

# Intelligence Report

November 2021



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## Introduction

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

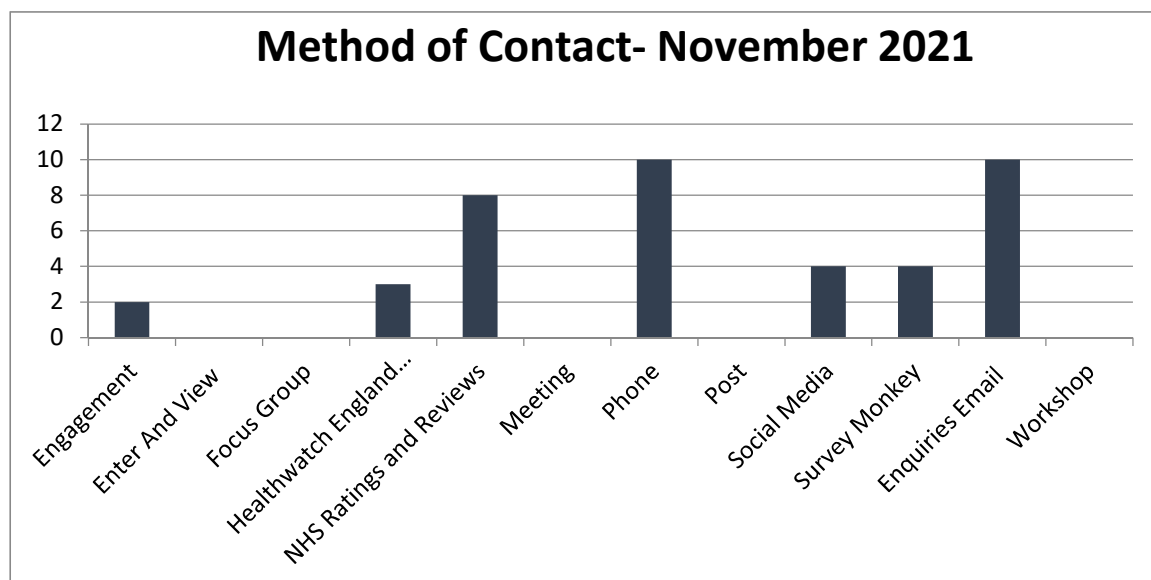
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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.

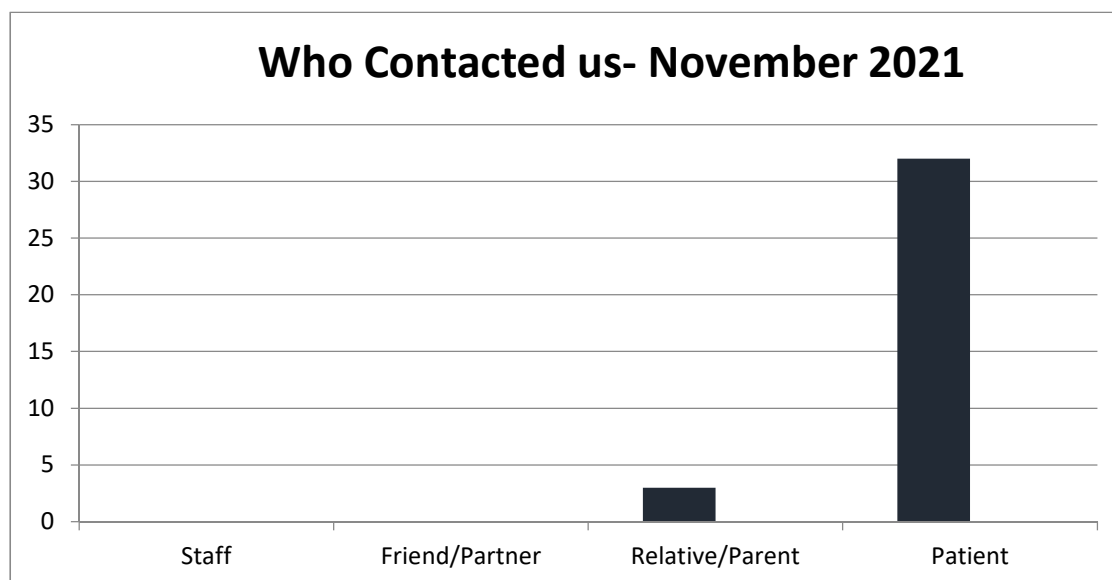
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire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

## Contact statistics

In the month of November 2021, we received a total of 35 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 over the telephone.



