

Intelligence Report

December 2021



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Introduction

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

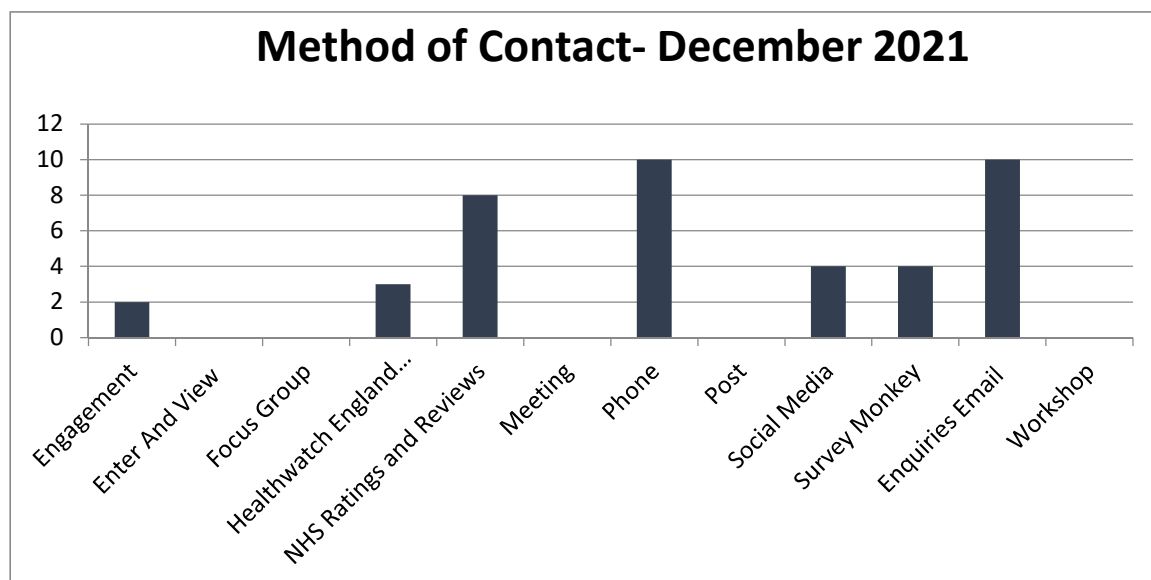
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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.

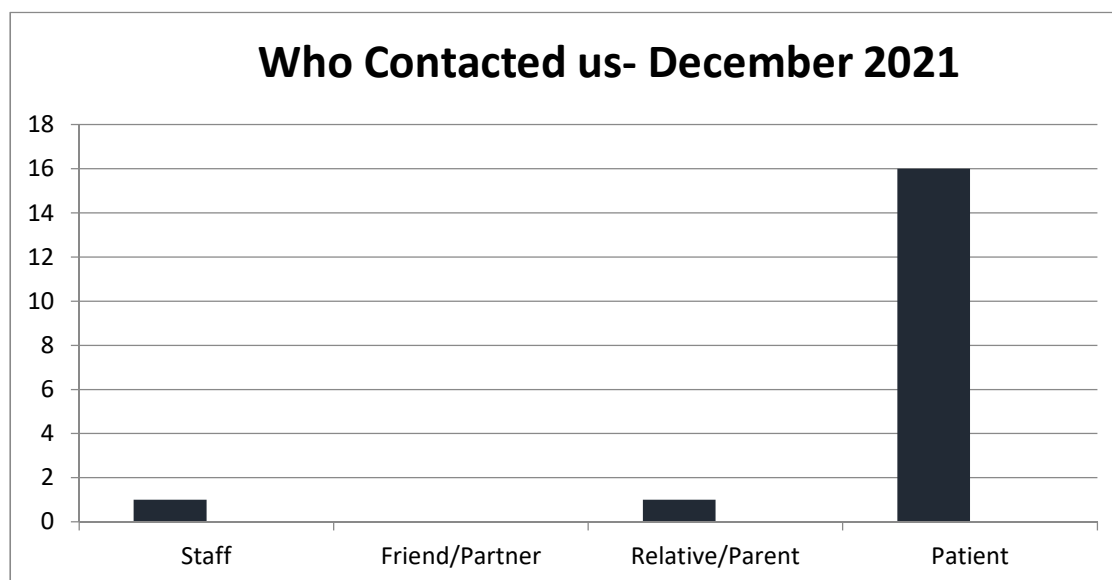
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire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

