

Intelligence

Report:

June 2022

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Introduction

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

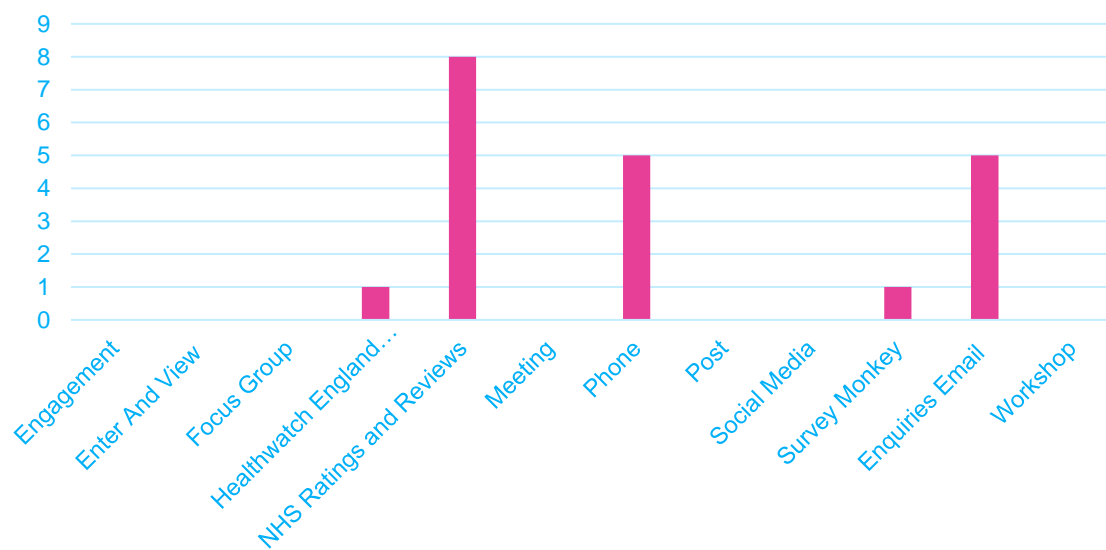
All data is anonymized and is based solely on the patient experience. For the purpose of this report, we have categorized the patient experience under appropriate headings and included direct quotations relating to the specific service.

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 June 2022.

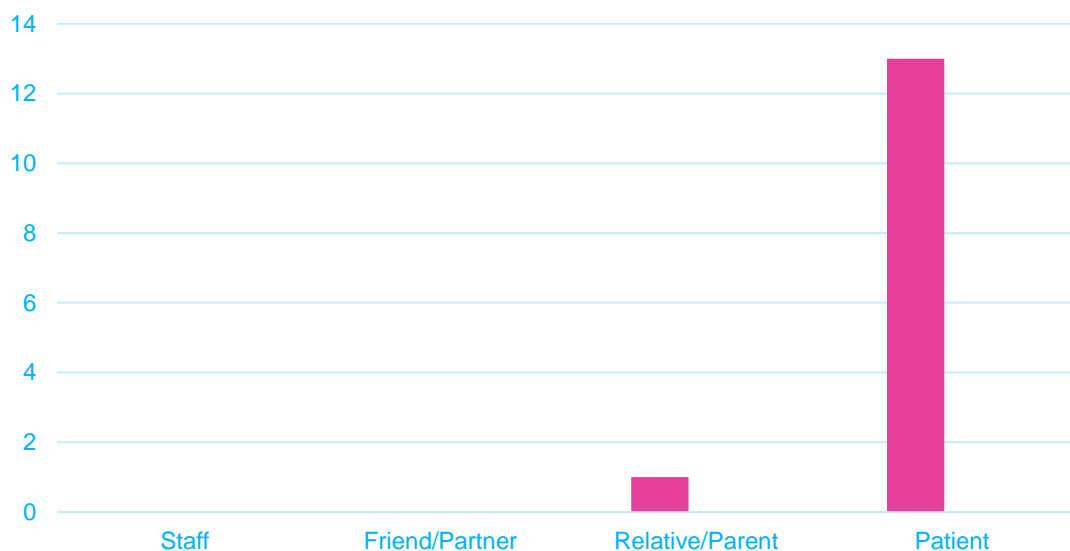
Contact statistics

June 2022

In the month of June 2022, we received a total of 13 contacts through various means as shown in the graph below. Additionally this report features 9 comments from the platform NHS Ratings and Reviews. As the graph presents, the majority of the intelligence was gained through email communication and over the telephone.