The graph below shows which demographics contacted us most during October 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 Surgeries

### Negative sentiment:

<u>Reason</u>	<u>Number of comments</u>
Wanting to make a formal complaint	3
Unsatisfied with service	2
Difficulty obtaining prescriptions	1
Query	1

“Husband was getting his ears checked by the DRs and now has a perforated ear drum. Wants to know how to complain”

#### Healthwatch Action:

We gave this individual the complaints procedure when raising an issue regarding care provided by a GP. We also signposted the individual to East Riding CCG PALS department and Cloverleaf NHS Advocacy Service.

“Individual who is not mobile and hard of hearing, is due the COVID booster. GP contact individual telling them to go to Hull. They can only get to Bridlington”

#### Healthwatch Action:

We advised the individual of the ever changing nature of the COVID Booster vaccination site availability, and therefore informed the individual to ring the National Booking Site on 119 and check regularly to see if there is a vaccination centre in Bridlington

"I was referred by my GP to the pain clinic for chronic coccyx pain. I was on the waiting list for a long time and eventually had acupuncture. This did not work so I was told by the nurse delivering the acupuncture to go back to my GP to ask to be referred to the hospital. The GP told me last Friday that they would only refer me with a letter from the pain clinic and the only place would potentially be pain management if the pain clinic felt this would be of help. He told me nobody would see me to diagnose the coccyx pain, as it is Coccydynia. When I said I have never seen anyone about it so how can it be diagnosed without seeing anyone and he said because nobody will, it is what it is. I am very unhappy that the pain is so severe and nobody will see me to give me a true diagnosis and see if there is any options. The pain is severe and I told him how I am meant to live like this and he said but nobody can do anything about it so the only option is to go back to the pain clinic."

#### Healthwatch Action

We advised this individual to contact East Riding CCG PALS department, and Cloverleaf Advocacy Service to discuss obtaining a diagnosis.

"I would like to tell you about my recent experience of trying to get an appointment with my GP. Returning from a trip to France, where I had to take lateral flow test before I went and one on my return (a paid test which was registered on GOV website) Feeling unwell - possible chest infection I took a lateral flow test every day following by return, by day 4 I was feeling very unwell so rang my GP surgery. I was told I could not have an appointment with the GP face to face or over the telephone but I could speak to the pharmacy attached to the surgery who may be able to prescribe something. I then rang the Pharmacy who told me I could not go into to collect anything until I had a PCR test and rang the GP surgery back and they confirmed I would not be able to have a face to face appointment (if one became available) without having a PCN test before. All I asked for was something to help stop my condition get worst, delay for 24 hours seems to be counterproductive"

#### **Healthwatch Action**

The individual wanted the issue to be recorded within our intelligence report.

"I called my GP in Swanland for their online services login but they said I need to print off one of there forms online and take it into the surgery in Willerby with a utility bill so I can use NHS app to get repeat prescriptions with the Swanland surgery closing, I have told the receptionist I have PTSD and can't leave my home to do this but she said this is the only way I just feel stuck now because I won't be able to get my prescriptions monthly and feel without medication my health will go downhill with my depression just looking for advice"

#### **Healthwatch Action**

We advised the patient to contact their practice manager to alert them that they cannot physically attend the practice. Due to the nature of the complaint, we also advised the individual to contact Cloverleaf Advocacy Service.

"I am new to the area and joined my doctors surgery back in the summer, I am really not getting along with them and have problem after problem (on time critical issues), I want to complain and also change doctors surgeries but unsure how, I enquired at Peeler Surgery in Hessle and they said they only take patients new to the area. Please advise on how to complain about my surgery and how to get registered at a new surgery"

#### **Healthwatch Action**

We gave the individual guidance on the complaints process when raising a complaint regarding a GP, and advised them to contact East Riding CCG PALS department, or NHS England, to enquire about registering with a new GP in an area convenient for them.

"I have serious concerns about the treatment and communication I've received from my GP. I've already tried to start a complaint with them but to be honest the issues keep arising with the latest one being a data breach where my personal information was passed in writing via a letter to another patient in the practice. I've now received that letter which was done for a holiday insurance claim and find it full of inaccuracies and even information I know nothing about! I am beyond angry now and as I am recovering from

being seriously ill and in hospital for over 3 weeks I'm wondering what can I do? Without causing any more stress to myself please

**Healthwatch Action:**

We outlined the GP complaints process, and recommended the individual contact their Practice Manager and Cloverleaf Advocacy Service.

