

# Intelligence Report

July 2021



## Contents

### **Intelligence received**

GP Intelligence.....

Dentistry Intelligence.....

Other Intelligence .....

**Theme Breakdown.....**

**Repeat Prescription Survey Data.....**

**Cloverleaf July Data.....**

## Introduction

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

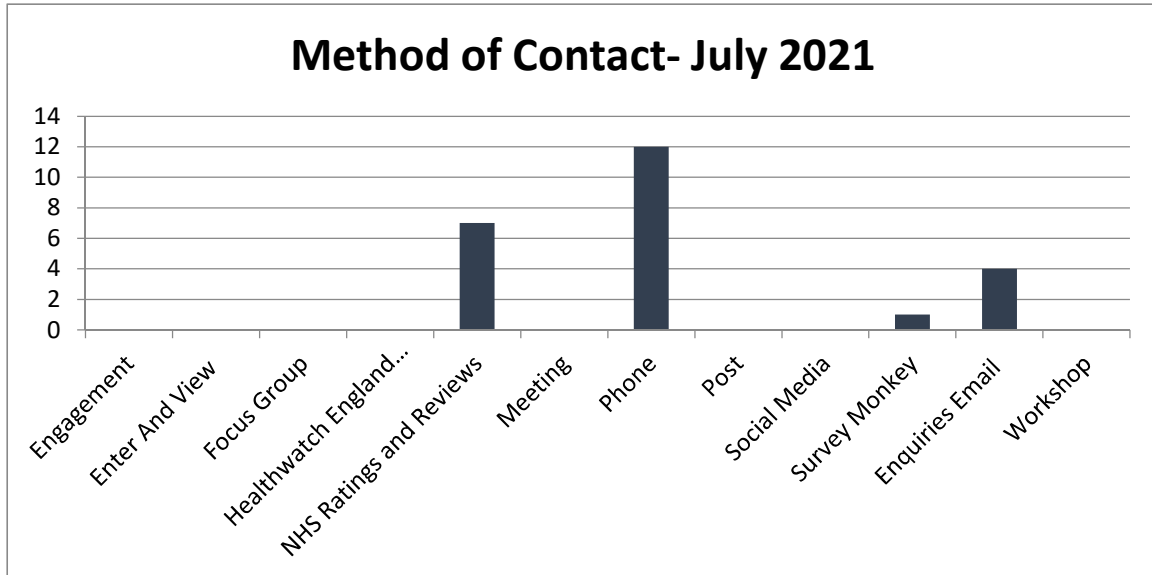
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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.

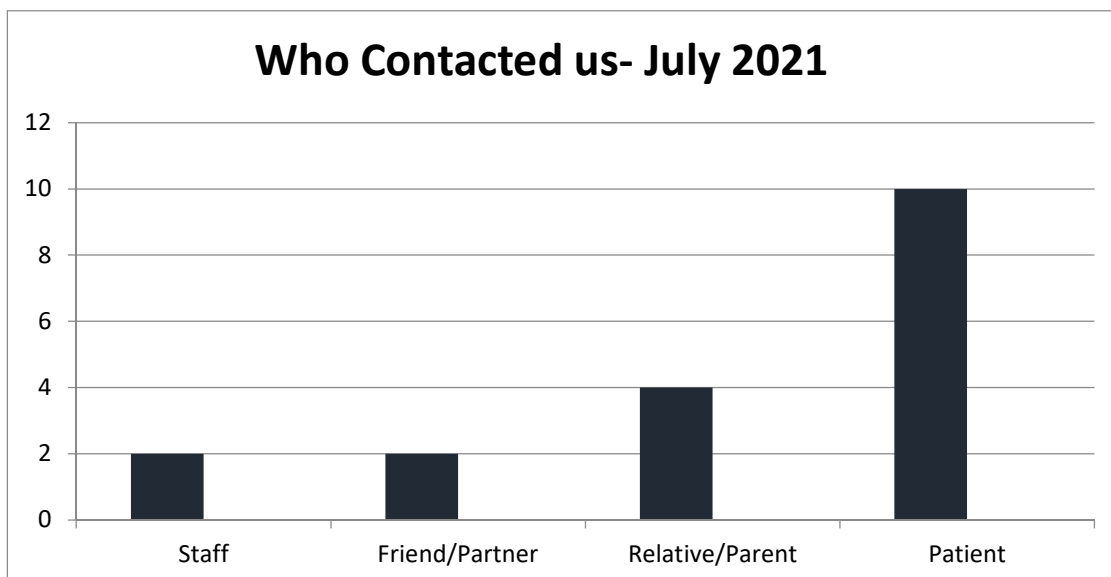
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire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

