

Intelligence

Report:

November 2022

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# Introduction

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

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

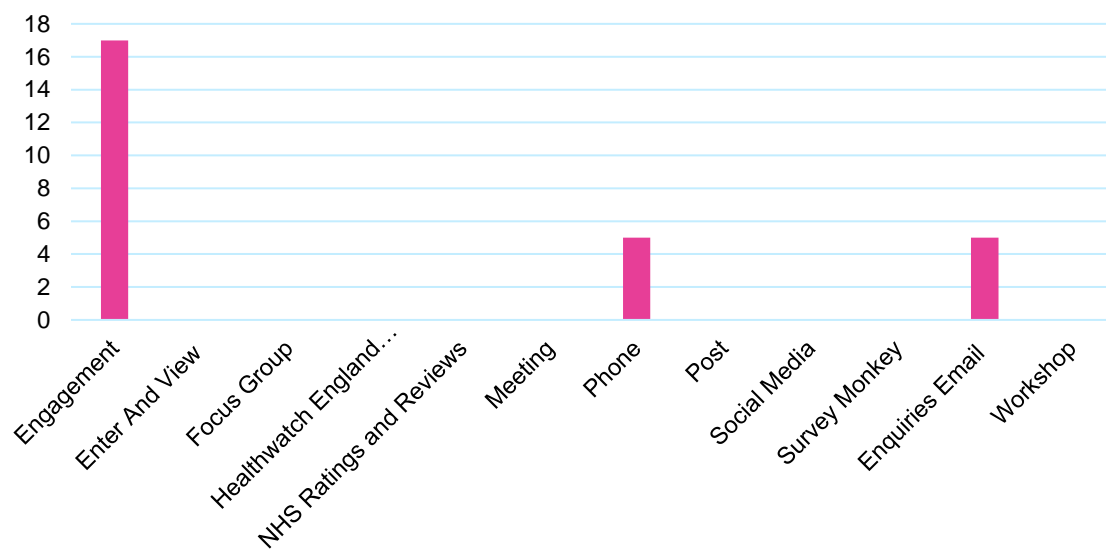
All data is anonymized and is based solely on the patient experience. For the purpose of this report, we have categorized the patient experience under appropriate headings and included direct quotations relating to the specific service.

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 November 2022.

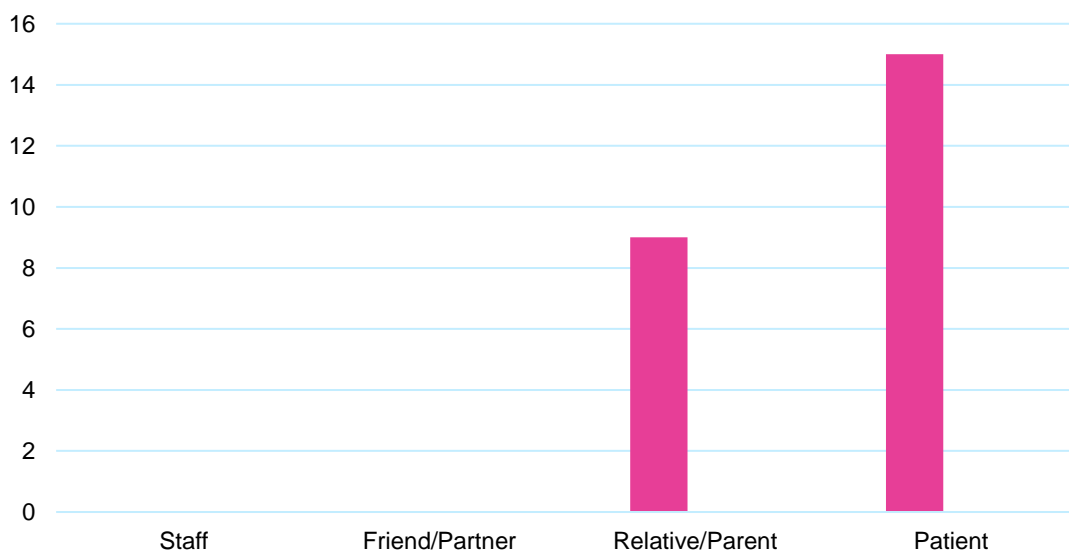
# Contact statistics

## November 2022

In the month of November 2022, we received a total of 31 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through engagement.