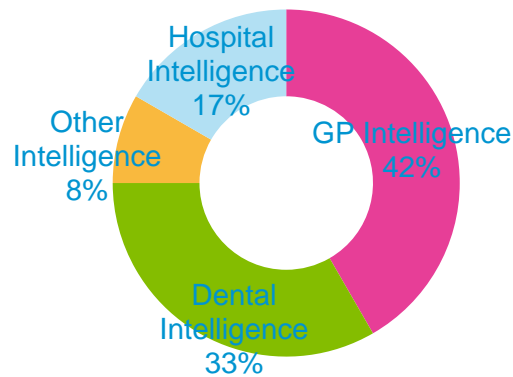


The graph below shows which demographics contacted us most during June 2022. As presented by the graph, this month most of those who contacted us were the patient themselves, though we did receive some enquiries from the relatives of patients.

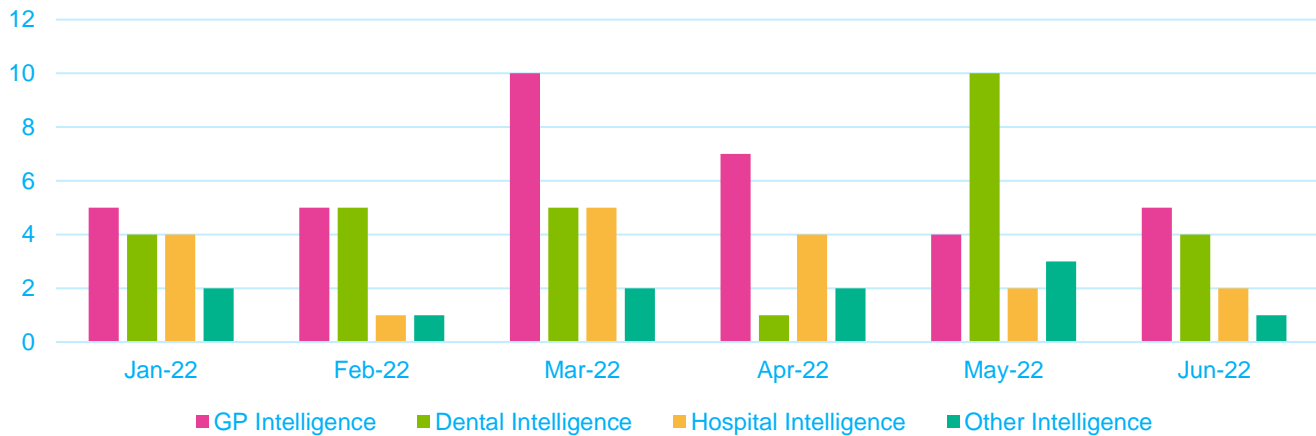


Below details what service the public have been feeding back on in the month of June. As demonstrated below it is intelligence surrounding GP Practices that has been most commented on this month, however the other areas of dental, hospital and other intelligence were also frequently commented on:

Intelligence received- June 2022:



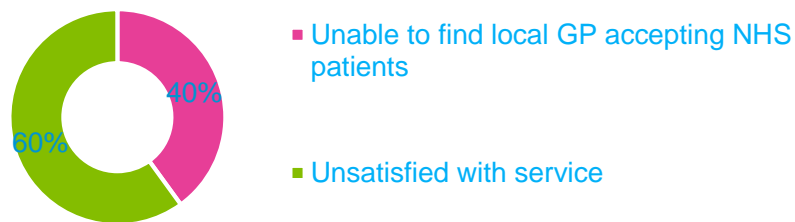
This can be compared to data received in the previous month:



GP Intelligence

Below details the intelligence Healthwatch East Riding received regarding GP practices in the month of June 2022.

Themes of Intelligence



What people told us:

"I feel GP services are failing more and more. I was recently diagnosed with various chronic diseases, yet have only seen my GP once in that time. I was given the diagnosis by a nurse practitioner, who failed to tell me what it actually was, so when I was not getting better, it was Google search engine which informed me it was a lifelong condition. To receive the antibiotics I need I ring the surgery first, who refuse point-blank to ask for a prescription, and there has not been appointments with in a 6 week bracket for a very long time, so they make me ring 111 (3 hrs average) (even though it states on my records I will just need antibiotics), 111 send me to urgent treatment (1-2 hrs average), if an average infection they give me a prescription, if severe im sent to Scarborough (12 hrs wait, came home without being seen), this has been my experience to date 3 times this year."

Healthwatch Action

We sent this individual details on how to make a complaint about their experience. We also sent the individual details for Cloverleaf Independent Advocacy Service.

