

Intelligence

Report:

January 2022

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Introduction

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

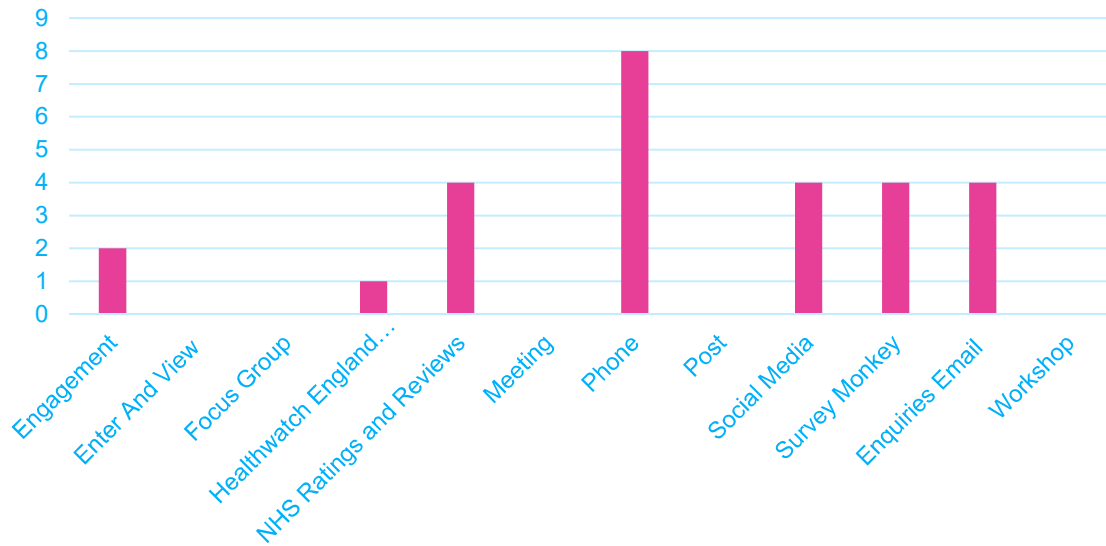
All data is anonymized and is based solely on the patient experience. For the purpose of this report, we have categorized the patient experience under appropriate headings and included direct quotations relating to the specific service.

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 January 2022.

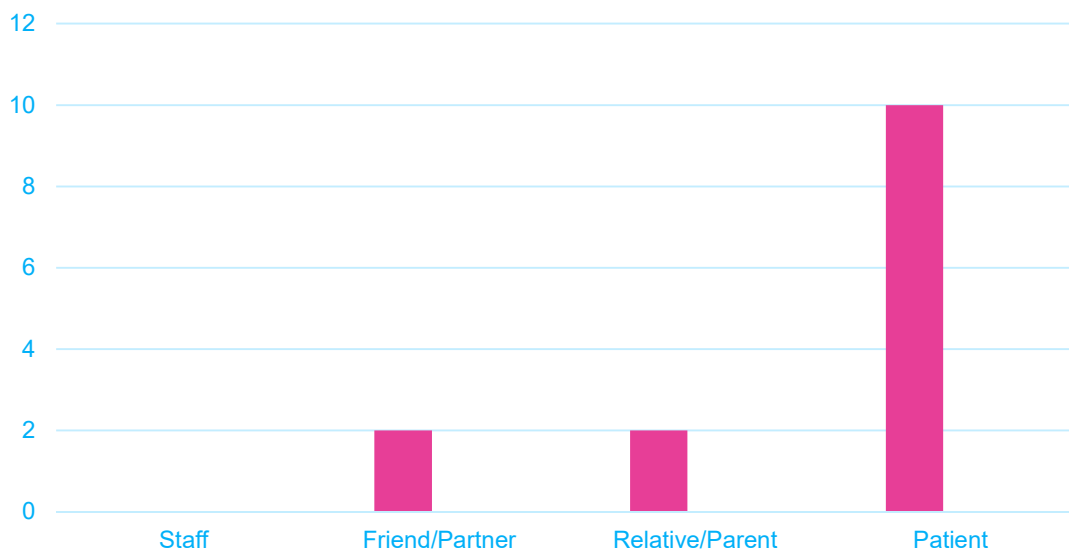
Contact statistics

January 2022

In the month of January 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.

