

Intelligence

Report:

September

2022

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# Introduction

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

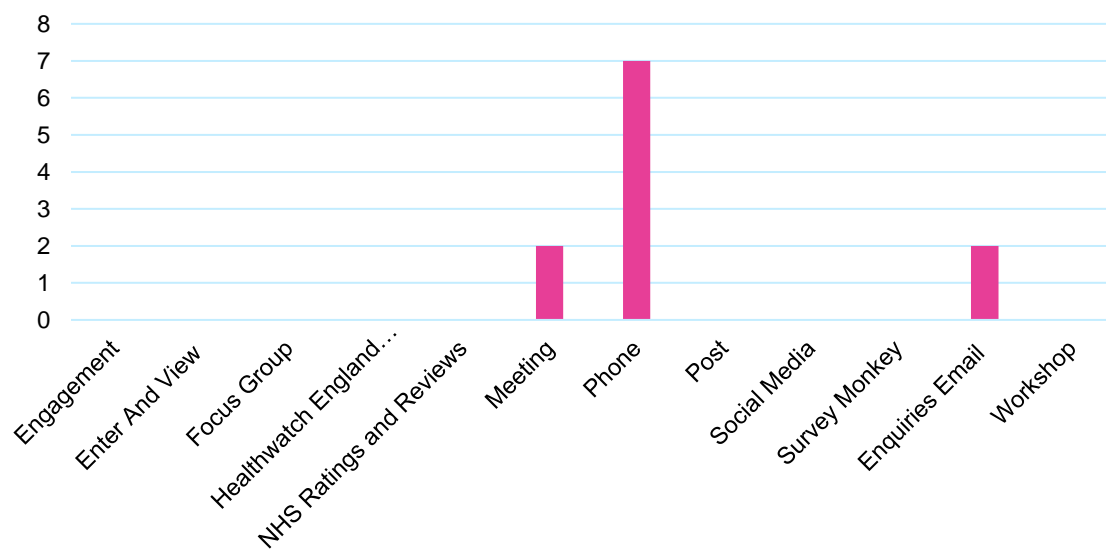
All data is anonymized and is based solely on the patient experience. For the purpose of this report, we have categorized the patient experience under appropriate headings and included direct quotations relating to the specific service.

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 September 2022.

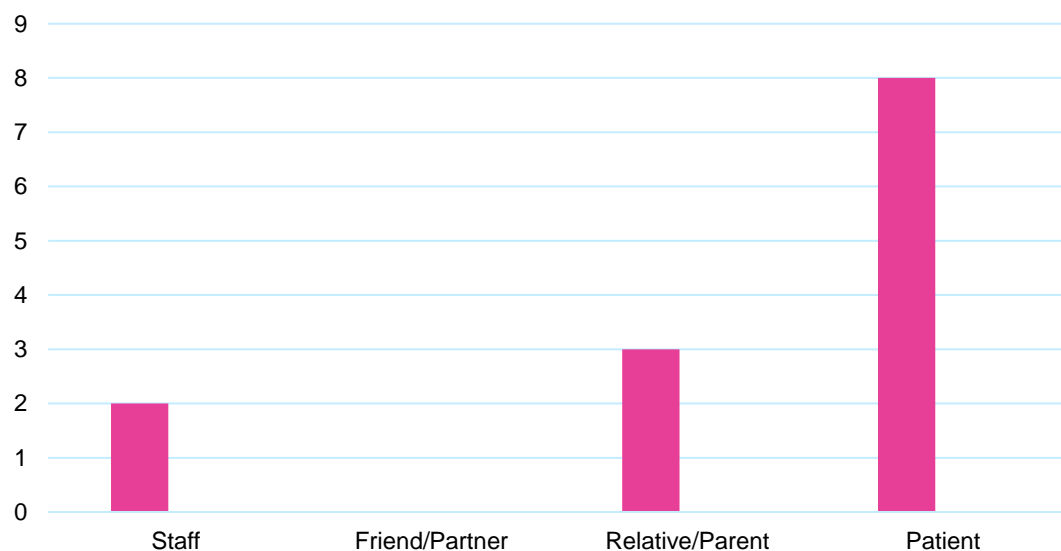
# Contact statistics

## September 2022

In the month of September 2022, we received a total of 12 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through email communication and over the telephone.

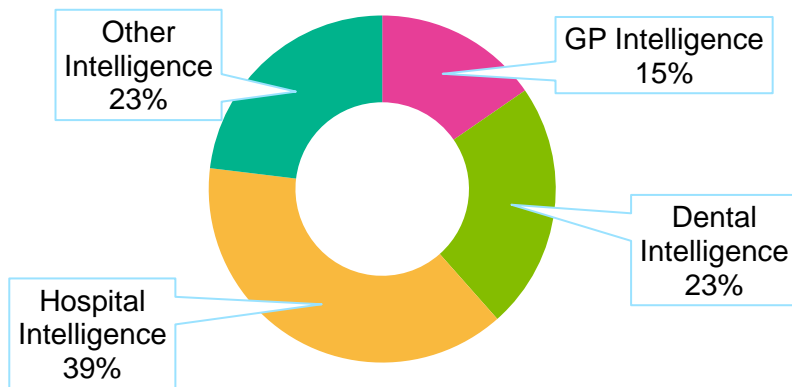


The graph below shows which demographics contacted us most during September 2022. As presented by the graph, this month most of those who contacted us were the patient themselves, though we did receive some enquiries from the relatives of patients and volunteers.

