

Intelligence Report

June 2021



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Introduction

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

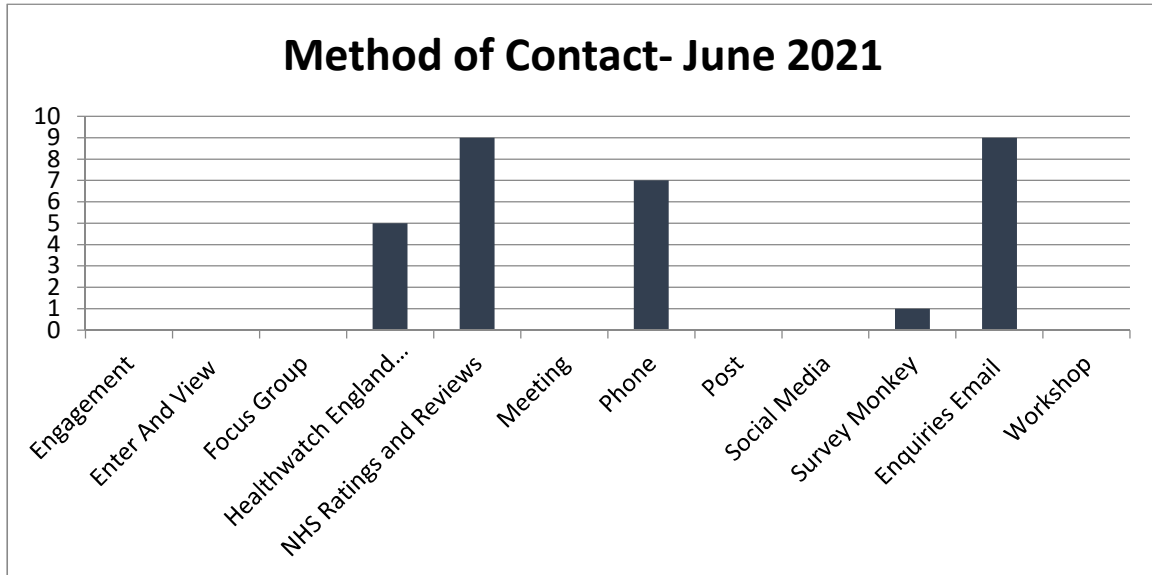
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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.

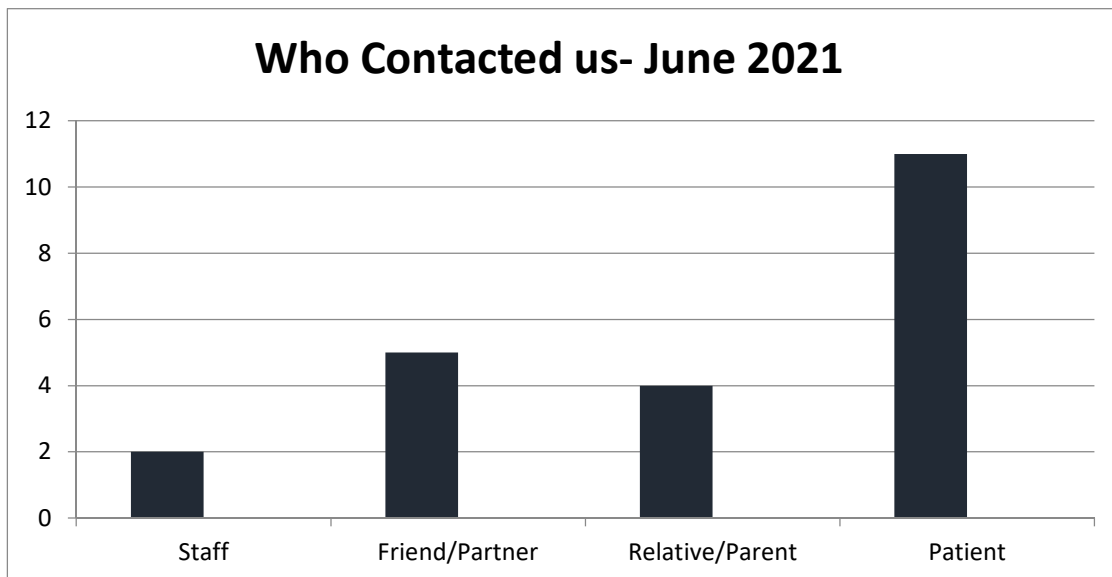
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire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