## Contact statistics

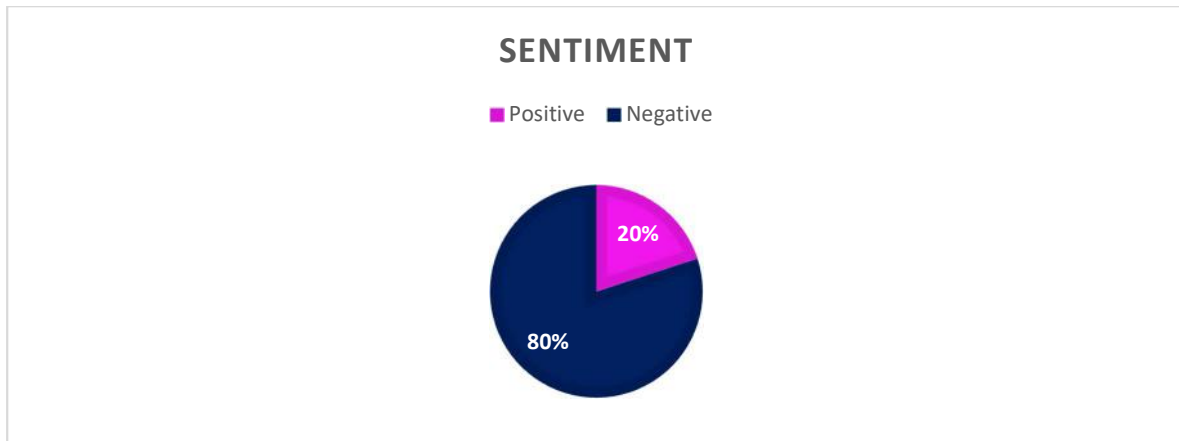
In the month of July 2021, we received a total of 24 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through the NHS ratings and reviews platform and enquiries email.



The graph below shows which demographics contacted us most during June 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 relatives/parents, some from partners of the individual and one enquiry from a staff member.



## GP intelligence



## Negative

<u>Reason</u>	<u>Number of comments</u>
Unsatisfied with service	3
Medication issues	3
General query	2
Registration difficulties	1
Lack of communication	1
Appointment issues	1

## What people told us:

“I can’t get through to my GP, the next available appointment isn’t until the end of July and the phone is always engaged- can’t ever get through to speak to his doctor about it”

### Healthwatch Action:

We advised this individual of the complaints procedure when wanting to raise an issue to your GP Practice, and also provided the contact details for the PALS department of East Riding CCG.

“A gentleman called asking whether there is a 'scores on the doors' style system for GPs. As he is wanting to change his Hull GP”

### Healthwatch Action:

We referred the individual to the NHS ratings and reviews platform, said if they had specific concerns he could direct them to the Hull Clinical commissioning group. We also gave the individual the contact details for NHS England if he wanted advise regarding moving to another GP Practice.

“The individual had got to a stage where all their various medications were 'in sync' meaning that they could go and pick them up on the same trip. However, one of their medications were in review, this messed up the system and meant they had to have a few visits to the pharmacy, and none of the times were their medications there. They then went into the doctor's surgery. The surgery said they would call the individual to discuss this. No one called the individual. The individual then went back to their surgery and requested to speak to their practice manager, a gent who claimed to be the practice manager said that they could not call the individual today. The individual then got home and found out this was not the practice manager. The individual is very angry about the no communication and the amount of times they have had to call the surgery to get anywhere”

**Healthwatch Action**

After a discussion with the individual, who had already had several instances of contact with their surgery, we thought that a referral to Cloverleaf NHS Independent Advocacy Service would be appropriate.