"I had an MRI scan on a shoulder injury on May 13th I still have not had the results, I injured my shoulder in March, this injury has now become a frozen shoulder I am paying for Bowen therapy to relieve the pain. I am awaiting a replacement left knee I rang the Spires to see if this could be changed to my right knee as this is now so much worse , I was told to ask my GP for an urgent referral to Mr Roy which I did , I am still waiting for the appointment 8 weeks later . As a fit and active person who played golf 3 to five times weekly to now being housebound does not sit well with me .So you can see why I want my life back"

**Healthwatch Action**

This individual wanted their issue to be recorded and featured within this intelligence report- but also referred to Hull University Teach Hospital PALS Department and Cloverleaf Advocacy Service.

**Positive Sentiment**

"I think the Ridings have been excellent over the Pandemic and continued to offer high quality accessible services - well done to all the team"

## **Dental Intelligence**

“I have been trying for the last 6 months to find an NHS dentist accepting new clients. I am constantly told to wait a few months and retry however I don't seem to be getting any further. Please can you let me know who is taking on new patients so that I can register? I was previously at Drifffield and My wife moved me to a new dentist where all they are registered but because I was delayed at my initial appointment with work they now say I am not registered despite never informing me. I have no idea what to do and in need of seeing a dentist. It's frustrating with higher band tax I pay and cannot access such a service. I look forward to any help you can provide.”

“Struggling to obtain dental treatment since moving to the Bridlington area”

“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”.

“Struggling to obtain a dentist in the Bilton area”

“I am currently looking for an NHS dentist but all the dentists I have contacted have waiting lists. I haven't seen a dentist in years and am now concerned about the health of my teeth and also that one maybe slightly loose. Whilst I'm not in any constant pain, I do have sensitivity and feel I need to be seen asap. I have priced up private but unfortunately I'm not in a position to pay these prices. I do drive so am able to drive to any dentist within the East Riding. Is this something you can help with please?”

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

### **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 received**

"We had numerous incidents with Magnolia House following the problems getting our relative to the eye clinic. These culminated with Magnolia failing to call us in to see her the night she died. We took this, and other issues to Safeguarding. Magnolia told Safeguarding that their senior carer noted in the record that our relative deteriorated between 9pm and 10 pm but she failed to follow their in-house policy to notify management and had this been the case we would have been allowed to be with mum in her final hours. In our meetings with Magnolia they have somewhat backtracked on this and now say had staff realised our relative would not survive the night we would have been contacted. It seems to us this change of tack came after Safeguarding became involved and following a call I received from a nurse at Magnolia who phoned and asked what my concern was. We have made a complaint to Magnolia and have been horrified by their attitude which seems to be more of a justification of their actions than any real compassion for our relative or their family.

#### **Healthwatch Action**

This individual just wanted the issue recording in the intelligence report.

"I am trying to find out how I can complain about the booster system. We moved from Scotland and our GP has put the paperwork on to the database re the dates of our first and second jabs. However on the system it states we only had one jab. Our GP checked again and from their side it has been correctly identified. We are having no luck with 119 and that is where I want to complain to. We are both in our late 60s and I have severe asthma so really concerned about this"

#### **Healthwatch Action**

We advised the individual to call East Riding CCG PALs to discuss this.

"Lady received a letter with someone else's 24 Hr ECG results on them. The lady received this letter 4 months after the ECG, even though she was told her results would come back in 2 weeks (if anything was found). The letter is inconsistent with her details/ records she has given. Now she will have to have the procedure done again".

#### **Healthwatch Action**

We referred this individual to NHS Cloverleaf Independent Advocacy Service.

"Trying to obtain a vaccination in order to go abroad, the GP said the will not do t, went to hospital and travel agents who both said it must come from his GP. His wife's GP has sourced it no problem".

#### **Healthwatch Action**

We advised the individual to call East Riding CCG PALs to discuss this.

## **Theme Breakdown**

### **GP Intelligence:**

- The majority of individuals we spoke to wanted to enquire about the process of making a formal complaint. Additionally individuals described being generally unsatisfied with the service received, for instance because they could not get a doctor's appointment or being unsatisfied with their treatment type. Furthermore, some contacted us describing difficulties obtaining medication and treatment, whilst one respondent got in touch with us regarding a query.