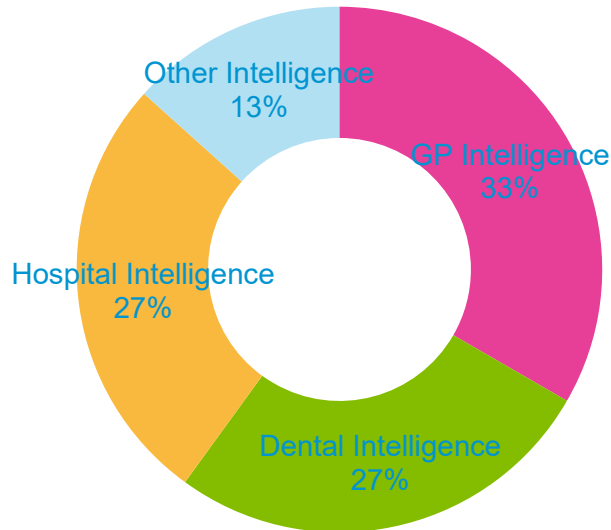


The graph below shows which demographics contacted us most during January 2022. As presented by the graph, this month most of those who contacted us were the patient themselves, though we did receive some enquiries from a relative of the patient and the partner of the patient.

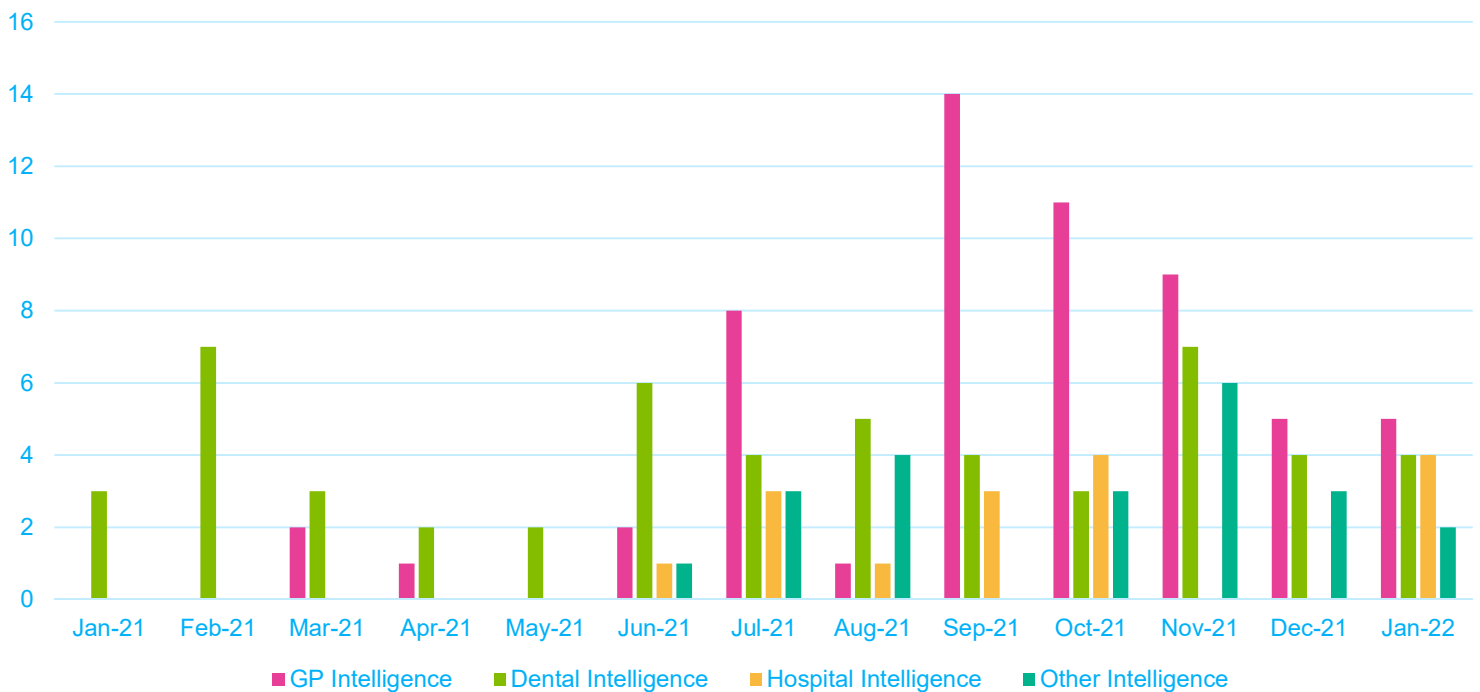


Below details what service the public have been feeding back on in the month of January. As demonstrated below it is intelligence surrounding GP Practices that has been most commented on this month, however the other areas of dental, hospital and other intelligence were also frequently commented on:

Intelligence received- January 2022:

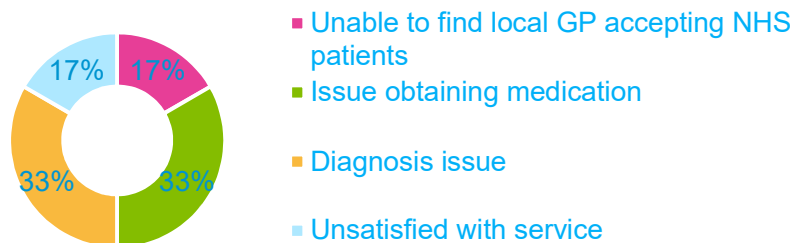


This can be compared to data received in the previous year's months:



GP Intelligence

Themes of Intelligence



Below details the intelligence

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

What people told us:

“A patient contacted us after they were diagnosed with Limes disease. They had previously been able to begin treatment, however due to insistence from their GP they have had to be retested. The patient then tested negative for Limes Disease. The patient is now at a loss of what to do and what this means for them and their treatment as they are sure they are suffering from Limes Disease”.

Healthwatch Action

As this patient had already tried to escalate this with their GP practice but to no avail, we inputted a referral form with Cloverleaf Advocacy Service with the patients consent, to try and help resolve this for the patient and get some answer regarding their treatment.

“I am unable to find GP in Anlaby”

Healthwatch Action

We highlighted some GP Practices that are accepting patients in a nearby area, and advised that they do have the option of contacting the East Riding Clinical Commissioning Group Patient Advise Liaison Service (CCG PALS), and NHS England customer contact centre, who should be able to advice on an alternative provision in a local area convenient to them.

“Individual called on behalf of his partner. She was in need of anti-biotics, however her medical forms had not been received from her pharmacy in Turkey. They have arranged for this to happen, but the surgery will not give her medication until these forms are received, but the patient is worried about the time this will take as she is in need of anti-bios”

Healthwatch Action

We advised the individual to call NHS 111, and they were then directed to A&E. Here they were able to be given a British prescription allowing them to the medication needed.

"I believe that I have been given a misdiagnosis which has limited my personal freedom. I was prescribed by my doctor the tablets Furosemide which caused such a reaction that I dehydrated so much that it affected my eyesight. Because I reported this to my surgery (the leaflet accompanying the product advised reporting to your doctor). I believe an assumption was made that this was stroke related without checking with me personally. When I was contacted the questions asked were all regarding the effects of a stroke. But my answers were all negative and yet I was banned from driving. Following a visit to my optician the optometrist indicated that the occurrence I had was caused through dehydration"

Healthwatch Action

This individual was referred to Cloverleaf NHS Advocacy Service by Healthwatch Hull. This was referred to us to ensure that we recorded this within our records.

"My partner and I felt that we were not informed of the serious nature of their condition at the time, and felt that although that staff did advise them to go A&E, the patient wished that they had really emphasized just how grave his condition was and made him to go, as he later found out that if any more time had been delayed he would most likely have lost his life".

Healthwatch Action

The individual is undergoing a complaints process with Cloverleaf Advocacy Service, and wanted the issue to feature within our intelligence reports.

NHS Ratings & Reviews:

Positive:

Beverley & Molescroft Surgery (Greengates Medical Group)

"I moved house and lovely previous doctor for convenience, my husband refused as he was totally attached to our previous doctor. Soon after moving I discovered that I had PTSD which emerged after 30 years and was very ill. My Senior Nurse Practitioner was simply amazing, her calmness, understanding and advice was outstanding, and she saved me. Into recovery my husband, was diagnosed with a terminal illness and still refused to move doctors. Very quickly we were on the palliative care route and it this point he agreed to move practice. He died within 6 weeks but from all receptionists to doctors to community doctors and nurses, they were beyond wonderful. I simply could not have coped without their help. The morning he died my lovely nurse rang me immediately and is still there for me. On my dog walks locally people moan about access to their GP and stay for loyalty. So I constantly refer to Greengates, the best surgery ever"

Negative:

Holderness Health - Hedon Group Practice

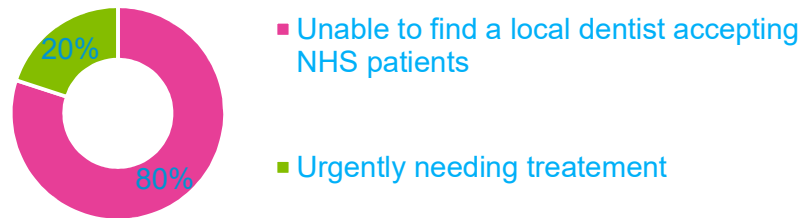
"Been trying to get through to speak to someone for over 50mins so far. This is not just a one off Its constant. You can never get through, then when you use the online service it takes days to get a response and still not able to get an appointment"

"Every month, I go to get the same repeat prescription. Every month they say I have not ordered. Its truly shocking. When medication is needed and you put your repeat prescription in the box, you expect it to be there. There was no issue before all the surgery's combined so, why now".