“The individual complained to their GP Surgery- about access to their medical records. The individual have now received a letter back from Humber to say they are not upholding the complaint”

**Healthwatch Action:**

As the individual had already been through the Humber PALS complaints process, we thought it appropriate to refer them to Cloverleaf NHS Advocacy service.

“An individual called and said that they had not been informed by the Willerby and Swanland practice but on Look North last night it said the Practice is moving to new premises and the Swanland patients will need to register elsewhere”

**Healthwatch Action:**

We received clarification from the East Riding CCG on this situation and passed this onto the individual.

“I used the Surgeries online consultation form to speak to a doctor the next working day. I stated that the pain medication which is meant to help when I get painful episodes isn't helping at all. I've mentioned since day one that they don't help at all and they are reluctant to change or look into other options. I checked my app this morning to see when they would be scheduling my call, to find that the call appointment I was going to be having had been finished (completed). So I've had no call from the surgery to discuss why this has happened or not happened. This is extremely frustrating when GPs have a duty of care to look after their patients. Quite frankly I don't know what to do anymore”

**Healthwatch Action:**

We gave the individual the contact details for East Riding CCG's Patient Advice and Liaison Service.

"I have recently returned to the area from University. I need to register with a GP but all in my area are not taking new patients. I have tried out of area but they will not register me as out of catchment. Please advise what my options are as I suffer with anaemia and need to see someone"

**Healthwatch Action:**

We informed the individual that they could contact NHS England customer contact centre to get advice on where is accepting patients currently in their area, and also gave them the contact information for the East Riding CCG.

**NHS RATINGS AND REVIEWS**

"Been with this practice for a number of years. They do a difficult job under normal circumstances, never mind the added pressures which Covid has caused. It is however, during the last couple of months that the services they used to provide are no longer available. For example, there were five GPs. Now they have one and whilst I am positive this GP is trying to do his absolute best to provide safe and effective care to the 6000 plus patients who are registered at this practice, common sense dictates that it is only a matter of time before the GP and supporting staff become so burnt out that they will themselves become ill and overwhelmed. There are no locum GP's. Nurse practitioners whilst supportive are not enough. They are not doctors. There is no information about how or when this situation is likely to improve if at all. It saddens and worries me as a patient to see what was once a comprehensive GP practice become little more than a skeleton service. To be honest when it gets to the point where hand written notices stating please be patient we are very short staffed are placed on the reception window it hardly gives me any confidence as a patient that the staff are not struggling which they obviously are and will continue to do through no fault of their own"

"I have found it difficult to seek out help for my issues for a long time, which largely are to do with mental health but are having increasing impact on my physical health. Over the last few months I have tried to get help and a medication review that came up seemed an opportunity to bring up my issues. However, the whole process has taken months and at each stage there has only been the very minimum tick box responses, absolutely no curiosity about what may be going on and an eagerness to explain away symptoms (such as high blood pressure and weight gain). It has really felt like they want to get me in and out as quickly as possible, and have not given me the opportunity to ask questions or raise concerns. I eventually was given the opportunity to book a telephone appointment, which I did for 4:30pm after finishing work. However they kept ringing me before this time and so I answered while still at work and really didn't feel prepared or in a safe place to discuss my problems, and even then was just given a textbook response"

**Surgery response:**

We are very sorry to read your comments. We are unable to respond to patient specific issues on this forum but if you could contact the practice direct to raise this issue, we can ensure that it is fully investigated.

