

Intelligence Report

August 2021



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Introduction

The contents of this report refers to intelligence gained within the month of August 2021.

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.

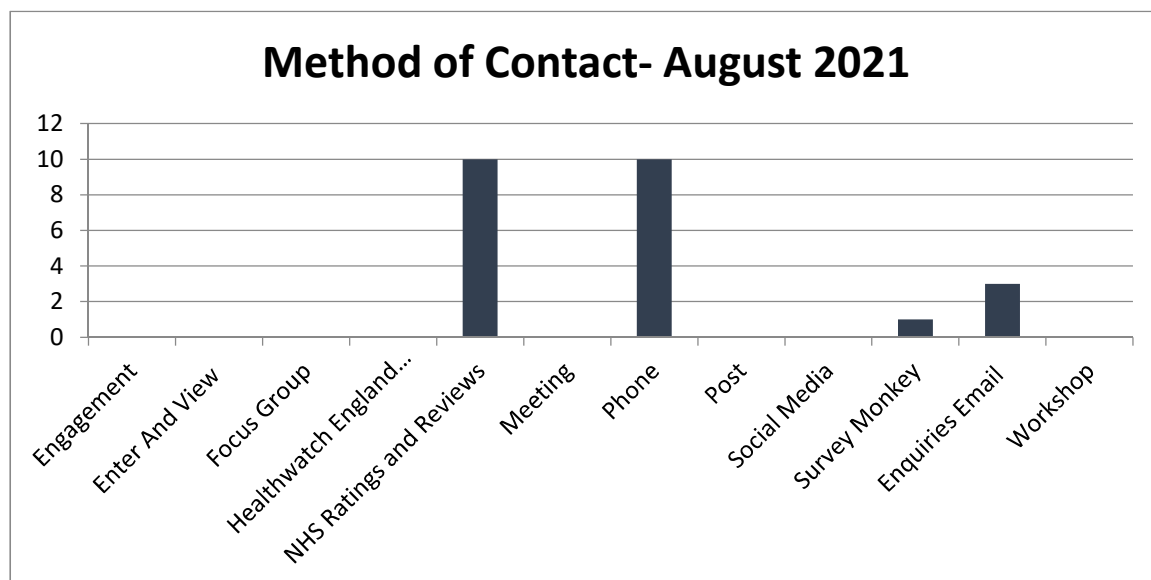
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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

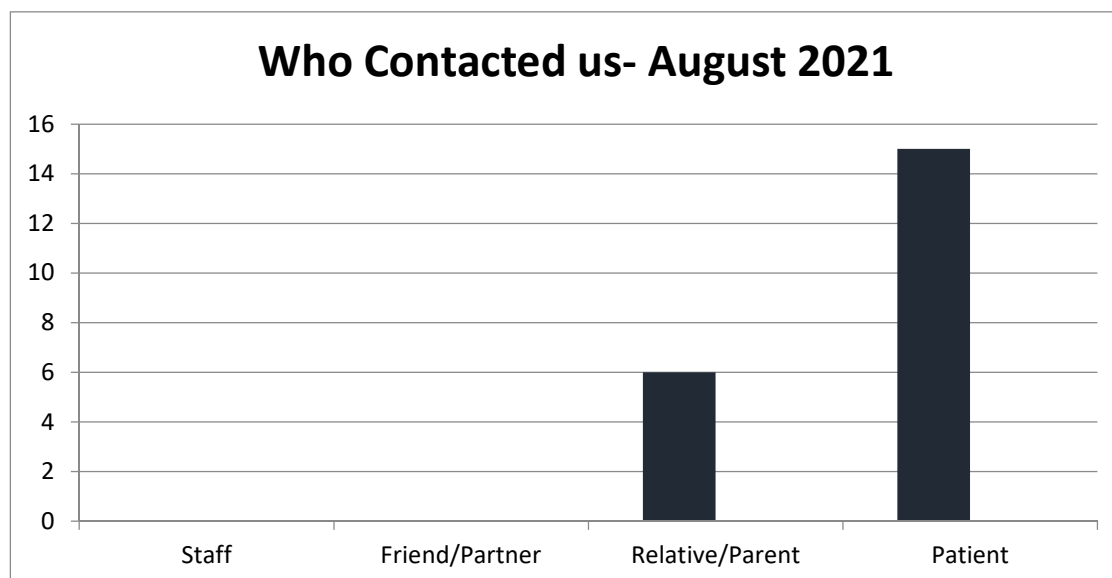
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire NHS Advocacy team Cloverleaf's themes for July 2021.