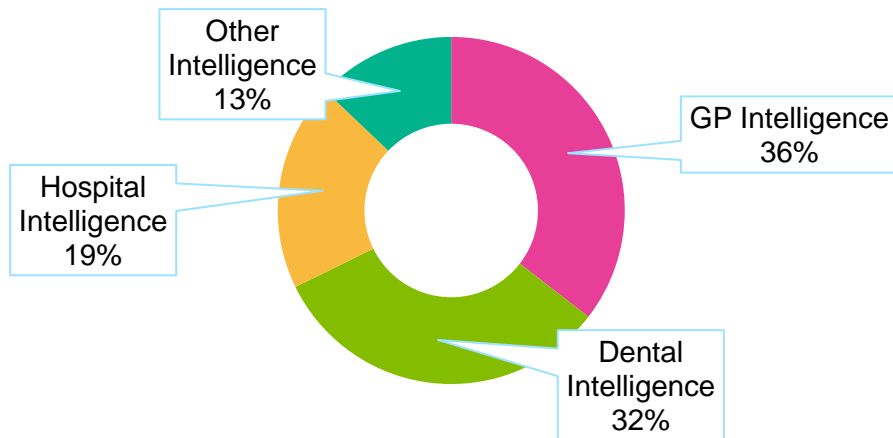


The graph below shows which demographics contacted us most during November 2022. As presented by the graph, this month most of those who contacted us were the patient themselves, though we did receive some enquiries from the relatives of patients.

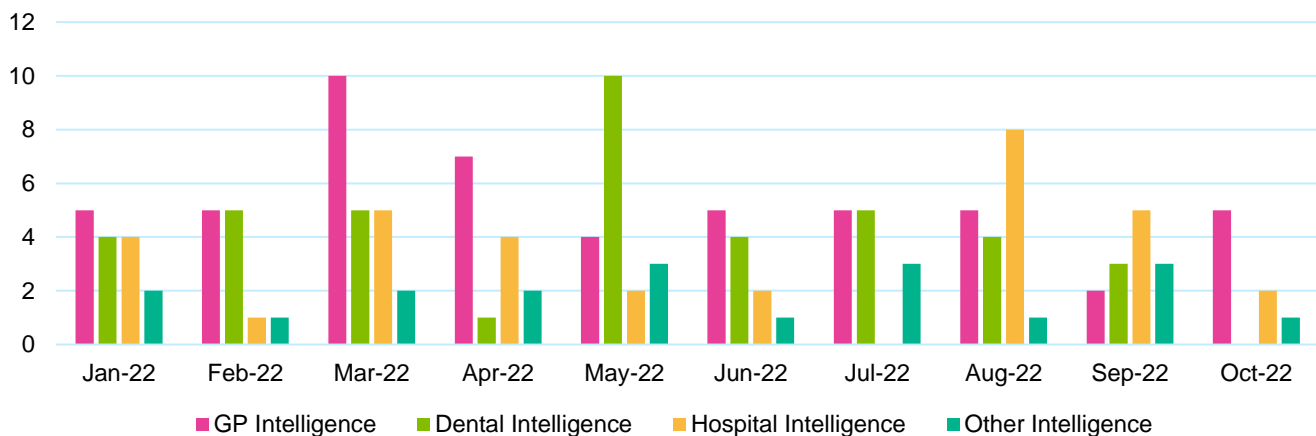


Below details what service the public have been feeding back on in the month of November. As demonstrated below we have received intelligence surrounding GP, Hospitals, Dental, Social Care and Community Services this month.

### Intelligence received- November 2022:

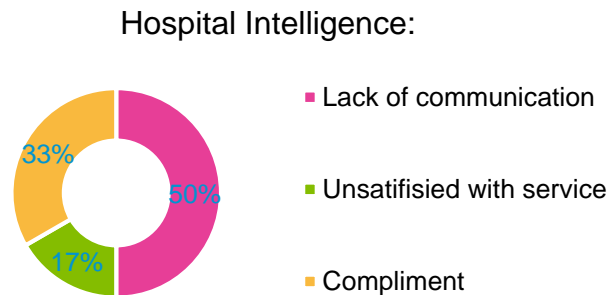


This can be compared to data received in the previous month:



# Hospital Intelligence

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



## What people told us:

Patient unable to change hospital appointment as no one answering the outpatient appointment phone line despite trying several times. Ended up frustrated and stressed.

### Healthwatch Action

Informed individual that this issue would be recorded within our monthly intelligence report.

Patient's parent complained that there is no communication between different health departments across the area. No joined up therapy. Departments don't talk to each other.

### Healthwatch Action

Emailed details of PALS and Cloverleaf details. The individual wanted this comment to be recorded in this in this report.

Patient now having to travel to York to see Rumatology as treatment not available locally. Patient reported travel is very expensive.

### Healthwatch Action

Informed individual that this issue would be recorded within our monthly intelligence report.

