

# Intelligence Report: May 2022

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# Introduction

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

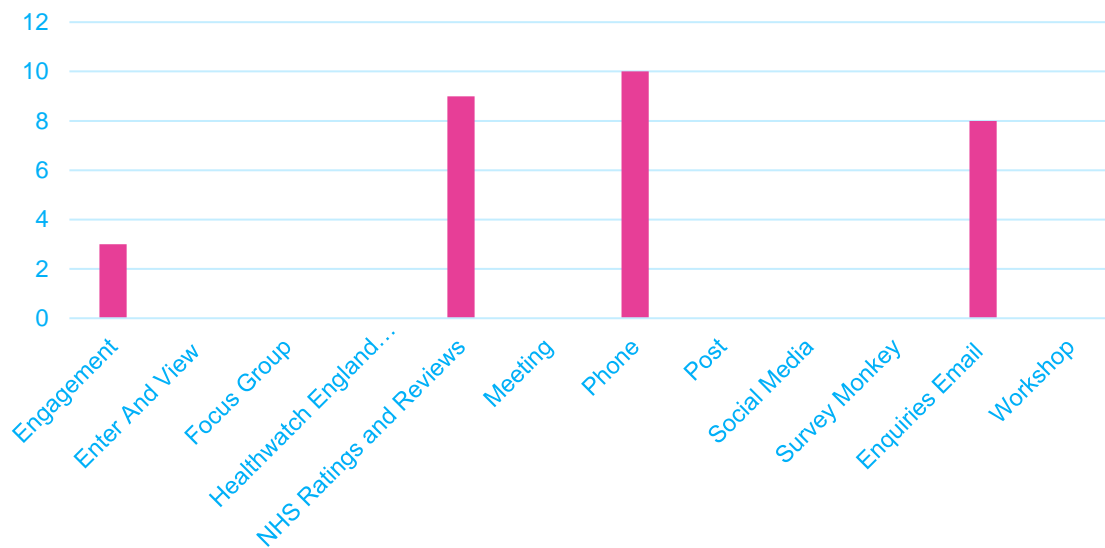
All data is anonymized and is based solely on the patient experience. For the purpose of this report, we have categorized the patient experience under appropriate headings and included direct quotations relating to the specific service.

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 May 2022.

# Contact statistics

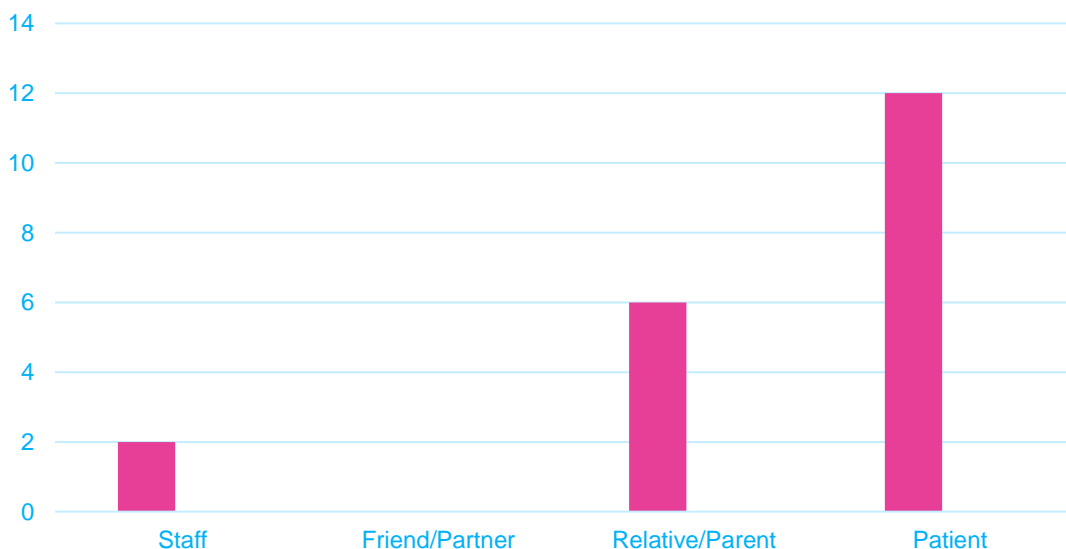
## May 2022

In the month of May 2022, we received a total of 22 direct contacts through various means as shown in the graph below. We also gained nine pieces of intelligence through the NHS Rating and Reviews platform. As the graph presents, the majority of direct intelligence was over the telephone.