Contact statistics

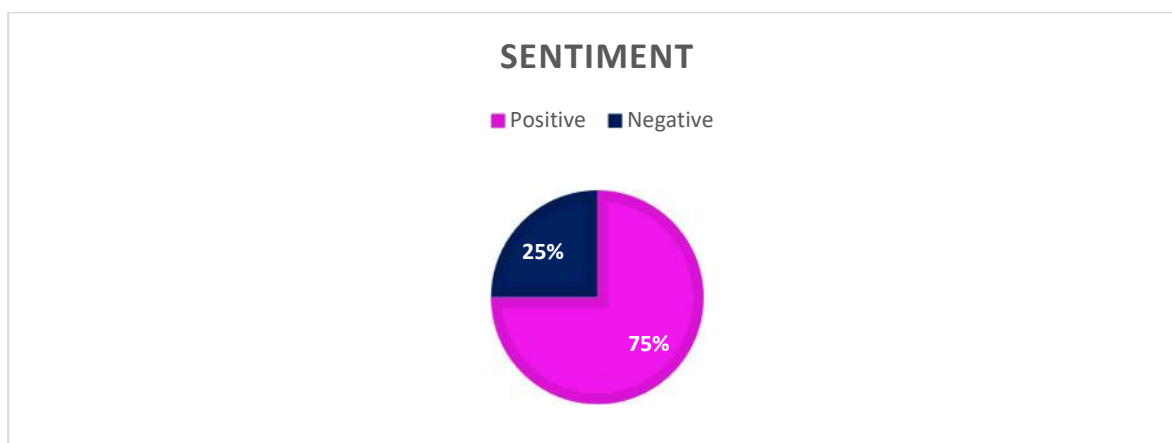
In the month of August 2021, we received a total of 21 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through the NHS ratings and reviews platform and enquiries email.



The graph below shows which demographics contacted us most during August 2021. As presented by the graph, this month most of those who contacted us were the patient themselves, though we did receive some enquiries from relatives/parents on behalf of the patient.



GP intelligence



Negative

<u>Reason</u>	<u>Number of comments</u>
Unsatisfied with service	1
Medication issues	1
Lack of communication	1
Appointment issues	2

What people told us:

“I have chronic urinary issues. Have has been put on the same antibiotics several times and I now believe they have stopped working”

Healthwatch Action

As the individual had already been in contact with their GP regarding, we advised the individual to contact East Riding of Yorkshire CCG PALS department.

NHS Rating and Reviews:

“Used to be a good surgery, now....receptionists do their best but whoever is in charge needs to retrain and take responsibility for whatever is going on. 6 weeks post heart attack and trying to get medications sorted...impossible. Sent in 10days worth blood pressure readings as requested, nearly 3 weeks later they've not been looked at, I could go on, meds on repeat prescription been altered/removed without saying, as I say a nightmare. Can't even talk to a Dr unless you want to wait 2/3 weeks and as for seeing one face to face even though PHE say we can, you can't there unless you talk to one on phone first, so therefore taking up equivalent of 2 appointments if lucky enough to be invited to see one face to face, which then means others go without.

“For the last three days I have tried to ring the GP. Day 1 - 20minutes - no answer. Day 2 - 20minutes - no answer. Day 3 - 17 minutes - success! These calls were made at different times of the day but the same. Thank you for holding message was repeated ad finitum. A colleague will be with you shortly - define shortly - 3Days! Frightening experience”

Positive

<u>Reason</u>	<u>Number of comments</u>
Praise of staff	3
Good service	2
Prompt service	1

NHS Rating and Reviews:

“I am extremely grateful to be a member of this surgery. I have always had a call back from a doctor or a nurse practitioner the same day. Also, when I had to have tests, I was phoned by a practitioner when there was an issue. This does not happen at every surgery. While I was ill with COVID, I had excellent support when I needed it. I would just like to take this opportunity to say thank you”

Surgery reply:

Thank you very much. This has been a very difficult few months for everyone. For our team, it has been very dispiriting to have negative press and social media coverage about GP practice nationally so your comments more than especially appreciated at this time. As always, we welcome feedback - both positive and negative - as we strive to continuously improve our service.

“I have been in communication with the surgery for the last year following a major trauma April 2020. Nothing but outstanding help from both admin staff and practitioners. Prompt referral to cardiology, occupational health reports, DVLA reports, medications, medical enquiries and general enquiries all managed effectively and within an acceptable time frame. Can't recommend enough. Thanks to all.

“All staff at the practice from the Nurses, GP's and Admin staff have been really helpful and caring when I have called or visited the practice. They take the time to speak with you and answer any questions or queries you have. Even through COVID the same care and attention has been given. Thank you to all the staff!”

“Excellent care provided for my chronic condition throughout the pandemic. Receptionists friendly and helpful and able to get appointments when needed. The GP's and nurses hard work is greatly appreciated and my family and I feel well cared for. Phone system can require some patience but the required assistance has always been reached eventually. Fantastic work everyone despite the challenges of the last 24 months. Thank you”

“This is an outstanding GP practise. I cannot praise them highly enough. IMO it will not be long before they are voted the best practise within the East Riding ... deservedly so. Feel very fortunate to be registered with them”

“I have nothing but praise for the staff at this practice. Every member of staff I have spoken to over the last few months which include several receptionists, have been extremely helpful and friendly. I've also noted when sat in the waiting room how helpful and polite the receptionists are to all their patients. I do know it's not always easy to get through on the phone however this is the same at the majority of GP practices these days. My personal view though is that once I have got through the service I have received has been excellent.”