“The staff, including reception, nurses and doctors are nice and friendly and the nurse practitioner is caring, helpful and understanding however it is becoming more difficult to see past the faults of the surgery. On more than 3 occasions in the last 3 months I have had issues with my prescriptions, despite ordering with good time, allowing at least 3 days and in most cases over a week to process. The miscommunication between doctors and reception and the mistakes whilst recording information on the system has caused delays in me receiving my medication on numerous occasions. Drs asking questions about my medication but forgetting to assign the tasks to reception so nothing is done or forgetting to press sign and send when issuing or not reading correspondence from hospital correctly. It is extremely disappointing and causes more unnecessary stresses for an already concerned patient that relies on some of her medications to survive and prevent dangerous situations. Similarly, I have had issues regarding test results, frequently being flagged as borderline but not communicated to retest or monitor. Having worked in a busy GP practice as a medical receptionist and in a managerial role, I understand the increase in demand and workload and the constant stresses placed on practices, especially given the current pandemic, however I believe the service has fallen below the standards expected by any reasonable person. The processes and procedures definitely need reviewing and further training needs providing to prevent mistakes occurring”

“Want to be treated in an arrogant dismissive way? Go to this surgery, they specialise in treating patients like the lowest form of life on Earth. Want to get through by phone and like wasting hours trying to do so? This is the surgery for you. Exaggeration? Try calling them, its fact. Then to rub it in they send you letters asking you take call to make an appointment! Telling you if you don't they'll stop providing your medication! How do you make an appointment if you can't get through by phone? If you live in Goole or nearby do not use this surgery”

## Positive

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

### **What people told us:**

“I have never felt so reassured. The nurse has made me felt so comfortable talking about my problems. Thank you for giving me the confidence”

#### **Surgery reply:**

We appreciate your confidence and trust with our team at our practice. We thank you for your time sharing your experience with us.

“I recently attended a blood test where to my pleasant surprise, I felt no pain during it. I then had a short seizure and the nurse recognised early signs and looked after me very professionally. She had guided my involuntary fall and as she kept a constant assessment of my condition, she also got the doctor to have a look at me. It was all very efficient and I felt very safe and very reassured”

**Surgery reply:**

Thank you for your trust and confidence with our team. We appreciate your time sharing this positive experience.

“Recently moved to the village, normally fit & healthy. Had to ask for help with 3 different issues, resulting in two GP telephone consultations and 1 face to face with Nurse Practitioner. Everyone involved extremely efficient, kind and caring. All 3 appointments given on same day and one at short notice. Couldn’t ask for better service”

**Surgery reply:**

Thank you for the lovely feedback. This is really appreciated by us all. Thank you for taking the time to leave a review. We will share this with our team.

## **Dentist**

“I am contacting to query whether an NHS dentist can insist that my client who does not speak English takes their own interpreter to their dental appointment, every other dentist we access in Hull & East Riding all provide the interpreter but this surgery has refused, can they do that? This means that they would not register them”

### **Healthwatch Action**

Spoke to NHS England who suggested this is at the dentists’ discretion. Awaiting response from dental lead in order to advise further.

“Lady called and asked about a dentist. Her and her husband’s dentist closed down and they cannot get in anywhere. Her husband needs lots of teeth taking out and is struggling and losing weight”

“I’m having a complete nightmare for myself and my daughter trying to access and register with an NHS dentist where I now live. I am prepared travel whatever distance is needed. It’s funny I got my payslip today (as I’ve done every month for 30 years), the Government has taken over £200 in National Insurance but I cannot access services I am paying for. I’m at my wits end after 20 months of trying”

“Have contacted around 100 dentists in and around the Bridlington area. Cannot get hold of the NHS customer contact centre or 111”

### **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 received:**

“Lady called saying she has had someone at the door claiming they are a COVID vaccine worker (this lady has not had the vaccine and they knew her name) she wanted to check whether this is legitimate”

### **Healthwatch Action**

We passed this onto East Riding CCG PALS team to notify them that this is occurring.

“GP surgery said they had made an appointment for them to have micro suction at Castle Hill (something they has been having for a while there) but when he rang to confirm they said they no longer provide the service”

### **Healthwatch Action**

We confirmed with the CCG the existing procedure and informed the patient of this.

“A lady wanted to share her experience of getting an emergency prescription whilst on holiday. Travelled to Oxford and realised she had forgotten to pack her asthma medication. She then went to Boots who said she needs to contact her GP. The GP said he would send the prescription to Boots Oxford. Although the lady went back 3 times the prescription never arrived and chemist closed. She was then told to ring 111 - they gave her a telephone number to ring - this turned out to be for a dentist. She finally went on line and was able to order one privately to be delivered to Superdrug in the morning”

### **Healthwatch Action**

This individual did not want to escalate the issue into a complaint, however did want the experience to be recorded. we did suggest that if anything like this occurs in the future than the individual could try 111 first to obtain an emergency prescription.