Bartholomew Medical Group

"My daughter regularly seems to get tonsillitis, a week or so before Christmas she was prescribed some antibiotics again and told to ring for a follow up prescription if the problem had not gone away completely when she had finished the tablets. As suggested she contacted the practice again and she spoke to a different doctor, he refused to give her another prescription, sure enough the tonsillitis came back again. Early in the new year she developed a sore throat again, the first day after the bank holiday at the earliest opportunity she tried to ring again for an appointment, she rang continuously for some considerable time and as usual it took a long period until she could actually speak to a receptionist, she was told no appointments were available that day and to ring at 8 in the morning as it was not possible to pre-book appointments. She had to go to work the next day so I rang on her behalf, I began ringing just before 8 and managed to get through quickly, however the receptionist couldn't hear me and after two hellos hung up! It then took in excess of 50 attempts redialling to get through to the first message when you have the option to book an appointment, this took over 21 minutes, it then took another 15 minutes or so to speak to a receptionist who could hear me this time, she was very helpful in making an appointment and also then getting me the email address to use for a complaint. Two points here, firstly if there are no appointments left that day either offer the facility to book the next day or have the option to have a message saying 'sorry no further appointments available today' secondly invest in a better system or more people to deal with the large number of phone calls which result in the delays and cause frustration of patients trying to get through! This website has similar complaints about this appointment issue. The other practice in Goole had much better reviews!"

Themes of Intelligence



Dental Intelligence

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

What people told us:

“Gentleman is based in the Hull area and is unable to find a dentist”.

“Unable to find a dentist within the Hull area”

"I recently moved to the Hull area and find myself unable to find an NHS dentist. Unfortunately I have a dental cyst that needs a root canal, and had emergency treatment several months ago to ease the pain, but it has started again, and I am unable to find an NHS dentist without a waiting list of less than 2 years to fix this. Is there anything I can do to get this treatment as just a one off”

“My son has been looking for a dentist for the past year since he moved to the East Riding. He has been informed that the minimum wait is 2 and a half years. I do appreciate the situation we all find ourselves in at present is stretching resources but surely this wait is unacceptable. He is willing to travel outside Beverley but is considering travelling 200 miles to his previous dentist”

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.

Hospital

Themes of Intelligence



Intelligence

Below details the intelligence Healthwatch East Riding received regarding hospitals in the month of January 2022.

What people told us:

"My wife suffers from dementia, memory clinic arranged a CT scan Castle Hill Nov 2021. No result yet"

Healthwatch Action

This feedback was provided to us by Healthwatch England's feedback form, and therefore has not followed the same escalation process.

"Client has received letter from hospital with confidential details including diagnosis and treatment included on the front of the envelope. Client wanted to complain on ground of data protection and confidentiality breaches. Client wanted to make an official complaint".

Healthwatch Action

We submitted a referral to Cloverleaf on behalf of the individual with their consent to escalate this issue into a formal complaint.

Other Intelligence:



Other Intelligence

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

What people told us:

“I was spoken to negatively by several staff members in the emotional wellbeing team. I have mental health issues and believe that staff members have spoken to me insensitively. I want people to know that mental health should be taken into consideration just as significantly as physical health”.

Healthwatch Action

The individual just wanted the issue to be recorded and featured within our intelligence report.

"We have had an email from a parent of the 15 year old, and the family are having difficulty with COVID passes for their upcoming trip to Italy. They have explained that their child has had one vaccination, but cannot have the second due to having had COVID. The individual claims that if their child was 16 they would be eligible to have the NHS App and therefore COVID Pass,

however because of their age and their status 119 service state they are unable to provide a letter that would allow travel”.

Healthwatch Action

We advised the patient to contact East Riding Clinical Commissioning Group Patient Advise Liaison Service (CCG PALS), or Cloverleaf NHS Advocacy Service in order to escalate this.

Theme Breakdown

Below demonstrates the main themes based on the intelligence received:

GP Intelligence

- Many individuals contacted us regarding wanting to know how to acquire a new GP Practice, due to being unable to use their current GP surgery or struggling to find a new practice in their local area.
- Other intelligence received detailed issues obtaining medication and obtaining a diagnosis for the condition

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.

