular doctor is something a lot of practices do not offer nowadays but I find time and again I am met with the kindness of a doctor who I know and have got to know well. This is an essential, in my opinion, of a truly a good doctors practice. I was put straight through to the doctor I needed to speak to without any waiting or hesitation even though they are under unparalleled stress especially due to the pressure of the numbers of patients they have to see at this moment in time we are all sharing. The human kindness and caring is what truly stands out here and is something you don't often experience in medical settings nowadays. This warmth and kindness and the human connection is something we must all appreciate and must treasure as one of our most precious qualities and is in abundance at this doctors practice. I praise all of the staff very highly indeed and thank them all from my heart. I recommend this doctors surgery very highly indeed.

Peeler House Surgery

“Fantastic team, - really helpful and kind on the phone. Hope the practice stays small to enable them to offer the small and friendly approach”

Cottingham Medical Centre

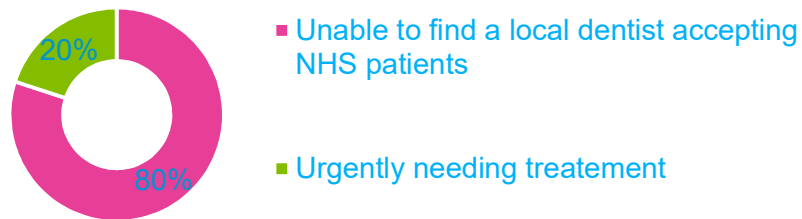
I attended an appointment with a GP and a nurse for a procedure which I was feeling nervous about. Both the GP and nurse were extremely friendly and reassuring. I hadn't said I was feeling apprehensive but maybe they sensed it! They were both professional and informative and my procedure was dealt with efficiently and carefully. They were both so lovely and caring, I was extremely happy with my appointment and its outcome. I have always had excellent service from the GPs and nurses at the surgery.

Negative:

Hedon Group Practice

“Rang at dead on 8am, it is now 8.16 and still waiting for phone to be answered. If it every is there will be no appointments left. Tried yesterday same outcome. This practice is not fit for purpose”.

Themes of Intelligence



Dental Intelligence

Below details the intelligence Healthwatch East Riding received regarding Dentists in the month of February 2022.

What people told us:

"how I can have my teeth looked at?"

"Unable to have access to dental practice in beverley. Told the wait is 5 years"

"The Dentist my wife and I originally registered with, now does not recognise us as NHS patients. Having tried loads of Dentists within good parts of Hull and the East Riding, we are drawing a blank.

What can we do to get to see a dentist, we are both pensioners, not able to pay out on expensive private work.

Please give us advise on getting treatment as an NHS patient.

"My mum is struggling to find an NHS dentist after her dentures recently broke in half. 111 say to contact your dentist as they cannot help, and this is the problem we are having. The dentists in Bridlington are only accepting by referral. She lives independently and is in receipt of state pension credit only. I am going in circles and she is struggling to eat properly"

"My wife and I have just moved into the region and are having a serious problem finding an NHS dentist to register with.

Most of the local dentists have a waiting list of approximately 4 year's. I am 72 with cancer and my wife is 71 and find it very upsetting to think that my health care for my teeth will be jeopardised with this delay.

We are both retired and although we are not poor we can't afford to pay for private health care"

Healthwatch Action

For all dentist related enquiries, we referred the individuals to the NHS England customer contact centre telephone and email system as NHS England commission dental services throughout the UK and are responsible for the provision of such. We also informed the individuals that if they experience any pain, swelling or serious dental issues then they should contact NHS 111 who will refer them onto emergency treatment.

Other Intelligence

Other Intelligence:



Below details the intelligence Healthwatch East Riding received on other services in the month of February 2022.

Hospital intelligence

"An individual contacted us after an issue with Castle Hill's new parking procedure, whereby they had to pay via an app. This has caused a number of issues for patients attending appointments, such as confusion and stress trying to set up and pay via the app. Some patients mentioned abandoning their vehicles without paying, risking a fine as they are unable to pay via the app, whilst others turned around and went home, missing their appointment. The individual has since been in touch after speaking with PALS, who confirmed that new parking meters are being installed, therefore the app is a temporary measure. Patients who are unable to use it will not be penalized and should get in touch with a member of security at the car park if they have any issues.

The individual's concerns are that many patients who attend Castle Hill are elderly and may be confused by the temporary parking/parking charge situation, resulting in fears of a parking charge notice and/or breaking the law"

Healthwatch Action

We contacted the hospital to understand the situation further and fed back to the patient that this is a temporary measure. We ensured that we would feature this experience within our intelligence reports to share with services the impact of this.