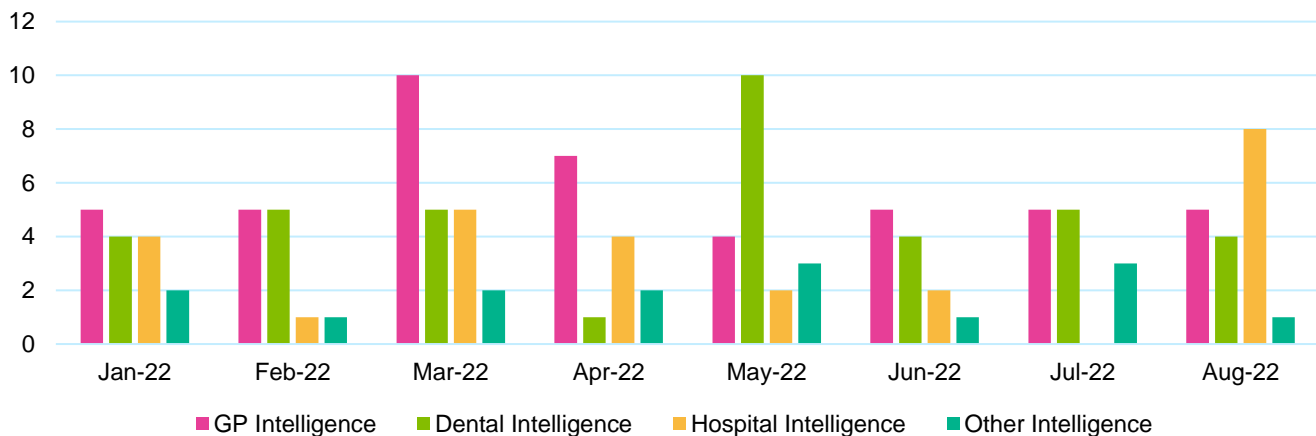


Below details what service the public have been feeding back on in the month of September. As demonstrated below it is intelligence surrounding Hospitals that has been most commented on this month, however the other areas of dental, hospital and other intelligence were also frequently commented on:

Intelligence received- September 2022:



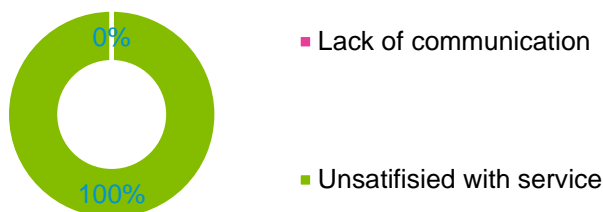
This can be compared to data received in the previous month:



# Hospital Intelligence

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

## Hospital Intelligence:



## What people told us:

A patient had day surgery and a lump removed. At home, they discovered that there was a lot of blood and fluid leaking from a hole under the breast that was not covered by a dressing. An ambulance would not be available for some time so the patient was advised by a paramedic to phone the ward. The ward reported that once a patient is discharged they cannot be taken back onto ward unless referral is made from the Breast Unit. Wound was dressed the following day but couldn't be stitched due to depth of wound. Meds then needed to be collected from the ward, but told after a 20 min wait they couldn't take the medication as there had been a mistake and they would have to go back later for it. Patient was informed that there would be an investigation. Subsequent visits for re-dressings resulted in further treatment from a consultant who said something about there being an investigation but that they didn't know why it had happened and that the patient had very thin skin. Patient was unhappy with the consultant's response.

### Healthwatch Action

We referred to Cloverleaf Advocacy Service.

Patient's admission delayed to Scarborough Hospital to receive urgent IV antibiotics. Ambulance service too busy so taken to Scarborough by her daughter. They then had a 10.5 hour wait at A&E to see a doctor. "Antibiotics received almost 24 hours after our GP said she needed them urgently for what may have been a life threatening condition." Patient's daughter observed it was absolutely heaving in Scarborough A&E and they have a major shortage of doctors.

**Healthwatch Action**

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

Patient in need of urgent heart operation delayed due to Covid but still has not heard anything further. After being told initially that the only doctor who could perform this kind of operation was one at Castle Hill he has now been told his operation is to take place in Newcastle. Patient has lost confidence.

**Healthwatch Action**

We referred to Cloverleaf Advocacy Service.

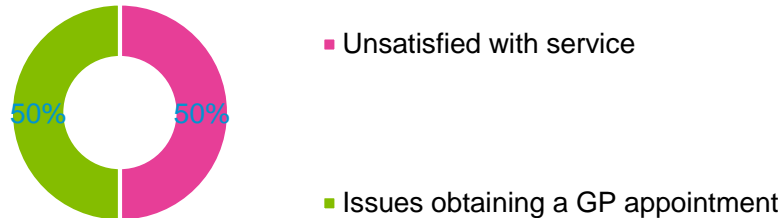
Patient reported a broken leg which required surgery. She has had to go for check-ups at HRI, having pot removed, x-rays taken etc. Twice despite the patient asking hospital staff have refused x-ray or to check if x-ray needed first resulting in delayed discharge and missing patient transport twice.