"Individual has been experiencing problems since getting Covid. Their GP said it would be best to go to the East Riding hospital in Beverley. East Riding Hospital said they should be referred to the Long Covid Clinic by their GP. This was reinforced by another appointment with the Cardiologist who also stated they should be referred to the long COVID clinic. The GP disagree and argue they do not need to be referred to the Long Covid Clinic. The individual wants to move GPs but there are none in the area"

Healthwatch Action

We gave the individual advice on how to move GP practices in an area convenient to them. We also advised on how make a complaint about their GP practice, and how to access the long COVID clinic.

"I am struggling to get registered with a local GP".

Healthwatch Action

We provided the individual with details for Clinical Commissioning Groups (CCG) Patient Advice Liaison Service and NHS England, in order for the individual to find GP in an area convenient to them.

"Conflicting information given on an ongoing basis. No chance of a appointment. No continuity in service and rude admin staff at Beverley medical centre"

Healthwatch Action

This feedback was provided to us via the Healthwatch England feedback form and therefore has not gone through the same escalation process

"I am unable to find a GP in the Hessle area"

Healthwatch Action

We provided the individual with details for Clinical Commissioning Groups (CCG) Patient Advice Liaison Service and NHS England, in order for the individual to find a GP in an area convenient to them

NHS Ratings & Reviews:

Practice 3 Medical Centre:

"We all must clearly realise that the GPS and staff are working under unparalleled levels of exceptional stress and that they obviously must choose to do so out of pure human kindness and concern for patients. All of the staff at this practice and at the pharmacy are clearly and obviously working extremely hard and under great stress for us all and must be offered our kindness and understanding but most urgently need extra funding to provide more staff in order to ease the phenomenal levels of stress. I cannot praise them highly enough, in particular for their basic human kindness which they are showing in these phenomenally stressful days in which we are living right now. We must realise that they are human beings,

and we must treat them as we would wish to be treated ourselves, with our kindness and understanding I hope. Obviously things have changed during these modern times and the sooner the government realise this and provide most urgent extra funding to GPs and to train extra GPs, the better as this absolutely invaluable service must not be allowed to tragically disappear wherever. Meanwhile the least we can do now is to show them our appreciation, understanding and to please show our own human kindness towards them".

Hedon Group Practice:

"After three phone calls finally got a response, they say the doctor will call you back. After waiting six hours still no call back. It appears the pain my 91yrs old mother is in will have to go another day. What a joke of a service. If you can't call back don't tell me you will. I have to go to work now so another wasted day"

St Nicholas Surgery:

"Went in to book an appointment and they said it would take over a month to get an appointment the only way you can is ring up in the morning and I can never seem to get through, cannot even get repeat prescriptions over the phone they say to use the online service, but I have not been told about the online service"

Surgery Reply:

Thank you for your feedback although I'm really sorry to hear that you are unhappy with our services. Appointments are bookable up to 3 weeks in advance for routine healthcare issues or we do have appointments available to book each day for acute medical problems. These can be booked on the phone, in person or via the NHS App or Patient Access. If you require more information about either the NHS App or Patient Access please call into one of our sites for further information. You can also use our online facility Klinik which is available on our website. We are unable to take repeat prescription requests on the phone for patient safety reasons but you can post a repeat request into one of our post boxes which are available at all of our sites or again, these can be requested via Patient Access or the NHS App. Unfortunately, as your feedback is anonymous we are unable to contact you to discuss your concerns further so if you require any further information please contact us via our Feedback email address.

Anlaby Surgery:

"Speaking to the receptionist and the doctor at this practice has really put me back in my recovery. Doctor didn't read my medical notes, asked me "what I wanted" (as if I'm a medical professional) and completely patronised and belittled me. Receptionist was rude and snappy and extremely unhelpful. Has made me question going to a doctor again for help as it was such a bad experience. This is not the first time I have seen the doctor and he has made me feel this way".

Market Weighton Practice:

"I left A+E with a supply of medication and was told I could get further through the surgery. On asking for same I was advised that as the A+E doctor had not put on his letter to reissue they would not supply. I asked for a review and further information about ongoing treatment for the eye problem through the NHS app. I received an acknowledgement 3 June but no further message 8 days later. Even poor service would be preferable to this".

Surgery reply:

Thank you for sending us your message through NHS Choices. We aim to provide a great experience for everyone who uses our services and I am sorry that we did not achieve this. If you would like to phone the practice to discuss this any further please contact myself.