Contact statistics

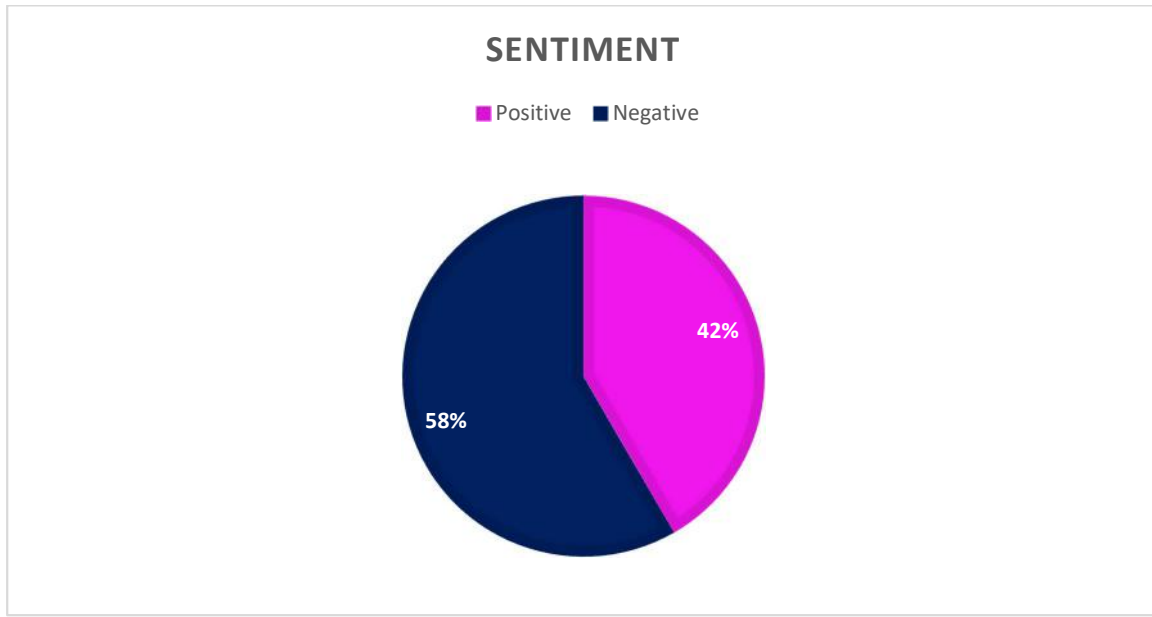
In the month of June 2021, we received a total of 30 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through the NHS ratings and reviews platform and enquiries email.



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 one enquiry each from a staff member, a partner of a patient and a relative of a patient.



GP Intelligence



Negative

<u>Reason</u>	<u>Number of comments</u>
Unsatisfied with service	4
Lack of communication	3
Appointment issues	2

What people told us:

“I had a letter at the beginning of 2020 explaining that I would be invited to see my local ENT consultant to discuss what would happen with me going forward. This appointment never emerged, the letter stated I would be contacted before the 13th of March 2020 and if I wasn’t contacted by this date then I was to go back to my GP and request another referral. I did this in the April and was told by my GP that he has put in another referral. This never happened either. I’m March this year I visited my GP regarding another issue I was having which I received help with, and during this appointment I brought up the issue I have been having with getting seen by my consultant. The doctor said she was confused as to why I had not been contacted during the time that had elapsed. She has now put in another referral to see the consultant. My condition is continuously getting worse and it seems the service that I am entitled to get help from is failing be by not even keeping me updated with any correspondence”

Healthwatch Action

We gave this individual the guidance regarding making a complaint to their GP Practice, including how to make a formal complaint to their GP and how to

escalate it if necessary. We also gave the individual the details for East Riding CCG PALS department and Cloverleaf Independent NHS Advocacy Service.

"I have a lot of neck and back pain and every time I call to they do not have appointments !! Why do you bother patients? I unhappy with you? Now I need sicknote because it has expired Write to me 3 months and send it to me with text messages and post together , I call for several days and stay behind the line and it is very difficult for me. I am taking medicine and I am confused and I have an imbalance. I'm very upset "

Healthwatch Action

We referred this individual to East Riding CCG PALS department and gave them the details to Cloverleaf NHS Advocacy service.