Hospital Intelligence

- Most comments we received described patient being overall unsatisfied with the service they received regarding their hospital care. These comments referred to lengthy waiting times for their appointment, and an issue regarding a lack of patient confidentiality.

ERY Independent Health Complaints

Advocacy- Themes for January:

In the month of January 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 received a letter from HRI which she believes breaches both confidentiality and data protection legislation. Details of diagnosis and date of birth were clearly on display through the window of the envelope.

Who delivered the care to patient?

Hull University Teaching Hospital NHS Trust.

Date of incident?

December 2021

Client 2

Nature & Substance of complaint:

Client believes he was mis-diagnosed by his GP which resulted in his driving licence being rescinded.

Who delivered the care to patient?

Greengates Medical Group – Cottingham Surgery

Date of incident?

December 2021

Client 3

Nature & Substance of complaint:

Client's partner attended A&E at both Doncaster Royal and Hull Royal Infirmary on separate occasions. Client believes he was only given oxygen and he was not admitted to a ward for further investigations and treatment. Client believes opportunities for a correct diagnosis to be given were missed. Two separate complaints will be required.

Who delivered to care to patient?

Hull Royal Infirmary and Doncaster Royal Infirmary

Date of incident:

December 2021

Healthwatch Projects- January:

Withernsea Engagement

In January 2022, we began an engagement at Withernsea Library and Customer Service Centre, to discuss with Withernsea residents their experiences of accessing local health and social care services.

We spoke to around 80 people over the four days that we attended. We offered some people support and advice through signposting, and we also listened to lots of feedback about different experiences that people had had with different health and social care services. A number of people that we spoke with required a follow up telephone call from us, which we did every Monday after attending the previous Friday.

More than 75 per cent of people we spoke to, gave us negative feedback about South Holderness Medical Centre which is the only GP practice in Withernsea serving all local residents. The majority of people that we spoke to had complaints about the booking system used for booking appointments. People told us that they were frustrated about not being able to get a face-to-face appointment to see a doctor.

“It takes forever to get through on the phones and when you do they offer you a phone call. A lump can’t be seen over a telephone. I need to see an actual doctor!”

People told us that they were sometimes offered telephone appointments, but had to wait a long time before being able to speak somebody. This resulted in them being left in pain for lengthy periods of time.

“My son needed to see a doctor about a problem he had with his foot. I booked the appointment through the app two weeks ago, and only just got a phone call about an appointment today. He will finally see a doctor next week. A three week wait is ridiculous.”

We spoke to a member of staff from South Holderness Medical Centre who told us that patients are offered a telephone appointment a part of a triage system to ensure that the limited face-to-face appointments available are given out to those who need them most.

“If after speaking to a doctor via the telephone it is identified that they need to be seen face-to-face, then an appointment is made for them on the same day in most cases.”

Not all feedback about the GP practice we received was negative. Some people told us that they were satisfied with the service that they received.

“I must be one of the lucky ones but I’ve never had a problem with them. I ring up and get my prescription when I need it. If I need to see a doctor, I usually get an appointment although it can take a little while to get through on the phone.”

Lots of people told us that were unhappy with the changes made to Withernsea hospital, which was a community hospital that could offer a much wider range of services than it does now since changing to an Urgent Treatment Centre. Health reorganisation resulted in this hospital transition, but local residents of Withernsea told us that it adds greater pressure when they have to now travel to the Hull Royal Infirmary in Hull.

“I used to be able to be seen in Withernsea, but now I have to go to Hull. So I can’t just walk up to the hospital, I have to arrange transport and make a whole day out of it when before it wasn’t much of a big deal at all.”

“Now there are no beds at Withernsea, it means that even more people are having to go through to Hull hospital for treatment.”

Our engagement at the Withernsea Centre allowed us to learn more about what matters to the local residents, and identify issues that they are currently facing with health and social care services. Residents often told us that they felt unheard and unvalued and that Withernsea was a “forgotten town”, which is why we saw great importance in visiting and listening to people. Since our visits, we have received some appreciated feedback from people whom we engaged with who thanked us for our support.

Whilst there is a lot of anger and frustration from residents about the level of service offered by South Holderness Medical Centre, we recognise that they are the only GP practice covering the growing Withernsea population. Nevertheless, a breakdown in relationship between patients and providers often results in greater strain being put onto other services such as NHS 111 and A&E departments which are already under a lot of pressure



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