Park Surgery:

"Parkview Surgery is an utter disgrace, after trying for days to get an appointment I was finally offered an appointment for 3 weeks in advance of date I had called but and then told to try the telephone booking system the next morning as there may be appointments available. The telephone service takes around 22mins of hold time to finally get through to be told that all they had available was either a face to face for the GP in 2 weeks time or a telephone consultation at a non specific time later that day, how they expect to examine a back injury over the phone is beyond me. They reception staff are rude and one even told me that if I hadn't heard back with results from a scan "that no news is good news!!" The receptionist even quizzed me if I was only ringing to get more pain killers? how a receptionist has the nerve to ask that question I do not know as she doesn't know my medical condition or how much pain I am actually in. After 6 months since my first consultation with a back injury I have been pushed form pillar to post, even to be told that seeking private care at my own cost would probably be best way forward".

The Willerby Surgery:

"Getting an appointment is like crossing the Humber on a leaf, if by some miracle you manage it, its hit and miss as to which doctor you get, most are great but one is very rude and dismissive! on 2 occasions I have had the same doctor and felt humiliated on both occasions yet have discussed the same matter with one other doctor and had a much better experience. Current nurse is great".

Hessle Grange Medical Practice:

"Having recently had surgery at a hospital out side east Yorkshire, because I have a rare condition and the treatment was not available locally. I was concerned that my incision had started to bleed. As I'm immune suppressed I was worried about infection. I rang to see if I could see a nurse at the practice just to check it was okay. A Doctor rang back, and I was told " it's out of our remit " when inquiring how would I know if it was infected, I was told if it's hot or feels burning go to the hospital. So In other words wait till you get infected by that time it could too late and become serious . i.e. I was worried about sepsis as my treatment is plasmapheresis blood related. No advice was given about cleaning the wound keeping it dry or using antiseptic. Why ? What care was I given 10 mins for practice nurse to have a look that's all it would have took to put my mind at rest . Very poor service".

Dental Intelligence

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

Themes of Intelligence



What people told us:

"I had called NHS 111 and was on the phone with them for 2 and a half hours before the line was eventually cut off (in search of an emergency dentist). I have had several bad experiences with NHS 111, and still cannot find a dentist".

"We had to change dentists when our previous NHS dentist went private in January 2020. We therefore applied to go onto the list of a local NHS dentist (Pocklington City Health), and completed patient registration forms for them in. When we contacted them in the autumn to ask whether we would be able to get check-up appointments, they told us we would get them in the new year, but last month we phoned them again to ask when we would be able to get appointments, and were told they are now closing. We therefore contacted other City Health dentist branches in the area to ask whether we could register with them, and the best offer we could get was a 3 year waiting list for Drifffield City Health dentist. We then contacted other dentists to see if any were taking National Health patients, and having contacted all of the NHS dentists within about a 15-20 mile radius and we haven't found any currently offering NHS places with anything less than a 3 year waiting list (even those listed on the Find a dentist website as currently accepting NHS patients"

"I have been on a waiting list for approximately 18months and number 1 on the list for 14 of those months at a dental surgery in a Beverley who say they have no capacity. All other local dentists (Beverley) are advising longer wait times".

"A lack of dental services in the Goole area- can't find a dentist to register with"

"I am having trouble finding an NHS dentist taking on new patients that doesn't have a waiting list of 2 and a half years +. I feel that I need to be seen pretty quickly but don't want to go down the 'emergency' route if something can be done about it".

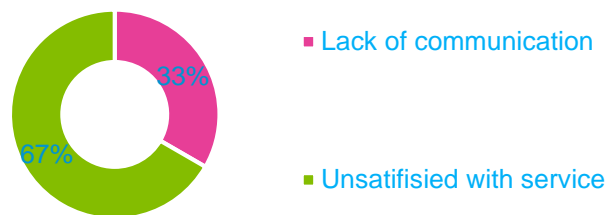
Healthwatch Action

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 Intelligence

Below details the intelligence Healthwatch East Riding received on hospital services in the month of June 2022.

Hospital Intelligence:



What people told us:

"Lack of communication from Scunthorpe hospital following MRI scan. Long waiting times to get results. Meanwhile condition getting worse"

Healthwatch Action

We referred this patient to Cloverleaf Advocacy Service and to the hospital trusts Patient Advice and Liaison Service (PALS).

"Concerned about the level of care that my family member has received since being discharged from hospital. Carers not visiting as many times a day as promised and it is not meeting my family member's needs. Community response team not replying to their calls"

Healthwatch Action

Healthwatch East Riding of Yorkshire got in touch with the community response team who were able to contact the case worker for this individual to resolve this issue.