"My husband had pain that started in one thigh - eventually got to talk to a physio while said hamstring. Spread to one calf, then to other leg - still couldn't get to see a doctor, physio said sciatica. After 2 months he was in agony, couldn't walk more than a couple of steps. I had to help him from bed to loo, into & out of shower and dry his lower half. Asked physio if he could have an MRI - she referred him for one with appt over 3 weeks away. Eventually spoke to a doctor over the phone who asked if bladder & bowels OK, when he said yes she just prescribed codeine. MRI showed Cauda Equina & he was rushed into A & E next day & had emergency major operation that night. Lucky that he came out of it with no paralysis, but he suffered 3 months of agony first. In all that time he was not able to actually see a doctor" *

*Intelligence given to us by Healthwatch England Feedback and therefore has not undergone the same escalation process.

NHS Ratings and Reviews

"My partner paid for a medical from to be filled out in March paid 153 for this to be done then they sent him for an updated scan which was all done successfully they results have apparently never showed up after been sent 3 times by Scarborough hospital they have refused to deal with him because of his address (too far away apparently) but was willing to take the money while he was at the same address keep being told we will be called back never happens now as of today he has received a letter saying he has 30 days to change his doctors because of the area we live in as a house hold and extended family we all live in the same area none of us have had this issue only him so this will be now taken further to get his money back after now waiting nearly 4 months for 1 bit of the form to be filled in absolutely disgusting"

"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 handwritten 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”.

“This is the second time in a month that I have received awful service from the Hessele Grange surgery. On June 11, 2021, I was booked for push doctor appointment by Surgery. After waiting 1 and half hour there I was told that no doctor is available and some one will call me on weekend to rearrange the appointment. But no body called back. Then I called again on Monday to book the appointment. Today 24-06-21 I was booked for face to face consultation at 5:10pm I rushed from work to reached there on time and on arriving there I was told that sorry some body booked you at 10:00 am. I asked them to check the phone recording as it is not my mistake but the receptionist said that we cant do any thing you have to book the appointment again tomorrow at 8:00am. I am very disappointed”

Surgery Response:

I am sorry you feel you had a negative experience with the surgery. The practice is committed to improving the service we provide for our service users and to do this it is vital that we hear about your experiences and views. Please be advised that the PUSH Doctor service is a separate service to the practice and your concerns should be raised through the appropriate channels. However the practice manager would be happy to feedback your concerns to the service manager on your behalf. Please contact the practice manager with your details so we can formally look into this further.

“I left A+E with a supply of medication and was told I could get further through the surgery. On asking for same I was advised that as the A+E doctor had not put on his letter to reissue they would not supply. I asked for a review and further information about ongoing treatment for the eye problem through the NHS app. I received an acknowledgement 3 June but no further message 8 days later. Even poor service would be preferable to this”

Surgery Response

Thank you for sending us your message through NHS Choices. We aim to provide a great experience for everyone who uses our services and I am sorry that we did not achieve this. If you would like to phone the practice to discuss this any further please contact myself, the Practice Manager or alternatively please contact PALS on (01482) 303966 or by email HNF-TR.pals@nhs.net. Thank you for your feedback

Positive

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

What people told us:

“I have seen several members of the practice myself and with my 4 month old son during pregnancy/postnatal period. Despite very challenging times during the pandemic, I have always got an appointment quickly, staff have been friendly and helpful. Repeat prescription requests are sorted very promptly, with GPs clearly doing admin over the weekend to keep up judging by the dates on the prescriptions! Thank you all. (My only request would be for the toilets to be reopened now COVID is easing)”

Surgery Response

Thank you very much for your feedback. Positive feedback is especially appreciated at the moment at this difficult time. We will share with the team. We have reduced the number of toilets available during Covid but will consider your comment over the next couple of weeks as lockdown eases. Thanks again.

“Today I called at 9.30 in need of an emergency appointment the receptionist was friendly and helpful and put me down for a telephone consultation, GP called shortly after she was so kind and I felt genuinely cared for, the Dr arranged for a face to face the same day and truly went above and beyond to help me .. thank you”

Surgery Response:

Thank you for your positive comments and for taking the time to leave a review. We will share your feedback with our team.

“I used to have my smears done in a sexual health clinic and have always been fearful going for one. The ANP at this surgery has totally convinced me. She is very skilful and so professional. Thank you!”