Pharmacy provision intelligence

"I feel very strongly that Beverley, my nearest town, is badly served. There is one chemist in the center. There is virtually no parking nearby. If you park at Tesco's, you have a 5/7 minute walk, depending on your age and fitness. If it rains, you will get quite wet! The only other pharmacy is in Morrison's supermarket, on the edge of town and impossible to get to without time and a car. It seems crazy that Hornsea, a much smaller town, has three pharmacy in the High Street, and one in Tesco's. Can something be done? I wrote to Tesco a while ago, suggesting they could open a pharmacy in their Beverley superstore. I didn't get a reply."

Healthwatch Action

This individual wanted this comment to be featured within this intelligence report to ensure that their experience on pharmacy provision is known.

Theme Breakdown

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

GP Intelligence

- Most comments we received this month was regarding individuals being unhappy with the service they have received from their GP practice.
- Individual's notes having issues surrounding obtaining medical treatment for their condition, and felt they had experienced a lack of communication from the GP regarding treatment options.
- Similar to the previous months data, we have received enquiries regarding difficulties in registering at a GP practice in a location convenient to the patient.

Dental Intelligence

- Similar to the previous months report, individuals contacted us about a lack of treatment available in their local area.
- Individuals detailed not being able to access NHS treatment at all, or in the cases they did find dentists accepting patients, they are faced with year's long waiting lists.

ERY Independent Health

Complaints Advocacy- Themes for February:

In the month of February 2022, we referred six individuals to Cloverleaf Advocacy Service, and completed two referral forms with the consent of the individual. Below details the Cloverleaf Advocacy Services referrals for January:

Client 1

Nature and Substance of complaint:

Client's complaint is regarding the care afforded to her mother in the lead up to her passing. Client also has issues regarding the lack of contact from the bereavement team at the hospital.

Who delivered the care to patient?

Scarborough Hospital

Date of incident?

January 2022

Client 2

Nature & Substance of complaint:

Client has been removed from the patient list at his GP surgery for inappropriate language. Client argues that the language he used was not directed at any one individual but used in frustration as he had just been diagnosed with MS.

Who delivered the care to patient?

Practice 2, Bridlington.

Date of incident?

2018

Client 3

Nature & Substance of complaint:

Client has numerous issues regarding the care and treatment she has received from Beverley Community Mental Health Team.

Who delivered to care to patient?

Humber NHS Foundation Trust.

Date of incident:

Feb 2021

Client 4

Nature & Substance of complaint:

Issues regarding his care and treatment at Scarborough Hospital including a lack of bariatric trolley to transfer him from an ambulance to the hospital. Client also has issues regarding the management of his initial complaint as he didn't receive contact from the investigating officer as stated would happen in the acknowledgement letter.

Who delivered the care to patient?

Scarborough Hospital

Date of incident:

January 2022

Client 5

Nature & Substance of complaint:

Client believes the corona virus vaccine caused him to have a heart attack.

Who delivered the care to patient?

Church View Surgery, Hedon

Date of incident:

April 2021

Client 6

Nature & Substance of complaint:

Client's complaint is regarding the care and treatment afforded to her partner when attending A&E at Doncaster Royal Infirmary. Client believes her partner was misdiagnosed and not treated seriously due to his alcohol issues.

Who delivered the care to patient?

Doncaster Royal Infirmary.

Date of incident:

December 2021

Client 7

Nature & Substance of complaint:

Client has a lipoma which is giving him problems. Client states that this was not treated due to funding not being in place.

Who delivered the care to patient?

Hull Royal Infirmary.

Date of incident:

March 2018

Healthwatch Projects

February :

PNA Project

We were approached by East Riding Council to work in partnership on their upcoming Pharmaceutical Needs Assessment (PNA). The PNA is completed every five years, and to accompany this assessment the council wanted to conduct a survey to collect patient feedback on their experiences of accessing pharmacies. Healthwatch East Riding of Yorkshire were approached to assist the putting together of this survey to help gather the patients voice. We

We later formulated a survey, and promoted this survey across our networks. Below is a summary of the intelligence gained from this:

Positive sentiment

Themes of intelligence:

- All stock available
- Attentive staff
- Convenient location
- Professional service
- Easily accessible
- Despite the pandemic, the pharmacy was open at the usual times
- Good experience getting the flu jab

What people told us:

“I have repeat prescriptions on a monthly basis. These are sent to the pharmacy from my GP and the pharmacy texts me when the prescriptions are ready. I have not had an issue with this pharmacy even when I was in hospital”.

“I use the local Boots pharmacy and always give 1 week’s notice for my repeat prescription, I have only once ran out of medication and the staff were fantastic and made sure I had an emergency dose of medication”

“easy walking distance to my home, medicines usually available, otherwise ordered and usually available next day”
“Excellent couldn’t wish for better service, well thought out Covid 19 protocols. Happy to contact GP if there is a problem with a script”.