"I telephoned East Riding Community Hospital to make an appointment regarding my severe knee pain, and inability to put any weight on one leg. I was told no appointments were possible and if I must attend there was over a two hour wait. When I arrived I was told to wait in the car, and not to leave the car park. Advised X3 hour wait.. I telephoned (from the car) East Riding Community Hospital at 15:45 having now waited in the car park for over 6 hours. Advised there were x4 others ahead of me. Reception could not tell me anything else. At this point I told the receptionist I was giving up waiting. The above service is unacceptably poor for the following

reasons: I was only contacted once, (at 10:00) and then seemingly abandoned. I was offered no refreshment yet prevented from getting any. (... for over 6 hours!). There were three individuals in the reception office. Not one of them contacted me, offering to make refreshments. offered advice, offered any reasonable human care. (e.g., Leave of absence to travel to a supermarket?). I was not even offered crutches to make mobility possible. I had to use my own hiking poles, then later, when at home, borrow some crutches from a friend. Frankly, this is not even a poor service, but no service at all. This amounts to the human mismanagement that is callus, inexcusable, and appalling! "

Healthwatch Action

This individual just wanted the issue recorded within our monthly intelligence report.

Theme Breakdown

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

GP Intelligence

- Similar to the previous month's data, we have received enquiries regarding difficulties in registering at a GP practice in a location convenient to the patient.
- Many complaints related to a lack of communication between the service and the patient, with patients being left unsure of waiting times or what was the next step in their treatment. Individuals also detailed feeling overall dissatisfied with the service they have received, regarding issues obtaining treatment for their condition or access to appointments.
- Individual's notes having issues surrounding obtaining medical treatment for their condition, struggling to access appointments with their practice and being overall unsatisfied with the service.

Dental Intelligence

- Similar to the previous months report, individuals contacted us about a lack of treatment available in their local area.

Hospital Intelligence

- The main themes from the intelligence received are around a lack of communication between the service and the patient, and patients being unhappy with the service that has been given to them, difficulty accessing the service and diagnosis issues.

ERY Independent Health Complaints Advocacy- Themes for April:

Client 1

Nature and Substance of complaint:

Client's complaint is regarding a lack of access to dental care for her children in Bridlington. She states that 6 appointments have been postponed or cancelled in recent times.

Who delivered the care to patient?

BUPA Dental Care, Bridlington.

Date of incident?

From October 2019

Client 2

Nature & Substance of complaint:

Client was referred by GP to mental health services last year and when she followed it up four months later as she hadn't heard anything, she found out that they had cancelled the referral the day after the GP submitted it without telling anyone. She had to go through the triage process again and eventually saw a psychiatrist in February 2022 who prescribed some medication for her. She has tried to contact them as there has been no review and she feels the medication isn't working for her. She has tried to find out if she has been referred to a psychologist but no one is returning her calls.

Who delivered the care to patient?

Humber NHS Foundation Trust.

Date of incident?

February 2022

Client 3

Nature & Substance of complaint:

Client has issues receiving his prescribed medication from his local pharmacy.

Who delivered the care to patient?

Bridlington Pharmacy, The Promenade, Bridlington.

Date of incident?

May 2022

Client 4

Nature & Substance of complaint:

Complaint is regarding a lack of care and treatment received by client's late husband by his GP surgery. Client states that the care reduced considerably once his regular named GP retired and this left them stressed even taking into account the restrictions due to the pandemic.

Who delivered the care to patient?

Wolds View Surgery, Bridlington.

Date of incident?

August 2021

Client 5

Nature & Substance of complaint:

Client's complaint is regarding care afforded to her daughter from the Women's and Children's Hospital at Hull Royal. Client's daughter has high level care needs and has recently been diagnosed with endometriosis. The complaint is in regard to this.

Who delivered the care to patient?

Hull Royal Infirmary.

Date of incident?

May 22

Client 6

Nature & Substance of complaint:

Complaint is regarding client's mum's wait for a bed when admitted to ward 90 at Hull Royal. Client states her elderly mum was waiting for 13 hours on a chair in the corridor. Client states her mum has dementia and is only allowed one visitor who is her elderly father. Client has concerns regarding this too.

Who delivered the care to patient?

Hull Royal Infirmary.

Date of incident?

May 22

Client 7

Nature & Substance of complaint:

Complaint is regarding client accessing dental services in Bridlington and the NHS 111 service.

Who delivered the care to patient?

Yorkshire Ambulance Service NHS Trust.

Date of incident?

May 2022

Healthwatch East Riding of Yorkshire
c/o Hull CVS
The Strand
75 Beverley Road
Hull
HU3 1XL

www.healthwatcheastridingofyorkshire.co.uk

t: 01482 665 684

e: enquiries@healthwatcheastridingofyorkshire.co.uk

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