Surgery Response:

Thank you for your feedback about the positive experience you have with our staff. Appreciate your confidence and trust with our delivery of services and care.

“Above and beyond service for my little boy who was displaying some alarming symptoms. Prompt, effective and attentive response to a very upsetting situation”

“I don't live locally but I must say I am really thankful to the team. The staff at reception was so helpful and my dad got to see the GP immediately after I raised concerns. Thank you so much for your quick response. Really grateful

Surgery Reply

Thank you for putting a very positive comment. The team appreciates the confidence and trust you have with our delivery of care and service.

Dental intelligence

What people told us:

“My mother (71 years old) has been on few dental practices waiting list, in Beverley, since Dec 2020, and still haven't got any near seeing her”

“Already been to an emergency dentist and they told him he needed root canal treatment but they cannot provide this. called NHS England already. He is stuck as his current dentist closed. He is in pain and can feel the infection spreading”

“Having difficulty finding an NHS dentist”

“Contacted all the surgeries suggested on the NHS website only to be told they had waiting lists of up to 300. Her spouse is serving in the military and I understand that it states in the Care Act that servicing officers and their families would be given priority”.

“Poor dentist coverage in Bridlington, for NHS patients”.

Healthwatch Action

For both 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:

Hospital intelligence

Negative

What people told us:

"long wait for her MRI results, not happy and we think it's not fair to have to wait so long for treatment when she's in a lot of pain with a trapped nerve in her lower back.

Healthwatch Action

This individual did not want to escalate the complaint but wanted the issue recorded and to feature within our reports.

"I was eventually sent to a specialist heart unit but..... I was sitting 9 hours in A&E. Blood tests were lost"*

*Intelligence given to us by Healthwatch England Feedback and therefore has not undergone the same escalation process.

Positive

What people told us:

"Following an MRI my husband was diagnosed with Cauda Equina. GP service rang him the day after he had the MRI & told him to go to A &E ASAP. We went at 1:30 pm. , I had to leave him as I wasn't allowed in. Took an hour to be seen, but was then admitted to a neurological ward & had an emergency spinal operation at 9pm. His care was great in hospital and he is now much better after 3 months of agony.

Vaccine related enquiries

"Daughter who is 15 and vulnerable and therefore qualifies for the vaccine - but has to be authorised by her GP and they are refusing to do that"

Healthwatch Action

Referred to have given her the details for ERCCG

"My wife and I recently moved to the UK for work and are currently staying with a friend in Walkington. We registered with a GP surgery in Beverley, but it will take some unknown time for the NHS to process this. In the meantime, we have no access to vaccination,

despite being of qualifying ages. We are deeply anxious about this, with the delta variant numbers growing exponentially and feeling unsafe to meet colleagues or find accommodation of our own. This creates a great deal of stress and puts us more-or-less back in isolation. The key problem is that government policy clearly states all people in qualifying age brackets are entitled to vaccination, regardless of whether they have an NHS number or are registered with a GP. This is stated also by the British Medical Association and the NHS itself. Despite this, neither the online or telephone booking systems can handle unregistered patients. Please advise how we can access COVID-19 vaccination while we await our NHS numbers”

Healthwatch Action

We advised the individual to contact East Riding CCG PALS department regarding the issue of not being able to obtain a vaccine until they have acquired their NHS number. We also gave the individual details on how to raise a complaint with their GP practice and advised that they could contact Cloverleaf Advocacy service if they needed further support.

Social Care related enquiries

“The carers couldn’t have been any better but it appears that the office for the staff are causing problems making the support to the carers more difficult. Making changes to rotas; making travel time between visits so short they are unable to achieve times stated for visits. Not being able to give the client freedom of choice which they claim to give on their website and telephone messages and asking clients to leave because of it”*

*Intelligence given to us by Healthwatch England Feedback and therefore has not undergone the same escalation process.

“I need to raise a complaint for my father, after two near death events in Hospital he was sent home after two weeks with the promise of free intermediate care and OT package the agents for his proposed home intermediate care can only come at 7:30 am and 7:30 pm which is when he needs to nebulised and apply a myriad of ventilators and meds. They refuse to do this because some one else gives him medication at lunch time ! Totally crazy so as a pensioner myself I'm left with father with no post hospital home care...maybe a bit of physio.. eventually ...while also caring for mum whose also nearly 90 blind, with dementia and unable to walk, we are just managing to pay 4k a month for her care, though ultimately will face insolvency ...Help !”