Contact statistics

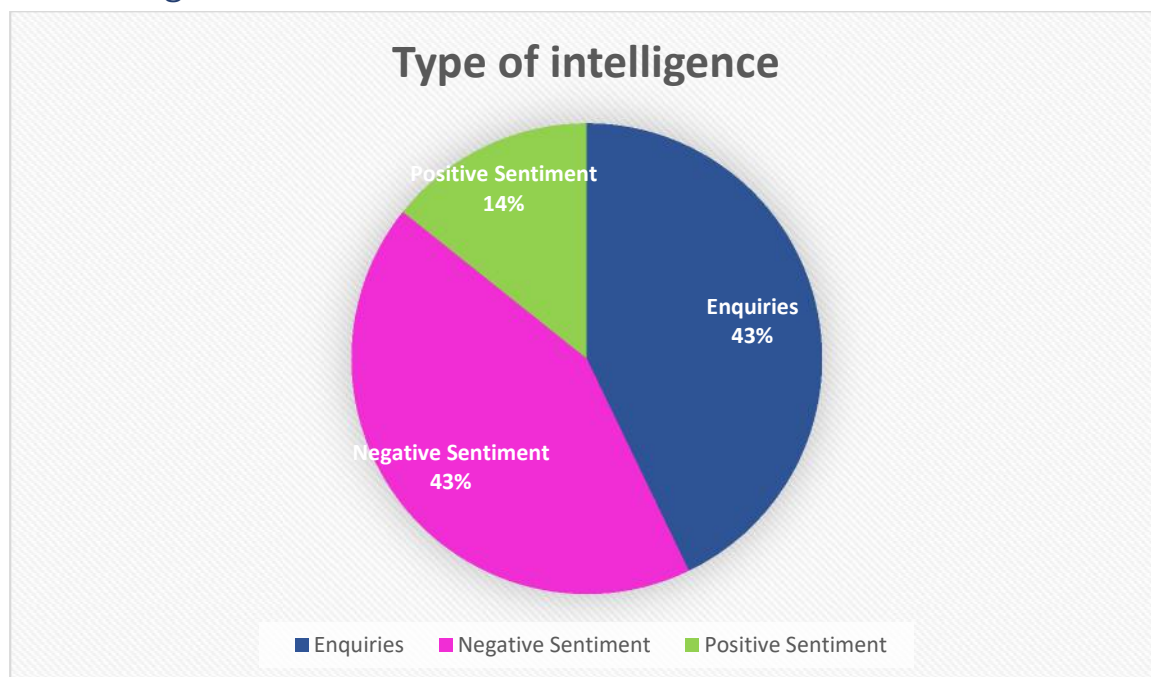
In the month of December 2021, we received a total of 16 contacts and through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through the NHS ratings and reviews platform and over the telephone.



The graph below shows which demographics contacted us most during December 2021. As presented by the graph, this month all of those who contacted us were the patient themselves, though we did receive some enquiries from a relative of the patient.



GP Intelligence



What people told us:

Enquiries:

"I am really struggling to find a GP, I know this may sound dramatic but I am not sleeping over it! Is there anyone who can help me find a GP? The local area keeps saying they cannot take on new patients/won't take me on because I have a doctor. I actually wanted my current practice to deregister me to make it easier but this is not possible"

"GP can no longer keep their registration at their Anlaby practice. Patient needs a GP imminently to ensure keeping their medication"

Healthwatch Action

We also advised the patients that they do have the option of contacting the East Riding Clinical Commissioning Group Patient Advise Liaison Service (CCG PALS), and NHS England customer contact centre, who should be able to advice on an alternative provision in a local area convenient to them.

"I am struggling to become registered with a GP. I live in Hessle. Do you have any advice? They seem to be full".

Healthwatch Action

Healthwatch notified the individual of two practices in the Hessle area that are currently receiving new patient registrations. We also advised the patient that they do have the option of contacting the East Riding Clinical Commissioning Group Patient Advise Liaison Service (CCG PALS), and NHS England customer contact

centre, who should be able to advise on an alternative provision in a local area convenient to them.

Negative Sentiment:

"Really struggling, I am having to find walk in centres at the min to get treatment. I am really needing fertility treatment and need a GP, I am almost 40 so I know how time critical this is (hence the no sleeping). I do keep trying to work with my doctors on this but I am just having no luck (they referred me to a social prescriber - Fertility treatment!) "

Healthwatch Action

We advised the individual to discuss this matter with East Riding Clinical Commissioning Group (CCG) Patient Advice Liaison Service and Cloverleaf Advocacy Service.