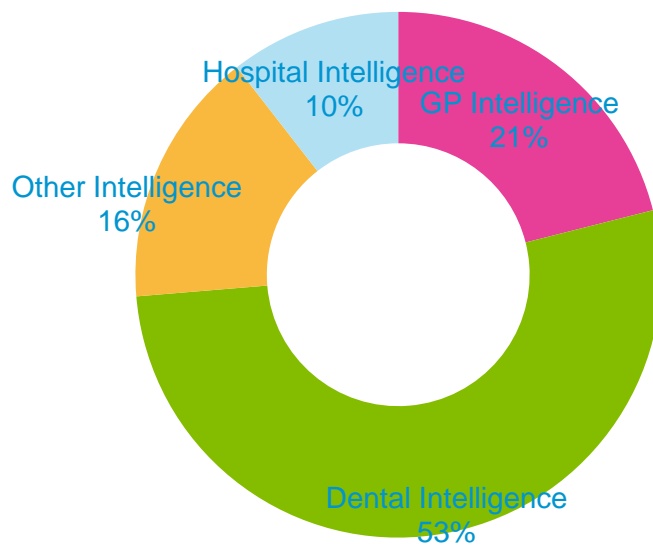
The

graph below shows which demographics contacted us most during May 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 relative of the patient and from staff members on behalf of patients.

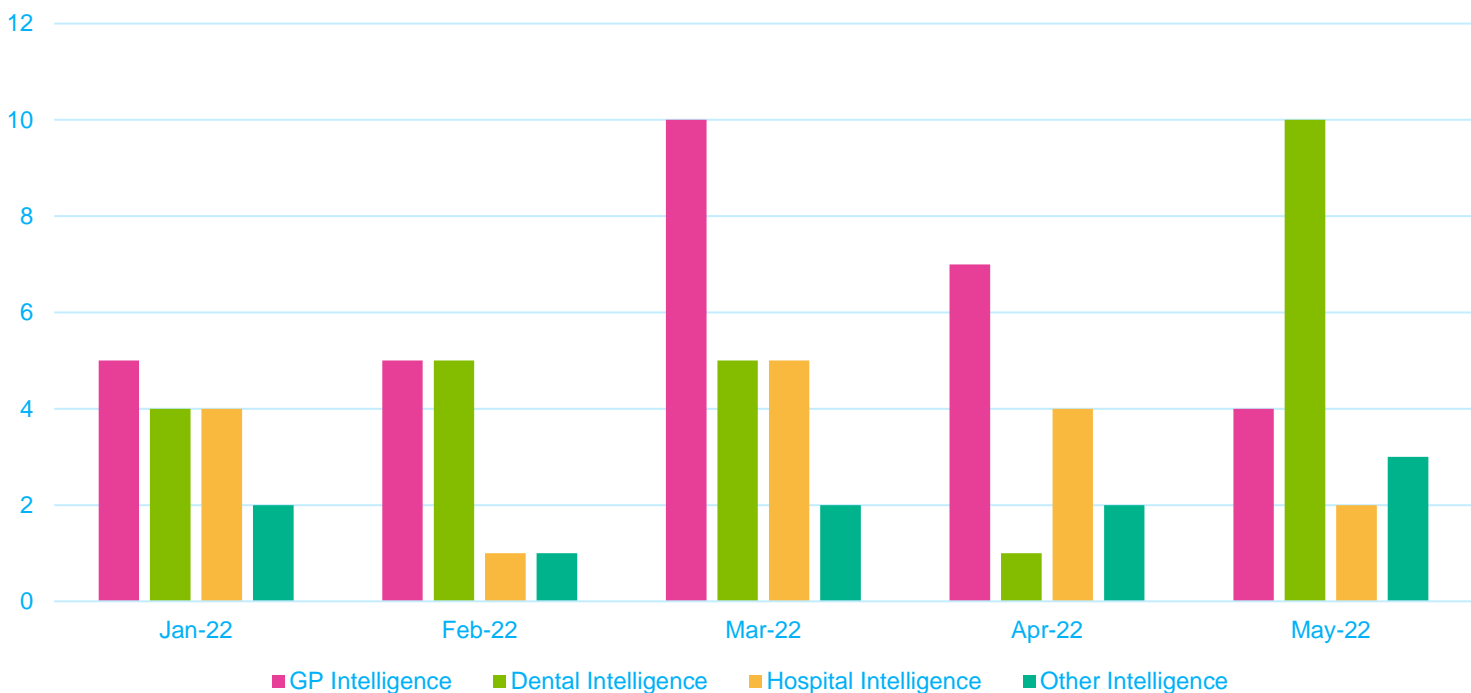


Below details what service the public have been feeding back on in the month of May. As demonstrated below it is intelligence surrounding Dental Practices that has been most commented on this month, however the other areas of GP practices, hospital and other intelligence were also frequently commented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