Patient reported that they had had 5 appointments cancelled by Castle Hill Hospital. Patient reported the anxiety this is causing.

**Healthwatch Action**

Informed individual that this issue would be recorded within our monthly intelligence report.

Patient reported that the recently downloaded NHS App was found to be easily accessible and easy to use.

**Healthwatch Action**

Informed individual that this compliment would be recorded within our monthly intelligence report.

Patient reported that the care they received at Castle Hill Hospital was excellent

**Healthwatch Action**

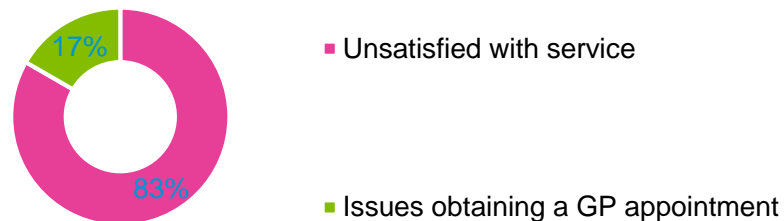
Informed individual that this compliment would be recorded within our monthly intelligence report.

# GP Intelligence

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

## What people told us:

### Themes of Intelligence



Parent unsatisfied with GP service. GP refusing to refer son to paediatrician for Autism diagnosis.

#### Healthwatch Action

Informed individual that this issue would be recorded within our monthly intelligence report. Directed them to SENDIASS. Email sent detailing neurodiversity groups and contact for Cloverleaf.

Patient was made to feel uncomfortable and upset when challenged by a receptionist. Patient wanted to speak to the practice manager directly to sort out her complaint but was told to put it in writing. The patient was reluctant to do this.

#### Healthwatch Action

Healthwatch representative contacted the surgery on the patient's behalf to inform the practice manager. She was very helpful. Patient got back to us a couple of days later to say they had been in touch and the situation resolved.

Patient reported that they cannot get any help for their teenage daughter who is morbidly obese. GP appointment resulted in no support.

**Healthwatch Action**

Informed individual that this issue would be recorded within our monthly intelligence report.

Patient reported that they had had great difficulty getting their grandson assessed and diagnosed. Once diagnosis in place they then struggled to get further support with medication.

**Healthwatch Action**

Healthwatch representative told the relative about Cloverleaf Advocacy. Informed individual that this issue would be recorded within our monthly intelligence report.

Patient's parent reported that there is no communication between doctors and hospital departments across the area. No one takes up the responsibility and therapy is disjointed.

**Healthwatch Action**

Patient wanted this issue to be recorded within our monthly intelligence report and didn't want to complain further.

Patient reported concerns over GP surgery closing in Bridlington. Worried about the changes and how it will work regarding continuing to receive repeat medications and appointments.

**Healthwatch Action**

Patient wanted this issue to be recorded within our monthly intelligence report and didn't want to complain further. Healthwatch will pass this intelligence directly to Quintina Davies, Head of Communications and Engagement, East Riding of Yorkshire Health and Care Partnership.

Patient reported that they are struggling to understand what is going to happen in Bridlington. They reported that the language used in explanations is too technical and needs to be more down to earth.

**Healthwatch Action**

Patient wanted this issue to be recorded within our monthly intelligence report and didn't want to complain further. Healthwatch will pass this intelligence directly to Quintina Davies, Head of Communications and Engagement, East Riding of Yorkshire Health and Care Partnership.

Worried that GPs won't be able to fulfil their contracts after changes. If they are doubling up on patient numbers how will practices cope. Patient reported that in their opinion, they can't cope with patient numbers and run the service well as it is.

**Healthwatch Action**

Patient wanted this issue to be recorded within our monthly intelligence report and didn't want to complain further. Healthwatch will pass this intelligence directly to Quintina Davies, Head of Communications and Engagement, East Riding of Yorkshire Health and Care Partnership.

Patient reported they are very dissatisfied with GP service currently. Waiting 3 weeks for a telephone appointment. They are concerned that changes may make situation worse.

**Healthwatch Action**

Patient wanted this issue to be recorded within our monthly intelligence report and didn't want to complain further.

Patient reported it is very difficult to get through to a Bridlington surgery on the phone. Reported that when you do, all appointments are gone so they tell people to ring the next day. Informed that they then have to walk to the surgery or go to Urgent Treatment Centre. Patients have to ring the UTC when they are outside. What about those with mobility issues or who don't have a mobile. Those with health inequalities are struggling to gain access to treatment.

**Healthwatch Action**

Informed individuals that this issue would be recorded within our monthly intelligence report.