### **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.

### **NHS Ratings and Reviews:**

#### **Positive**

##### **Practice 3 Medical centre:**

“I telephoned for an appointment and was asked to attend the surgery in a polite kind and courteous manner. I was seen at the surgery within one hour due to the nature of my illness and was attended by a very friendly, polite, courteous, fully trained nurse who examined me and tested me thoroughly and who took the results to a very calm professional and kind doctor who I see on a regular basis and he explained the nature of my problem thoroughly and in a very professional kind courteous and knowledgeably reassuring manner about which I could have asked no more. I was told what to do and arrangements were made promptly for further tests promptly and in a kind, caring and compassionate manner. The staff are working under unparalleled stress and pressure and are showing a great deal of human kindness, care and compassion often missing in medical scenarios nowadays, especially during these deeply emotionally draining times we are all living in. I cannot praise them highly enough and only wish that we can all show each other such human care kindness and compassion. I highly recommend the surgery”.

“Arrived for our Covid boosters on 3 Nov 21. We care for a 60 year old gentleman with Downs Syndrome and also regrettably dementia. From the moment we arrived they could see that he was distressed and immediately moved us to the front of the que to speed the process up. Unfortunately he couldn't or wouldn't wear a mask and was becoming even more agitated. Rather than send us away they found a solution whereby we went around the back of the building to quieter area and gave him his booster outside one of the surgeries. The staff were incredibly thoughtful and made the process a little simpler for us for which I am incredibly grateful. This is period of time where people are overworked and stressed and their attitude was nothing but positive and helpful. Thank you”

##### **Old Fire Station Surgery:**

“On Wednesday my husband was in pain due to an attack of gout. The helpful receptionist arranged for a doctor to call us back. The doctor passed a prescription to the Pharmacy and within 30 minutes the medicine was on its way to the house”.

Surgery reply:

Thank you very much for your feedback Polly, this will be shared with our team to show their efforts are appreciated.

#### **Negative:**

##### **The Wolds Primary Care Practice:**

“On two separate occasions I have felt forced to make a formal complaint against this surgery. Rude and unorganized is an understatement. Yesterday my medication ran out ordered a prescription was told by the receptionist should be done today with the pharmacy tomorrow if not you will be fine to

get a emergency prescription as it's not on repeat to cover the one day, Apparently it's my fault that I didn't receive a call or have a message left that the doctor wants to see me first? However no available appointments so how on earth is that going to happen? So going forward today's receptionist tells me she will send it back to the doctor and to ring after 5pm. When the chemist will clearly be closed

### **Hedon Group Practice**

“Just at a time when you need kindness and understanding they always let you down. NOT the doctors or the nurses, the dreaded iron wall on reception. The phone system rubbish but the intimidation of a member of staff on reception... Appalling.... Keyingham staff..... Lovely”.

### **St Nicholas Surgery**

“My wife is suffering from a bad bout of Diverticulitis rang the doctors about it and they said it is a 3 week wait for even a telephone appointment. Ridiculous may end up having to go to A&E”

#### **Surgery reply:**

“I am sorry to hear that your wife is unwell. Appointments which are booked 3 weeks in advance are for routine, non-urgent medical problems. If they are unable to wait for her next appointment please ring the Surgery and request an 'on the day' appointment. These are reserved for urgent / acute medical conditions which cannot wait for 3 weeks. If you would like to discuss this with us further please email our Feedback email address on [eryccg.feedback.holdernesshealth@nhs.net](mailto:eryccg.feedback.holdernesshealth@nhs.net) and we would be more than happy to discuss further”.

### **Chestnuts Surgery**

“This surgery does not care one bit about its patients. I was left to beg for my monthly prescriptions after moving here from Yorkshire. It took me days to get it sorted out. It's like you are pestering them if you ask for anything”.

### **Bartholomew Medical Practice**

“Unfortunately I do not like to leave poor reviews, especially after being a patient at this practice all my life, but now I worry about my children's care using this facility. I am currently trying to move practices and will have to travel further to do so. The system is not working, its stressful, and near on impossible to get through or get an appointment. The staff and nurses are lovely and I really don't want this to be a reflection on them as I know its a relentless task for them at the minute. However, the powers that be need to take a serious look at their current systems and the reason so many are now attending A&E. 534 phone calls last week and still no appointment!! When you do get an appointment if you are lucky its a telephone call, then if they need to see you that's another appointment. So what use to be one face to face appointment is now 2 appointments. So no wonder they cannot fit anyone in. Why are you not back to face to face when the rest of the country is? I do hope things improve but it is a worry”.