### Intelligence received- May 2022:



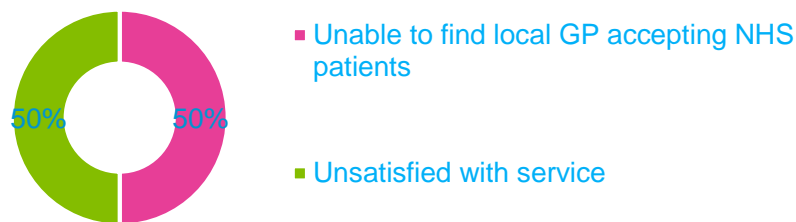
This can be compared to data received in the previous month:



# GP Intelligence

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

## Themes of Intelligence



## What people told us:

"Patient in the Anlaby area has not been able to register with a local GP practice. The lady said her daughter had been trying for weeks to get registered but the nearest practice had said that they couldn't register patients for at least couple of months. The patient said it was really important that her daughter got registered as she had mental health problems and couldn't travel far and needed a local GP"

### Healthwatch Action

We advised the individual to contact the Clinical Commissioning Groups PALs department, and also provided the details for Cloverleaf Advocacy Service. We also ensured the patient that we will continue to monitor the situation regarding GP registration.

"I went to my surgery as my child had a chest infection. I was running 10 minutes late (called the GP to explain the situation), the GP refused to see us. I was then was told by the GP that I must go to an Urgent Treatment Centre. Urgent Treatment Centre explained that my child was too young to be seen by them (they said they do not deal with under 1 year olds). The GP still refused to see us"

### Healthwatch Action

We advised the patient to raise the experience with Clinical Commissioning Groups PALs department, and also provided the details for Cloverleaf Advocacy Service.

# NHS Ratings & Reviews :

## Practice three-Bridlington:

- "Had to go for a repeat blood test, and the practice nurse saw I had a high blood pressure reading. Doctor came in and checked the situation, and immediately sorted out some medication and asked for more home readings over the next few days. He rang as promised to get the readings from me and to check my progress. Medication working, so problem quickly diagnosed and solved. What more could you ask for? Very impressed with their service, even if I don't use it very often!"
- "I have found that the remote messaging adopted occasionally by this practice recently, possibly thought of as a good idea due to the number of patients at the practice, was not appropriate to my essential need for human contact mainly due to chronic ill health and my concerns and connected anxieties. However it was quickly realised out of human kindness and care that my need for such should be addressed by the GP that I know best and who knows me best and my questions and concerns were answered with kindness, considered care, attention and professional knowledge which can only clearly be addressed by maintaining human contact, warmth and care and not by the rationalistic and mechanistic way a remote messaging service can sometimes appear to show, even if unintentionally. It is a common mistake to make in the modern world of technology and a very, very easy one to make nowadays when communicating with each other. We all must realise and be aware of the vital importance and essential need for actual human contact whether it be by voice or in person, especially when dealing with patients with chronic illness and their serious concerns thereof. This practice has not forgotten that and if you require it you will find the human caring and essential kindness, which most of us certainly need, freely available from the GPs and staff at this practice".
- "Having recently moved to the area I was amazed and impressed by the help and assistance I received from the GP I saw and the staff at the practice eve as far as the Westmill pharmacy who deal with my prescription! I think I can safely say I have definitely " fallen on my feet" here."
- "Such caring staff, I brought my dad who has several multiple complex things going on, the care and advice we received for him today was

reassuring and gave me good confidence his health is going to be looked at with interest to get him a better quality of life for which I am very grateful for".

### **St. Nicholas Surgery**

- "Rang up at 8am spoke to a very friendly receptionist got an appointment at 10.30 there was a short wait then got to see doctor who sorted a urgent appointment at the eye hospital for me the same day at 2.30 what a great service you all deserve medals"

#### **Surgery Reply:**

Thank you for taking the time to feedback about the service you have received. We are always pleased to hear when any patient receives a great service from us. We will pass this onto our Patient Services Team and circulate it to all our staff in our weekly summary of compliments.