Elderly patient got very poorly with Covid. Had to wait a long time on phone to get through to the surgery. Eventually spoke to a nurse and told her she was feeling very poorly, breathless and weak. Nurse asked her to come in for a blood test but patient said she was too weak and poorly to leave the house. The nurse told her to ring 119 but patient didn't have the strength as she was so breathless and weak after her conversation with the nurse. The surgery didn't visit, nor did they ring an ambulance to assess the patient at home.

**Healthwatch Action**

Informed individual that this issue would be recorded within our monthly intelligence report as they did not want to take the issue any further.

Patient said she had not managed to get her Covid Vaccination as she has allergies and was allergic to the one her surgery were giving. The surgery told her to ring a different surgery to be given a vaccine but the other surgery refused as she wasn't their patient. The patient later found out that her surgery did have some doses of the vaccine she needed so they could give it to younger patients but they never told her this.

**Healthwatch Action**

Informed individual that this issue would be recorded within our monthly intelligence report as they did not want to take the issue any further.

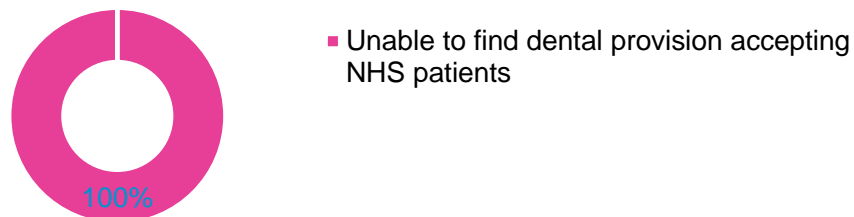
## Dental Intelligence

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

## What people told us:

Patient in Eastrington reported having no severe issues/pain that warrants an emergency appointment but is having a massive struggle to find a dentist. Needs an

### Themes of Intelligence



accessible dentist as wheelchair bound.

Patient's husband in Bridlington reported that his wife has a broken tooth which is interfering with eating. Concerned they can't get an appointment with a dentist.

Patient has rang multiple dentists in Drifffield, Beverley and Bridlington but none are taking on NHS patients. Reported they are very concerned for their 7 year old not having been seen for 3 years.

Patient recently had an infected chin and after x rays they discovered an 'area of periapical pathology' which they believed caused this infection. They advised patient needed to see a dentist as likely needs root canal treatment or extraction. Patient can't get a dentist.

Patient reported that dentist in Bridlington is closing at the end of November. They have contacted several dentists in the surrounding area but none of them are taking on NHS patients.

Patient reported that they can't get access to a dentist in Bridlington.

Patient's sister reported that her brother had had a partial root canal but had been told to go to his own dentist to have it permanently fixed. Patient doesn't

have a dentist. Sister has rung 15 surgeries but all have long waiting lists.

Patient really struggling with dental care in Bridlington. Patient is disabled and a pensioner. Having to pay privately and can't afford it.

Patient reported that their dentist is no longer doing NHS Treatment. Patient has tried everywhere even York & Doncaster. Rang NHS England. Patient stated, "Waste of time as they just put you on a list!" Now having to pay privately to see their own dentist which causes them financial hardship.

**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

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

## What people told us:

Patient's relative reported multiple issues including concerns around neglect, fire safety and dignity within a care home.

### Healthwatch Action

Safeguarding are aware and representative advised relative to give them time to investigate. Healthwatch contacted a Maria Gaff from Cloverleaf Advocates who was concerned. She advised us to inform CQC. CQC informed and will monitor.

Patient rang upset and frustrated after making a complaint against NHS Humber Trust (supported by Cloverleaf). Patient doesn't want anyone else to go through what she went through. Patients reported not being supported by the right level of care for their needs. Patient left re-traumatised by being kept under primary mental health and not being referred to Trauma Care.

### Healthwatch Action

As the patient was already pursuing her complaint with the support of Cloverleaf. Informed individual that this issue would be recorded within our monthly intelligence report.

Relative reported that they have been asking occupational therapy for adaptations to their home for a number of years, for a child with a diagnosis of cerebral palsy. Their driveway is on a steep slope and they have great difficulty getting their child in and out of the car. This is causing physical issues for both parents.

### Healthwatch Action

Healthwatch representative spoke to someone from social services who reported that this adaptation should always be made available to patients with cerebral palsy. Representative encouraged parent to speak to this person from social services. Informed individual that this issue would be recorded within our monthly intelligence report.

Relatives reported that Camhs receptionist was extremely rude.

**Healthwatch Action**

Informed individual that this issue would be recorded within our monthly intelligence report.