"I have contacted my GP regarding a complaint earlier this month. I am sorry but feel they have shown a total disregard to my complaint. As a result I feel the disability and Equality act has been clearly breached and they are showing zero empathy. How do I take legal action against them"

Healthwatch Action

Due to the fact that the individual had already voiced their complaint to their GP practice, and because of the nature of the issue, we advised the patient to contact Cloverleaf Advocacy Service to give them support in escalating the complaint.

"With regards to my healthcare I have nothing but praise for all the staff from the most senior consultants all the way down to student nurses and auxiliary staff. The care and attention I was given when diagnosed with lymphoma from consultation, start of treatment to the finishing of treatment after chemotherapy and radiotherapy treatment was exemplary. I have now been given the all clear but of course need to attend every 6 months for the next 2 years followed by annual visits for the following 2 years to check it has not returned. However being on the vulnerable list having no immune system at the time I had a number of issues with regard to my Covid vaccination with my local GP surgery. Despite receiving 3 text messages that I needed to arrange for a third Covid vaccination plus two letters, each time a little more strongly worded, I was told at the GP surgery that they had no record of me being on the vulnerable list and I would have to wait till it was my age group time to have this done. I had explained about the text messages and letters from the NHS but was told I could not have the vaccination. I know the GP surgery had a letter informing them I was vulnerable as I could see a letter from the hospital to the GP to this effect on my patient records in the NHS App. The letter stated that I needed a 3rd vaccination which is different to the booster, however when I finally received the vaccination I was told it was the booster I was having as this was no different to the 3rd vaccination. Not sure if this is correct or not but have to take the advice of the nursing staff administering the vaccinations on the day. I do feel the Covid was administered poorly by my GP surgery, not only for me but others as people much younger than myself were being vaccinated elsewhere as the surgery were well behind on the vaccination programme. A number of people local to me had expressed similar

comments when talking about the handling of the programme regarding Covid vaccination."

Healthwatch Action

The individual did not want to escalate this issue or make a complaint, however did want it to be logged within this intelligence report to share their experience.

Positive Sentiment:

"Peeler House have been absolutely incredible throughout the pandemic. I can always get through and can always get an appointment the same day or the following day. They are proactive and responsive and after hearing stories of other people being unable to get appointments for weeks at a time, Peeler house should be seen as a beacon of good practice".

NHS Ratings and Reviews

Greengate's Medical Group- Minstergate Surgery

"I have been registered at Minstergate Surgery for over 30 years. The care and service was always excellent until the day that it became part of the Greengate's Medical Group. At this point the practice fell into a chaotic state with problems every time I have contact with them. I was surprised that only two other patients have left critical reviews but I don't know how many have been rejected by the NHS editorial team. Talking to local people there does seem to be a lot of concern about the service provision"

Holderness Health- Hedon Group Practice

"Once again have been waiting in all day for a phone call that never came from diabetic nurse, she was to call me after putting me on medication to check how I am getting on with it. Stopped in all day on my only day off this week. Tried to ring surgery bit on hold for 30mins and no answer".

Holderness Health- St. Nicholas Surgery

"Tried all day to contact them by phone, on hold, requested call back, no one got back to me. Never used to be like this"

Surgery Reply:

"Thank you for your comments. We are currently facing unprecedented demand and staffing shortages which is causing delays to our telephone answering times. We are asking all patients to please bear with us and we will respond to you as soon as we are able to. Thank you".

Dental Intelligence

“I was told by the surgery to buy a kit from Boots to stick my crowns back in place. This did not work. I had a 6 monthly appointment due in June 2020. This was cancelled by my surgery in April 2020. I was advertised to buy a temporary kit to repair 2 crowns. The surgery remained closed and changed hands and I could not get an appointment until July 2021 by which time my teeth had decayed without crowns and I had to have two teeth extracted. I was referred to another dentist to see if a nerve could be removed from one tooth but the tooth could not be saved. A very painful and costly experience. I had regular appointments with the surgery for over 20 years until the pandemic and feel very let-down”

Healthwatch Action

This individual did not want to escalate their complaint, but did want it to be recorded and included within this intelligence report.

“We moved to East Riding in September and cannot find an NHS dentist, I have contacted about 12”

“Can’t find any NHS dentists in the local area, I’m going to travel all the way back to home town of Cheshire to go and get a dentist”

“My dad is 90 years old and I am trying to find him a NHS dentist but I am struggling. I have tried so many in Hull, Hornsea and Beverley but have been told they are either not taking any more patients on or there is a waiting list approximately 1.5 - 2 years. I'm not sure what to do as he really could do to see a dentist.”