### **The park surgery**

- "Was told a call back was placed in the morning waiting all day so I called the surgery back and nothing was logged for the doctor, no confidentiality as the receptionist wanted to know everything regarding my issues , I know they are working hard but simple things become a stumbling block"

### **Market Weighton Practice**

- "Since the practice moved to it's new-build premises I have encountered difficulties in accessing a GP and registered practice nurse upon a number of occasions. Recently, the on-line booking system did not have availability within a calendar month for me to book with the nurse - as directed by the surgery text-messaging me. So again, I was left with a telephone system where I had to wait for a 'Care Navigator' to answer the phone, and the inevitable 40+ minutes queue time was endured with an unreasonable cost to my telephone bill; this was not for the first time, and I fear, won't be the last! On one occasion I was only number 6 in the queue, but still had a wait of over 40 minutes. It appears that call-handlers often work (solo) to cover routine appointments, test results, all queries as well as managing health/illness calls; an ineffective triage. I have been allocated a new GP, after not been informed of the departure of my previous GP, but I have to say, that I have never met this doctor, and each time over the past 3 years that I have seen a doctor, it has been a different doctor (? locum) every time. There are also a few other issue. Unfortunately, my confidence regarding this practice's capabilities has diminished to a worrying level".

**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, the Practice Manager.

- "I have been trying to find out what has happened to a referral. I just need 30 seconds of the doctor's time but last week was told I could not make an appointment that or the next day. Phoned at 8am to make an appointment and waiting for reply for 10 minutes before ringing off and trying again. When I got to reception I was told I should have phoned earlier for an appointment and was rudely not believed to have tried earlier. Was offered an appointment a week later. Finally got a phone appointment for later this week . I have depression and find all this very frustrating. Worrying about the consequences of delay do not help. I apologised to the receptionist for being so frustrated and realised it was not her fault. What has happened to the great National Health Service we used to have? It is not just Covid - it was already terrible. Why not fit in a few more appointments every day???"

**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, the Practice Manager.

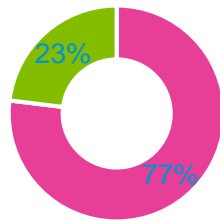
**Hessle Grange Medical Practice**

- "I cannot believe on arriving at a GP practice that there is no receptionist, I had to ring the bell 3 times before one arrived, I could see them through the glass chatting and drinking tea/coffee, appalling service".

# Dental Intelligence

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

## Themes of Intelligence



- Unable to find local GP accepting NHS patients
- In need of urgent dental work

What

## people told us:

"Individual was in a lot of pain and in need of dental work. Their NHS practice has gone private but even when they said she would pay and asked for a private appointment the earliest they could see them was July"

"My teeth are falling out due to severe gum disease. I am currently on a waiting list but there is a long wait before being seen. It is profoundly affecting my life"

"Long waiting lists for an individual living in Cottingham. Have called most practices in the area but cannot find a waiting list shorted then a few years"

"Looking for a practice in or near Drifffield, at the present time we are having to go private for treatment which is very expensive and would like to go back to the NHS"

"Dentist in Pocklington (City Health Dental) are closing due to not being able to recruit dentists. I haven't been able to get a regular appointment with them for quite some time. My youngest hasn't seen the dentist yet for any check-ups. I have been in contact with a number of dentists in the area and all are either stating that they aren't taking any new NHS patients of the waiting is between 3- 5 years"

"I have called NHS 111 services several times within the last 3 or 4 months due dental emergencies. I am unable to find a new dentist after contacting between 30-40 different dentists. I have been advised that if I do not get treatment than the issue could lead to gum disease and future further teeth loss"

"Local dentist in Pocklington is closing and we need a dentist accepting NHs patients especially for my son, but we are unable to find one."

"I am unable to find a dentist near market Weighton"

"I have had an emergency appointment with the dentist through 111 service however I have been urged to get my problem sorted out by a dentist. I have contacted every dentist within my post code and none are taking on NHS referrals. I am in urgent need of an appointment but the soonest I can be seen by any of these dentists is in 4 years' time"

"Unable to find a dentist in Wilberfoss".