### **Long Term Affect 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 November:

#### **Responses on GPs:**

"Because you cannot get through then when you do the appointments have gone"

"The implication from the news etc. was that we should not bother going "

"Do you have Covid? - Yes - GP can't/won't see you Do you have Covid? - No –GP can't/won't see you Despite GP's claiming they're open, in reality they have been nearly as accommodating as the Soviet Russia tourism board"

"Have to wait too long to speak to someone"

"Phone lines constantly engaged, usually queuing system which can be over 100 waiting and waiting ridiculous lengths of time to get through. Unable to book in person at the HC even when coming out of the surgery after an appointment and going to the desk to book a further appointment they will not allow!"

"Often you wait ages on the phone having phoned the moment you are allowed to book and then wait over 10 mins to be told there are no appointments left or you have to tell the receptionist the symptoms which I'm not comfortable doing, then tried to pressure you into a phone appointment which I took as there seemed no option but well night impossible to explain over the phone so you then have to make another appointment and so on, the surgery try to pressure you not to ask for a face to face suggesting you call an ambulance - is it any wonder people turn up to A and E with things that could easily be sorted out at a GP. Also there are adverts by the NHS on TV urging you see your GP with symptoms but then when you try you can't get to see them. Very worrying"

“Too many of the receptionists have the self-belief that they are more qualified than the actual medical staff.”

“They took down the online form making it impossible to make contact when working as took over an hour to get through on the phone and therefore ended up going in to the surgery in person”

“The message at the start was designed to get people to hang up and preventing reasonable requests for help”.

“Some receptionists not very helpful”

“Current systems are not working. The online form you complete detailing what you require, you then receive a message to say you need to book an appointment and to contact the surgery! What is the point of this form I ask?”

“I was on hold for an hour and 30 minutes to get an appointment for a smear, for them to answer and tell me they had no clinics”

“The telephone appointment system seems counterproductive as I have already said – you feel you can't explain properly so make several other appointments using the doctor's time whereas if you had been see face to face the first time the problem would have been correctly identified and then you wouldn't have need all the extra telephone appointments - which someone else could have had!”

“There should be the option to have face 2 face appointments”

“Telephone systems need updating and/or the online process needs improving/updating”

“The doctors rarely do face to face now, you are having to wait weeks even for a telephone appointment.

“Never face to face. This would have meant the tumour would have been found easily as it was 2cm from my anus. Hospital could not believe I had not been seen”.

**Positive sentiment:**

“I think the Ridings have been excellent over the Pandemic and continued to offer high quality accessible services - well done to all the team”

**Responses on Dentistry:**

“I am very happy that my dentist was up and running with good precautions and ventilation by the time my check-up was due in Sept 2021. I have had continuing care since then including surgery for dental implants. I have felt safe at all times”.

**ERY Independent Health Complaints Advocacy Themes November 2021**

**Client 1**

**Nature and Substance of complaint:**

Client's complaint is regarding incorrect information and signposting provided by receptionist/admin at her GP surgery which resulted in client being hospitalised.

**Who delivered the care to patient?**

The Ridings Medical Group

**Date of incident?**

August 2021

**Client 2**

**Nature & Substance of complaint:**

Client is upset and distressed by a letter he has received from ERY CCG warning him of his behaviour towards staff at the CCG and threatening to invoke the zero tolerance policy in regards to his contacts.

**Who delivered the care to patient?**

ERY CCG

**Date of incident?**

November 2021

**Client 3**

**Nature & Substance of complaint:**

Client's complaint is regarding incorrect information recorded in a discharge letter and possibly in his medical records. Client would like this information removing.

**Who delivered the care to patient?**

Neurology, Castle Hill Hospital

**Date of incident?**

June 2021

**Client 4**

**Nature & Substance of complaint:**

Complaint is regarding the results of a 24 hour ECG tape which client received 4 months later. Client was advised that if she didn't hear anything within 2 weeks then the result was negative and there is nothing to worry about. Client thinks she has been given another patient's results.

**Who delivered the care to patient?**

Cardiology, Scunthorpe General Hospital.

**Date of incident?**

June 2021

**Client 5**

**Nature & Substance of complaint:**

Client has suffered side effects from his covid vaccination which he states have not been taken seriously or acted upon by his GP

**Who delivered the care to patient?**

King Street Medical Practice

**Date of incident?**

June 2021

**Client 6**

**Nature & Substance of complaint:**

Client has issues with the company contracted to provide her food via a peg feed tube. Often nurses do not attend her home when they say they will and client states she has no quality of life as a result.

**Who delivered the care to patient?**

CALEA Health

**Date of incident?**

October 2021

# Intelligence Report

November 2021



Healthwatch East Riding of Yorkshire

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