”Husband has been fitted with a catheter six weeks ago. Although he was shown how to fit the catheter, he was told that he would be visited again shortly with a stand for the catheter etc. He has no contact since then advised them to contact their GP who could perhaps pass on the number to the community nurse”

### **Healthwatch Action**

As the individual had already pursued matters with the GP, we gave the individual the contact details for the East Riding CCG’s PALS department.

“My elderly father is a hearing aid user and used to have his ears syringed fairly regularly. He tells me this service is no longer available via either the GP or the audiology service and he must now pay privately”\*

\*This data was provided to us using our “How Was It For You?” patient experience survey, the individual did not want to escalate the comment but just raise the concern.

## **Theme breakdown**

### **GP**

- The majority of comments we received from individuals regarding GP practices described individuals being unhappy with the overall service they’ve received. This was mostly accompanied by patients citing an issue with their medication, whether this be obtaining their medication or the medication they have been prescribed. Many other comments relate to general enquiries. However individuals did also mention being very happy with their service, notably praising the staff members who they have come into contact with for being friendly and effective.

### **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 other intelligence we received were in the form of enquires around what existing services they are within the East Riding.

## ERY Independent Health Complaints Advocacy Themes July 2021

### Client 1

#### Nature and Substance of complaint:

Client underwent spinal surgery in 2019 at Hull Royal Infirmary and reports that he is now in a worse position post-surgery than prior. Client is also unhappy with the post-surgical care he has received.

#### Who delivered the care to patient?

Hull Royal Infirmary

#### Date of incident?

November 2019

### Client 2

#### Nature & Substance of complaint:

Client believes that a secretary at her GP surgery has inappropriately accessed both her GP and hospital medical records. Client is unhappy with the way her concerns have been dealt with.

#### Who delivered the care to patient?

Peeler House Surgery, Hessle

#### Date of incident?

May 2021

### **Client 3**

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

Client has a long running issue with a CPN. Client states that the CPN has recorded incorrect information in her records and shared this with her GP. This has caused issues with her GP and the DVLA.

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

Humber NHS Foundation Trust

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

2017

### **Client 4**

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

Client is complaining regards the lack of access to GP appointments. Unable to request an appointment via telephone on the day as lines are constantly busy and client feels that patients are forced to request appointments via the internet. Client's father (patient) is elderly without internet access or knowhow. Client states that she was forced to take her father to A&E as this was the only alternative where he was admitted for further tests and treatment.

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

Park GP Surgery, Drifted.

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

March 2021

### **Client 5**

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

Complaint relates to client's medication, GP requesting client undergo a medical review and client then being unable to access an appointment to do so. Issues phoning and being cut off whilst in a queue.

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

Calvert GP Practice, Hull

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

July 2021

## **Client 6**

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

Complaint is regarding client's late mother and the care and treatment she received leading up to her death. Client has many clinical questions as well as questions regarding her late mother's capacity to give consent, a DNR being placed in her medical records and why the family were not informed.

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

Hull University Teaching Hospitals NHS Trust

### **Date of incident?**

April 2021

## **Client 7**

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

Complaint is regarding how client was treated by both nursing and security staff at Scunthorpe General A&E department. Client states that she was left in a state of distress and staff were insisting that she attends alone due to COVID 19 protocols when her husband acts as her carer.

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

Scunthorpe General Hospital

### **Date of incident?**

June 2021

## **Client 8**

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

Client raises a complaint regarding the inappropriate discharge and mis-diagnosis of his step father who had suffered a stroke. This occurred at the A&E department at Doncaster Royal Infirmary. Client was aware of the symptoms of stroke as his step father had suffered one a month earlier.

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

Doncaster Royal Infirmary

### **Date of incident?**

Jan 21

# Intelligence Report

July 2021



Healthwatch East Riding of Yorkshire

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