“Great service as mentioned before. Friendly knowledgeable staff and pharmacist. Also useful information in window on local Covid infection levels”.

“Sometimes have to wait if medication is out of stock meaning an extra visit”

“Always have to wait till the following day as they order it in”.

“Access is just as easy as any other 9:00-5:00 business. I have never experienced a non-availability of any item on my prescription”.

“The pharmacy is within easy walking distance and I've never had to wait to be served”

“Experienced staff who are extremely helpful, courteous and friendly”.

“The pharmacy was open for its usual times with all its usual services”

“Sometimes difficult to get one medication but that's a national problem. The pharmacy then worked hard to try and source more from a different supplier. In the last resort they have supported consultation with my GP to change it”.

“The Boots pharmacy in Hedon is fantastic the staff are an absolute credit to the company and the NHS, they will help with anything they can always a pleasure to go in”

“The fact that they are local means the quality of service, local knowledge and friendliness are paramount to the community. Long may they remain”

“They’re essential for disabled people , they will always help to get the medicine to us as soon as possible”

“My pharmacy is at my local Tesco and they are open for longer hours and I can do my shopping at the same time”.

“Day Lewis in Hornsea is without doubt one terrific service, and the knowledge of the pharmacists can be better than the doctors”

“I feel the private pharmacy's e.g. boots are far better than the NHS. They get to know the patient and give great advice. Before I moved house I used Boot's Pharmacy they re-ordered my medication and text each month when it was ready. There was no issues at all”.

“The staff and delivery staff at Superdrug Pharmacy are supportive, helpful , courteous & kind. The team always goes the extra mile to provide an efficient and client focused service”.

Negative sentiment

Themes of intelligence:

- Lack of stock of medication
- Long waiting times for medication to become available

- Poor service
- The exterior of the pharmacy looking unpresentable

What people told us:

“The pharmacy often does not have my repeat medication in stock and I either have to go elsewhere or wait for it to arrive some time later”.

“Medications are regularly unavailable and waiting time for prescriptions to be available are at least 7 days. Emergency prescriptions from GP also can also be several days before collection”.

“Disorganised so they can never find your prescription. Often get home 5 miles and only half meds have been given to you. Often say you haven’t ordered it when you have. They don’t give a reminder slip if they owe meds. Made to collect outside still standing in long queues in car park. Closing early due to staff shortages. Shut for lunch which I feel is unnecessary.

As we have a 20 mile round trip to our GP surgery and pharmacy it is essential that repeat prescriptions are dealt with efficiently. Sadly this is not always the case, and since Covid began staff at our GP practice are often not pleasant to deal with”.

“Hardly anywhere to park and is always full”.

“They need a minimum of 3 days’ notice for repeat prescriptions and are not very helpful if you do not adhere to this policy. They need the paper forms delivering, which for us entails 2 trips into town, a total of some 40 miles”

“Very poor. On 3 occasion’s pharmacy has been closed on arrival, with hand written note on window saying closed. Have repeat prescription for 3 drugs, one of which is a specified brand due to previous adverse reactions. In the last year the wrong brand has been dispensed twice, the wrong quantity has been dispensed once and one occasion I was notified that the prescription was ready to collect when it wasn't”.

“The pharmacy don’t have son’s medication ready despite it being ordered days before. They often tell me they haven't got products in and will have to order them again this is despite having had the prescription for days. Unhelpful in supplying emergency medication which as its medication for a type 1 diabetic child causes stress. Service is also very slow which is stressful for my son”

“Recently there have been very long queues at the pharmacy I use. They seem to be having problems with computers, electronic prescriptions and Pharmacist availability. They also recently reduced their opening hours on Saturday which is very inconvenient”

“Due to COVID- it’s not nice queuing outside in all weathers. It’s busy, only two allowed in pharmacy at time”.

“No problems, but the CCG has removed an item I used to get on my prescription, with no consultation or warning. This was a cost-cutting exercise and not very helpful (Vaniqua cream). A cheaper alternative should have been offered”.

“Think they should keep a better stock of medications, also when you get your medication you get the same one every time, I am 66 and can manage mine my father at 89 gets different brands and muddles his up as the size or shape of his medication changes”

“Need to understand the difference between not getting a bottle of calpol ordered to not ordering insulin. One can be bought off the shelf if necessary insulin is a life or death medication telling myself and my son that they haven't ordered it is not acceptable”

“Also as for Boots, Willerby the staff would not drop off a prescribed meds for vulnerable 85 year old when they lived less than 2 mins away. It's difficult to park there and Pharmacist often abrupt”.



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