Dentist

“Daughter has health conditions (a hole in the heart, and is waiting for surgery to correct this_) but these conditions cannot be treated until the daughter has seen a dentist. The lady says she has called over 40 dentists with no luck”

Healthwatch Action

We contacted a dentist local to the individual who agreed they would see the daughter for one off a check-up treatment to ensure her hospital treatment would not be delayed.

“Lack of dental services in the area- can't find a dentist to register with”

“Registered at a dentist on their waiting list and when the individual called the dentist to enquire about the wait, they said “we haven't got around looking at it yet”. The patient is having really bad toothache”

“Hello I'm looking for some help finding a NHS dentist in my area. We are moving to East Yorkshire from Leeds in 2 weeks and I am looking for a dental practice that is taking NHS patients in the area. We do not pay for dental care as I am disabled and not working and my husband is my carer. We also have children who have been accepted at Bupa in Bridlington. (We have asked to go on there waiting list but they said it was over 2 years long). We do need to keep up with our dental care as my husband previously had cancer and has crumbling teeth and enamel loss due to chemotherapy treatment. I have a connective tissue disorder so need regular visits to make sure my gums are healthy”

“I am trying to find a dental practise that is accepting NHS patients. We have recently moved. I have contacted dentists +10 miles away from our location and no one is accepting NHS patients and appointments I have been told are 4 years away”

“I have a young child who has never seen a dentist because pre-pandemic we could not get registered on the East Coast for lack of dentists in the area. It was hoped moving into an area where there is more resources that I would be able to find a dentist for my family and it is not looking to be the case. We are in need of routine check-ups with not seeing an NHS dentist in over 3 years”

Healthwatch Action

For the above 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

“My child has been struggling with mental health issues for a good while now. They haven’t attended school in some time due to anxiety. We have visited the doctor who agrees that they needs a psychiatric assessment. We have been on the waiting list for CAMHS for some time now due to them not being in danger. We also asked for private referral, they can’t even fit them on a waiting list. I cannot afford the cost of a private psychiatrist assessment anyway. School will not help due to them not attending. I don’t know where else to turn to. This care is absolutely shocking for adolescents, the help just isn’t there. My child is suffering badly, they want to do things but he just can’t, they are almost reclusive and is deteriorating”

Healthwatch Action

We contacted Humber University Teaching Hospital and communicated with the lead for this service. The individual and the lead for the service have now been in communication with each other to try and establish what can be done to help the individual’s child.

“Massive delay in getting someone to review her MRI scan. Have already been through the PALS HUTH process. Staff admitted there is lack of funding and staff”

Healthwatch Action

We referred this individual to Cloverleaf Independent Advocacy Service who would be able to help take her complaint to Humber NHS Teaching Hospital Trust forward.

“Family member is mentally and physically exhausted after caring for his wife and is in need of some support”

Healthwatch Action.

We referred the individual to Carers Support Service to obtain support specific to his situation, and to gain advice regarding his caring responsibilities.

“An enquiry regarding when 12-15 year olds will be eligible for the vaccine”

Healthwatch Action

We contacted the East Riding CCG and got an update on the current status of the situation to share with the individual”

Theme breakdown

GP

- The majority of comments we received detail individuals receiving prompt and effective service and treatment from their GP practice. However some comments do highlight issues around being unable to obtain an appointment in order to speak to their GP, a lack of communication from the service and issues around obtaining medication.

Dentistry

- Similarly to what was found in the last report, the majority of comment we received follows a similar theme from previous months where individuals are struggling to gain access to dentistry treatment and struggling to get registered with local services.

Other intelligence received:

- Many enquiries we received are around waiting times, specifically waiting to obtain results and mental health treatment waiting times. The other intelligence received relates to enquiries around signposting for support and advice.

ERY Independent Health Complaints Advocacy Themes August 2021

Client 1

Nature and Substance of complaint:

Client underwent a C-section which the consultant insisted on. Client has suffered post-surgical problems which has resulted in client being on medication and a significant impact on her life.

Who delivered the care to patient?

Hull Royal Infirmary

Date of incident?

April 2019

Client 2

Nature & Substance of complaint:

Client underwent an MRI scan in April 2021 but has struggled to have a consultant review the scan and provide her GP with the results.

Who delivered the care to patient?

Hull Royal Infirmary

Date of incident?

April 2021

Client 3

Nature & Substance of complaint:

Client has issues with her GP's attitude towards her historic mental health problems. Client states these are historic and shouldn't be brought into her current care and treatment.

Who delivered the care to patient?

Anlaby GP Surgery

Date of incident?

July 2021

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