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

“I had a negative experience when receiving the COVID booster vaccination. My arm bled significantly and then couldn't use arm for several days afterwards. I also experienced 'post-menopausal bleeding' and pain in the ovaries after the vaccine”

Healthwatch Action

We advised the individual to discuss this matter with East Riding Clinical Commissioning Group (CCG) Patient Advice Liaison Service and Cloverleaf Advocacy Service.

“I ordered a replacement wheelchair due to my wheelchair braking in October. This new replacement wheelchair had still not arrived by December, and then when it did come it was without the required extra features on needed for me to successfully use it. Therefore this was returned back to NRS and was due to return back to me on the 22nd of December. I did not receive this wheelchair on the 22nd of December. I have now been told by NRS that the wheelchair should be with me tomorrow. I am very frustrated, the issue has meant that I have been unable to leave their home since the 2nd of October and therefore not attend my college for weeks”.

Healthwatch Action

We contacted the CCG lead who manages this area. They then directly contacted the patient and was able to resolve the issue and ensure that lessons are learnt from their negative experience.

Theme Breakdown

GP Intelligence:

- Many individuals contacted us regarding wanting to know how to acquire a new GP Practice, due to being unable to use their current GP surgery or struggling to find a new practice in their local area.
- Other comments gained were around struggling to obtain treatment and regarding the COVID vaccination process.
- We did have some comments detailing a positive experience, with the patient being effectively able to book an appointment at a time convenient for them.

Dental Intelligence:

- Similarly than previous reports, individuals contacted us about a lack of treatment available in their local area. Individuals detailed not being able to access NHS treatment at all, or in the cases they did find dentists accepting patients, they are faced with year's long waiting lists.

Long Term Effect of COVID:

The Healthwatch Humber Network is a collaboration of the four local Healthwatch teams (Healthwatch Hull, East Riding, North Lincolnshire & North East Lincolnshire), that delivers projects and community engagement on a collective basis where there is equal need and benefit to each local community.

The Healthwatch Humber Network are currently gathering views on all aspect of Health and Social Care that have affected people during the Covid-19 Pandemic. As well as gathering views on changes that have been introduced as a result of the pandemic and finding out about people's experiences of services they have accessed; we are also looking to hear from people who are currently awaiting treatment and from those who may have delayed accessing care during this time.

Below details the monthly summary of what data we have received for the East Riding of Yorkshire for the month of December:

GP intelligence

"Difficulty registering after we moved to the area. Surgery lost our registration twice and then de-registered me without warning".

"It is very easy to contact the surgery and they are very responsive"

"On line, on one day, there will appear to be very few GP appointments. The picture can change dramatically in only 24hrs, there might be several appointments available. This is confusing!"

"I was due to have minor surgery at the GP practice but this was cancelled"

Dentist:

"The dentist will not see patients unless they have a severe problem. A missing filling or broken tooth is not counted as requiring treatment"

"No appointments then not told when reopened struck me off"

Other intelligence:

"Immune Therapy given efficiently, on time, friendly staff"

"My arthritis is a long term condition and the service is over-stretched"

"Dermatology apt cancelled due to Covid"

ERY Independent Health Complaints Advocacy Themes December 2021

Client 1

Nature and Substance of complaint:

Client is raising a complaint regarding the way her care has gone following a fall which resulted in an injury to the elbow and wrist.

Who delivered the care to patient?

Hull University Teaching Hospital NHS Trust.

Date of incident?

February 2021

Client 2

Nature & Substance of complaint:

Client's complaint is regarding how she has been denied a diagnosis and a specialist in regards to her mental health issues.

Who delivered the care to patient?

Humber NHS Foundation Trust

Date of incident?

Ongoing from early 2021

Client 3

Nature & Substance of complaint:

Client complained about being wrongly diagnosed and her treatment being based on one symptom rather than a full diagnosis. Client requested support primarily at a local resolution meeting which she then decided not to attend.

Who delivered to care to patient?

Humber NHS Foundation Trust.

Date of incident:

December 2021

Client 4

Nature & Substance of complaint:

Client's complaint was regarding a letter he had received from his GP surgery accusing him of verbal aggression and inappropriate language which caused upset. The letter stated that this was the first and last warning and he would be removed from the patient list should this be repeated. Client refuted the accusations.

Who delivered to care to patient?

Park View Surgery, Hessle.

Date of incident:

December 2021

Client 5

Nature & Substance of complaint:

Client's complaint is regarding the attitude of her GP and the contents of a recent letter.

Who delivered to care to patient?

Montague Medical Practice, Goole

Date of incident:

December 2021

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