Healthwatch Action

We referred this individual to City Health Care Partnerships complaints department and gave them the details for Cloverleaf NHS Advocacy service.

“My husband was admitted to a Care Home in August 2020 following a hospital admission. He has Lewy Body Dementia and we were struggling at home. Whilst he was in hospital I was allowed to see him for one hour every day as he lacked capacity. When he entered

the Care Home, the doors were locked and I was unable to see him, reassure him etc. He was taken to a strange place to be looked after by strangers. I had one 15 minute window visit each week until March 2021 when indoor visits were allowed. However these indoor visits were 30 minutes every 2 weeks in a visitors room. I have asked for Essential Care Giver and been refused. I still have not seen inside the home or seen where he has been living for the last 10 months even though the rest of society are moving quite freely. It's cruel and appalling”*

*intelligence given to us by Healthwatch England Feedback and therefore has not undergone the same escalation process.

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 explaining that they are unsatisfied with the lack of communication they have had with the service, in particularly having to follow up with the practice themselves regarding their treatment and care. However, this being said, many individuals did mention being very happy with their service, notably praising the staff members who they have come into contact with for being friendly, caring and effective.

Dentistry

- The 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:

- The hospital related communications were received described individuals experiencing long waiting times.
- The social care related issues were both regarding the individuals being unhappy about the service that is being provided..
- Vaccine related enquiries were mostly relating to how individuals were to obtain their vaccine, with most having issues accessing this due to not being currently registered at a GP practice.

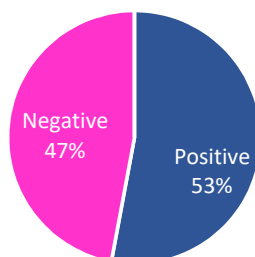
Repeat Prescription Survey Data

Healthwatch Kingston Upon Hull began to promote the Repeat Prescription Survey on 19th April 2021. The survey has been designed to work across the patch, including the Healthwatch East Riding of Yorkshire, North Lincolnshire and North-East Lincolnshire by the use of the Healthwatch Humber Network imagery.

The survey is designed to reach out to the public and to ascertain the following information:

- The area in which they live
- The name of their GP surgery and local pharmacy
- How they arranged their Repeat Prescription
- The type of experience they had (positive / mixed / negative)
- Their overall experience

Overall Sentiment of Data



Negative:

GP Name	Pharmacy Name	How did you arrange your Repeat Prescription?	Please can you tell us more about your experience?
The Ridings Brough	Lloyds / Echo	I try to do the app but it declines unless I ring the surgery. It's over complicated using there own website	I've written to the surgery to ask them to review their policy on decline online pharmacies. Although they understood my frustrations they advised it was nationwide decision. I'm worried that a lot of older people in the community are also not getting the medications they need, since the rolling repeat prescription service was stopped at the local pharmacy. The in-house web page is overwhelming and the process of ordering a life long medication is over complicated when it shouldn't be.
Peeler House Surgery	Pharmacy 2u	App	Waited 6 days for urgent antibiotics Medication arrived with label printed "take as directed". Pharmacy argued this was how GP sent it. It wasn't, as when I changed pharmacy they print the actual dose on the medication. (Currently having issues with confusion, not writing dose on meds was a real problem - pharmacy not bothered

Positive:

GP Name	Pharmacy Name	How did you arrange your Repeat Prescription?	Please can you tell us more about your experience?
Dr Milner	Boots	Website	Straightforward
Dr Taylor	Lloyds	Pharmacy order for me	No problems
Holderness Health	East Riding Pharmacy Hedon	App	Brilliant!
Hessle Grange	Boots	Website	Timely and accurate
Holderness Health	Boots	App	Found it easy to request repeat prescription, and medication was always ready for collection.
Howden Medical Centre	Swanland	App	Use NHS app to order Alendronic Acid, never had an issue
Market Weighton practice	Boots	Website	No problems once I got the hang of it
Howden medical centre	Boots Howden	Telephone	Phone GP surgery, go through a lot of waffle about the ordering process to place the same order month after month, probably till I die. A week later collect from Boots no issues there
Holderness Health	Boots	App	Easy to use quicker and easier than trying to ring to re order
Chestnuts	Brockenhurst	Website	GP surgery took over, by humber NHS. Who think it's acceptable to keep sending out prescription without ordering.