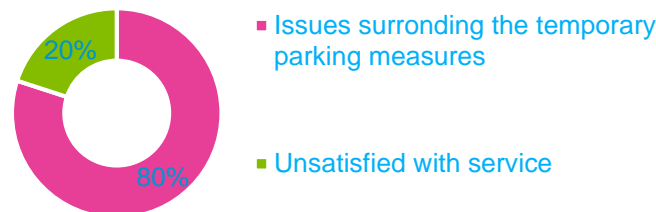
### **Healthwatch Action**

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 May 2022.

## Hospital Intelligence:



## What people told us:

Healthwatch received numerous complaints regarding the parking at Castle Hill Hospital, in particular issues around poor signage displaying the temporary parking measures and there being no parking attendants or staff to ask about the parking changes. Some patients we spoke to had tried to use the parking app but found it not working and as a result this led to some patients reportedly getting a fine. Some patients did not want to leave their car, being unsure of the parking situation and not wanting to risk a fine, and as a result were not able to attend their appointment or arrived late.

### Healthwatch Action

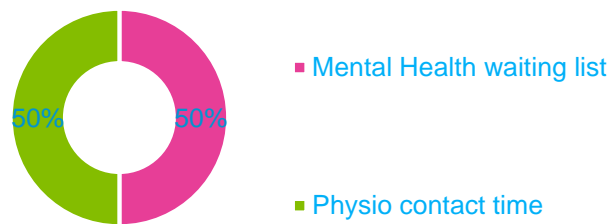
We fed this back to the Trust, who gave us the below statement:

*"Some of these works have now been completed, which should ease the patient parking experience. Tuesdays and Thursdays have historically been busy days for parking, and we would advise anyone to arrive early to locate a parking space within a suitable time period. At present, whilst the ANPR installation is ongoing, there is no charge for parking which has likely led to an increase in parking on site; this will fall once the system is operational and charges are reintroduced".*

# Other Intelligence

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

## Other Intelligence:



## people told us:

## What

"When I was discharged from the care home I used to see a physio every day which helped my condition and got me back to walking. Now I am back home, I only see a physio once a week. The carers who come are unable to help me walk as there are only here for a limited time. I am not able to walk anymore"

### Healthwatch Action

The individual wanted this comment to be recorded this in this report.

"The CAMHS waiting time for us has been 3 years- child needing support but has heard nothing".

### Healthwatch Action

The individual wanted this comment to be recorded this in this 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. Patients also detailed being overall unsatisfied with the service they have received.

## Dental Intelligence

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

## Hospital Intelligence

- The information we have gathered regarding hospitals focuses on the issue of parking at Castle Hill Hospital. The temporary parking measures implemented by the hospital led to some patients missing appointments and getting fines. The pay machines at the car park should shortly be returned.

# ERY Independent Health Complaints Advocacy- Themes for May:

## Client 1

### Nature and Substance of complaint:

The complaint is regarding the care that client's late father received in the last admission to Hull Royal Infirmary, during which time he tested positive for Covid. Client complains that her father was moved many times to different wards which impacted on his ability to recover and that the treatment was not focused enough on the reason he was admitted which was an infection.

### Who delivered the care to patient?

Hull Royal Infirmary

### Date of incident?

January 2021

## Client 2

### Nature & Substance of complaint:

Client experienced issues accessing his GP surgery when his young daughter required treatment. They were redirected to the Urgent Care Centre who redirected him back to the GP.

### Who delivered the care to patient?

Fieldhouse GP Surgery, Bridlington.

### Date of incident?

April 2022

## Client 3

### Nature & Substance of complaint:

Client does not agree with Information contained within a mental health care plan written in March 2020. Client states

that the information recorded has had a huge detrimental effect on his care and treatment since.

**Who delivered to care to patient?**

South West Yorkshire Partnership NHS Foundation Trust

**Date of incident:**

March 2020

**Client 4**

**Nature & Substance of complaint:**

Communication issues with both Hull Royal Infirmary and East Riding Community Hospital in Beverley regarding her husband's care.

**Who delivered the care to patient?**

Hull Royal Infirmary and East Riding Community Hospital

**Date of incident:**

To be determined.

**Client 5**

**Nature & Substance of complaint:**

Urology consultant refused to see client due to him refusing to wear a mask even though he is medically exempt.

**Who delivered the care to patient?**

Castle Hill Hospital

**Date of incident:**

To be determined.

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