# Theme Breakdown

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

## Hospital Intelligence

- Main themes are around getting through on the phone
- Lack of joined up therapy
- Local access to treatments unavailable
- Cancelled appointments

## GP Intelligence

- SEND parents frustrated with access to help. Strong feeling of GP refusal to support.
- Bridlington concerns over GP closures and access to already overstretched services.

## Dental Intelligence

- Unable to find dental provision for NHS patients.

## Other Intelligence

- Safeguarding concern around a specific care home.
- Concerns around access to the right care and services.

# ERY Independent Health Complaints Advocacy- Themes for November:

## ERY Independent Health Complaints Advocacy Themes November 2022

### Client 1

#### Nature and Substance of complaint:

Client's complaint is regarding the events leading up to the death of his father. His late father was admitted to HRI with suspected sepsis. He had a very long wait for an ambulance, a long wait to be admitted to A&E and then transferred to a ward. He spent 11 hours sat on a chair in the ward (The Bristol Model) before a bed became available. Once in a bed the patient began to improve but then suffered a fall resulting in a serious head injury. He unfortunately passed away shortly after. Client questions clinical decisions that were made both before and after the fall plus a lack of nursing care and attention.

#### Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust and Yorkshire Ambulance Service NHS Trust.

#### Date of incident?

November 2022

### Client 2

#### Nature & Substance of complaint:

Client's complaint is regarding the care afforded to his son whilst being treated under a section at Newbridges Mental Health Unit. Client states that his son has absconded and staff are lacking due care and attention.

#### Who delivered the care to patient?

Humber NHS Foundation Trust.

#### Date of incident?

November 2022

### Client 3

#### Nature & Substance of complaint:

Client was being treated under a section 2 at Newbridges. She is a Roman Catholic and was denied access to a priest, had her rosary beads, prayer cards and icon removed from her. Client believes her human rights were breached.

#### Who delivered the care to patient?

Humber NHS Foundation Trust.

#### Date of incident?

November 2022

#### **Client 4**

##### **Nature & Substance of complaint:**

Client's complaint is regarding the care afforded to her late father by the District Nursing team. Client states that medication was not administered efficiently and a syringe driver was not set up correctly. Client also states that her phone calls to the service remained unanswered and nobody returned her messages.

##### **Who delivered the care to patient?**

City Health Care Partnership

##### **Date of incident?**

December 2021

#### **Client 5**

##### **Nature & Substance of complaint:**

Client's complaint is regarding the events leading up to her father's passing. Client states that the nursing care was poor, her father was unkempt and had spent hours in his own urine without the nurses changing him and his bed.

##### **Who delivered the care to patient?**

Hull University Teaching Hospitals NHS Trust.

##### **Date of incident?**

December 2021

#### **Client 6**

##### **Nature & Substance of complaint:**

Client is complaining about his medication and dose being changed since he was transferred to HMP Full Sutton. Client states that this has had a negative impact on the control of his pain symptoms.

##### **Who delivered the care to patient?**

Spectrum Community Health CIC

##### **Date of incident?**

June 2022

#### **Client 7**

##### **Nature & Substance of complaint:**

Client has learning difficulties, mental health issues and is deaf. The main crux of her complaint is that her GP surgery are discriminating against her due to her disability by not providing BSL interpreters. Client also states issues with her Community Mental Health Team not supporting her to move back to Birmingham.

##### **Who delivered the care to patient?**

GP to be determined.

##### **Date of incident?**

To be determined.

#### **Client 8**

##### **Nature & Substance of complaint:**

Client has complex PTSD due to childhood trauma. This was misdiagnosed by mental health services and she was offered therapy which made her situation worse.

##### **Who delivered the care to patient?**

Humber NHS Foundation Trust.

**Date of incident?**

September 2021

**Client 9**

**Nature & Substance of complaint:**

Client has lost trust in his GP due to a missed diagnosis and test which were not followed up correctly. Client has attempted to register with a new GP surgery who have informed him that they have a policy of not taking on patients from other surrounding surgeries. Client feels stuck and without a GP he can trust.

**Who delivered the care to patient?**

Willand Primary Care Centre, Anlaby, Hull.

**Date of incident?**

October 2022

**Client 10**

**Nature & Substance of complaint:**

Client required support to make an application to the Health Service Ombudsman relating to a complaint regarding her daughter's care.

**Who delivered the care to patient?**

Health Service Ombudsman

**Date of incident?**

November 2022

**Client 11**

**Nature & Substance of complaint:**

Client has complex care needs and regularly contacts the service requesting advocacy support regarding her current care and treatment. Client is in a cycle of disagreement with clinicians.

**Who delivered the care to patient?**

Hull University Teaching Hospitals NHS Trust

**Date of incident?**

Ongoing.

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