Mixed sentiment:

Dr Milner	Anlaby Surgery, Haltemprice	Website	No explanation about how many months worth of scrips I can have e.g. now I cannot get more than 1 month of a lowest dose statin
Anlaby Surgery	Boots	Website	Yes I don't understand how it works, when I should request a repeat. The sheet attached with Medicine is very hard to read to understand so I don't know when I should go on to the website to request a prescription. Also the surgery's website gives no message about when the medicine should be available at the pharmacy. Also I used to get 3 months supply on repeat and now it's been reduced to 1 month without any explanation. It's been hard work trying to understand how the system works, how many months supply I can get, when it will be ready, how often I will need to request a repeat. Quite a few improvements needed, the idea is good but implementation poor
Willerby Surgery	Kingston	Through the surgery	I used to be on a computer system at the pharmacy so I just had to make one trip and collect it. I now have to put my repeat prescription in a box at the surgery, then a second trip a week later to pick it up from the pharmacy
Wigginton Health Centre	Haxby	Website	Applied on line for repeat prescription as normally do and have done ever since online orders started with Haxby. Since the pandemic have given the pharmacy two weeks notice of my repeats and on Easter Sat I asked the pharmacy where my repeat meds were and was told that all my repeat prescription had been stopped. Am 84 and been on BP and blood thinning meds. As it was bank holiday I could not contact the surgery until the Tuesday but in the meantime had no medication painkillers for arthritis, plus blood thinning meds or Blood pressure tabs I put in a an email to the surgery and heard nothing until the next day Wednesday when a Dr phoned and told me my prescription had not been stopped so why did I not receive my medication ? No apology either. Everything was duly delivered on the Thursday. I had by now missed three days medication and had to borrow some co-codamol for my pain relief from a friend. Why was my whole prescription stopped ? Yet it had been submitted two weeks prior and no one had contacted me as to why ?

ERY Independent Health Complaints Advocacy Themes June 2021

Client 1

Nature and Substance of complaint:

Client's wife died suddenly and the coroner ruled that it was due to coronary heart disease. Client was unaware his wife had a heart condition and wants to know if she was ever diagnosed with it and was being treated for it. He has requested her medical records but has been told he can't have access to them without his wife's written permission. He feels that they are trying to hide something.

Who delivered the care to patient?

Jorvik Gillygate GP Practice, York

Date of incident?

Oct 2020

Client 2

Nature & Substance of complaint:

Client was trying to leave the hospital and was handled by security and treat like a prisoner. The security staff had bruised her arm.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust

Date of incident?

June 2021

Client 3

Nature & Substance of complaint:

Client had an autism assessment in May. She found the assessor to be very rude and "out of order". Client does not agree with the outcome of the assessment and would like a second opinion with a different assessor.

Who delivered the care to patient?

Humber NHS Foundation Trust

Date of incident?

May 2021

Client 4

Nature & Substance of complaint:

Client was accused of being verbally abusive during the discharge process which resulted in him being refused transport via a taxi firm. Client states there are untruths in the responses to his complaint and requires support to take this further.

Who delivered the care to patient?

York Teaching Hospital NHS Foundation Trust, Scarborough Hospital.

Date of incident?

December 2020

Client 5

Nature & Substance of complaint:

Complaint relates to the care client's mother received in Hull Royal Infirmary during a recent admission. Client would like to raise a number of issues regarding the nursing care on Ward 10 and ICU.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust

Date of incident?

May 2021

Client 6

Nature & Substance of complaint:

Complaint is regarding client's operation at Castle Hill Hospital being cancelled for a second time.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust

Date of incident?

May 2021

Client 7

Nature & Substance of complaint:

Complaint is regarding client's confusion around her medication.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust

Date of incident?

May 2021

Client 8

Nature & Substance of complaint:

Client has been unable to register with a dentist in her local area.

Who delivered the care to patient?

N/A

Date of incident?

Jan 21

Client 9

Nature & Substance of complaint:

Client has had many issues, increasing over the years, in accessing appointments with her GP.

Who delivered the care to patient?

Market Weighton Practice

Date of incident?

Over the last year.

Intelligence Report

June 2021



Healthwatch East Riding of Yorkshire

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