**Healthwatch Action**

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

# GP Intelligence

## Themes of Intelligence



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

## What people told us:

Abnormal test results not picked up on and actioned sooner as assumptions were made. This was only picked up on by the patient and resulted in an urgent referral needing to be made to Oncology.

### Healthwatch Action

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

Patient sent for head scan by GP. Sent a report but patient wanted more information. Not offered an appointment after requesting more information in writing.

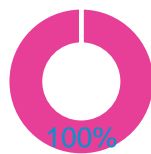
### Healthwatch Action

Advised individual to make a GP appointment and ask GP face to face.

# Dental Intelligence

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

## Themes of Intelligence



- Unable to find dental provision accepting NHS patients

## What people told us:

Patient unable to find a dentist for self and family after moving to the area.

Patient moved to Bridlington almost 2 years ago. Since moving, despite trying every week, unable to find a local dentist. Concerned about, my 4-year-old daughter, who has yet to see one.

Patient moved to the East Riding area some time ago and has been in pain with toothache but unable to find a dentist who could help due to long waiting lists. Patient said that their toothache was now causing them to have a headache and they needed to find a dentist who would treat them on the NHS.

### Healthwatch Action

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

### 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

## What people told us:

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

Lack of communication between GP Practice & District Nurse Team

### Healthwatch Action

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

Patient was in rehabilitation care following a stay in hospital. Received physio 5 x a week when in the home. Once discharged back home only received 30 minutes physio a week which was totally insufficient to meet their needs as a result lost the ability to mobilise around the house. Feels that all the physio given whilst in care home was wasted because of inadequate follow up care.

### Healthwatch Action

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

Lack of communication from CCG PALS and lack of action regarding referrals.

### Healthwatch Action

Referred to Cloverleaf on behalf of patient. 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

- Individuals detailed feeling dissatisfied with the service they have received, regarding issues obtaining treatment for their condition or access to appointments.

## Dental Intelligence

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

## Hospital Intelligence

- Main themes are around patients being unhappy with the service that has been given to them, difficulty accessing the service and investigations not been followed up.

# ERY Independent Health Complaints Advocacy- Themes for September:

## ERY Independent Health Complaints Advocacy Themes September 2022

### Client 1

#### Nature and Substance of complaint:

Client's complaint is regarding a number of issues in her late father's care leading up to his passing. Issues include what client believes to be a late diagnosis and a lack of coordination and support from the GP, District Nurses and the Assessment Unit at the Queen's Centre at Castle Hill Hospital.

#### Who delivered the care to patient?

Hedon Group Practice (Holderness Health), District Nurses (CHCP) and Castle Hill Hospital.

#### Date of incident?

December 2021

### Client 2

#### Nature & Substance of complaint:

Client is a prisoner at HMP Full Sutton. His complaint is regarding ongoing issues with him accessing pain relief medication along with changes to both the type and dose of medication.

#### Who delivered the care to patient?

Spectrum Healthcare CIC

#### Date of incident?

Ongoing.

### Client 3

#### Nature & Substance of complaint:

Client's young son suffers from PTSD after being attacked by a dog which has resulted in unsafe behaviours. Client states that her son is not receiving the care and treatment required by York CAMHS. Client states that her son has been referred as an urgent case but she is still waiting some months after the referral.

#### Who delivered the care to patient?

Tees, Esk and Wear Valley NHS Foundation Trust.

**Date of incident?**

February 2022

**Client 4**

**Nature & Substance of complaint:**

Client's complaint is regarding the approach and attitude of her consultant when questioned about post-surgical issues she is experiencing. Client states that the consultant was angry towards her and shouted at her to leave the room.

**Who delivered the care to patient?**

Bridlington Hospital

**Date of incident?**

August 2022

**Client 5**

**Nature & Substance of complaint:**

Client's complaint is regarding post-surgical complications and further treatment needed to try and correct spinal issues.

**Who delivered the care to patient?**

Hull University Teaching Hospitals NHS Trust.

**Date of incident?**

June 2020

**Client 6**

**Nature & Substance of complaint:**

Client's complaint is regarding her husband's care from his GP. Client states her husband has been showing symptoms which need urgent attention yet he has been unable to see a GP face-to-face.

**Who delivered the care to patient?**

Park Surgery, Driffield.

**Date of incident?**

June 2022

**Client 7**

**Nature & Substance of complaint:**

Client suffers with a trapped nerve in his back and was referred to community physio by his GP. He was sent a number of exercises to carry out, which he did but his pain did not improve. He received further notification from the service that there was nothing more that could be done for him and he was discharged from the service.

**Who delivered the care to patient?**

City Healthcare Partnership.

**Date of incident?**

To be confirmed.



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