

Intelligence Report

March 2021



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Introduction

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

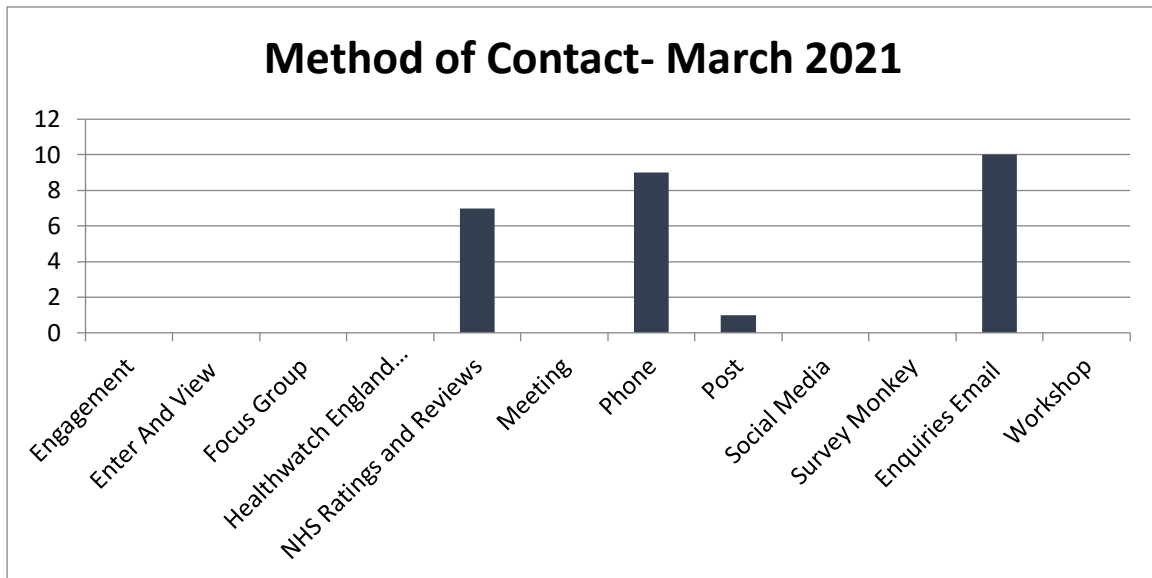
Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

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.

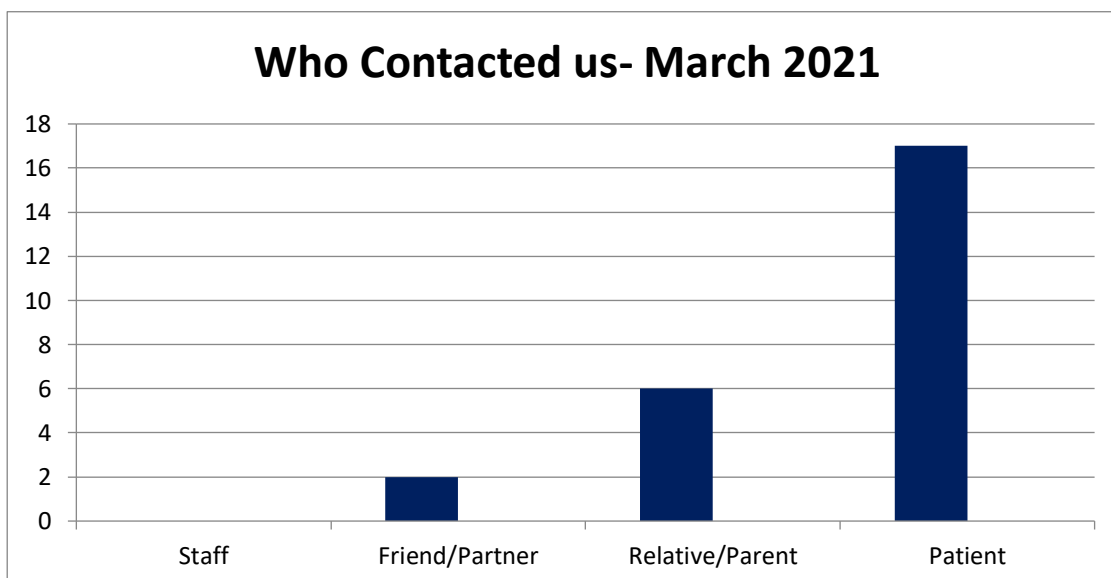
This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire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

Contact statistics

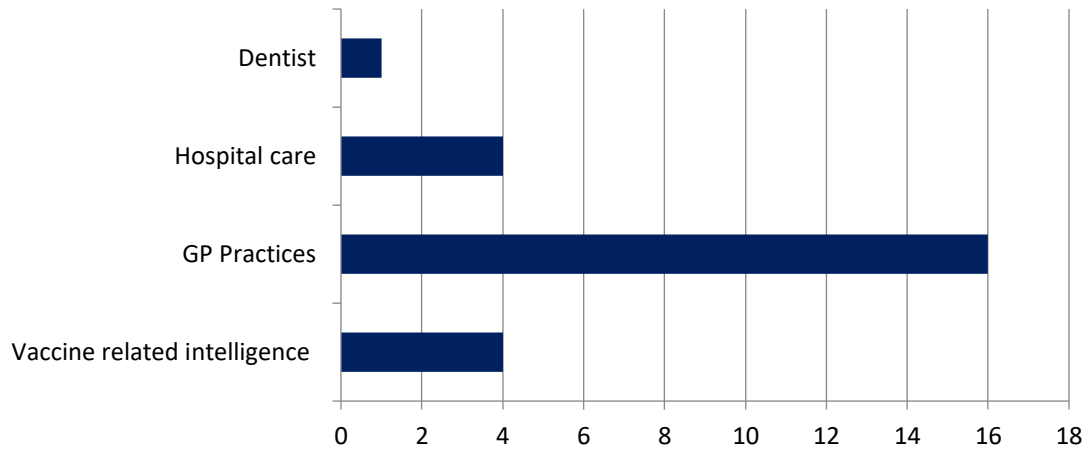
In the month of March 2021, we received a total of 26 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through the NHS ratings and reviews platform and enquiries email.



The graph below shows which demographics contacted us most during March 2021. As presented by the graph, the majority of those who contacted us were the patient themselves. However, a small number of comments were gained from a relative or parent and a friend or a partner of the patient.

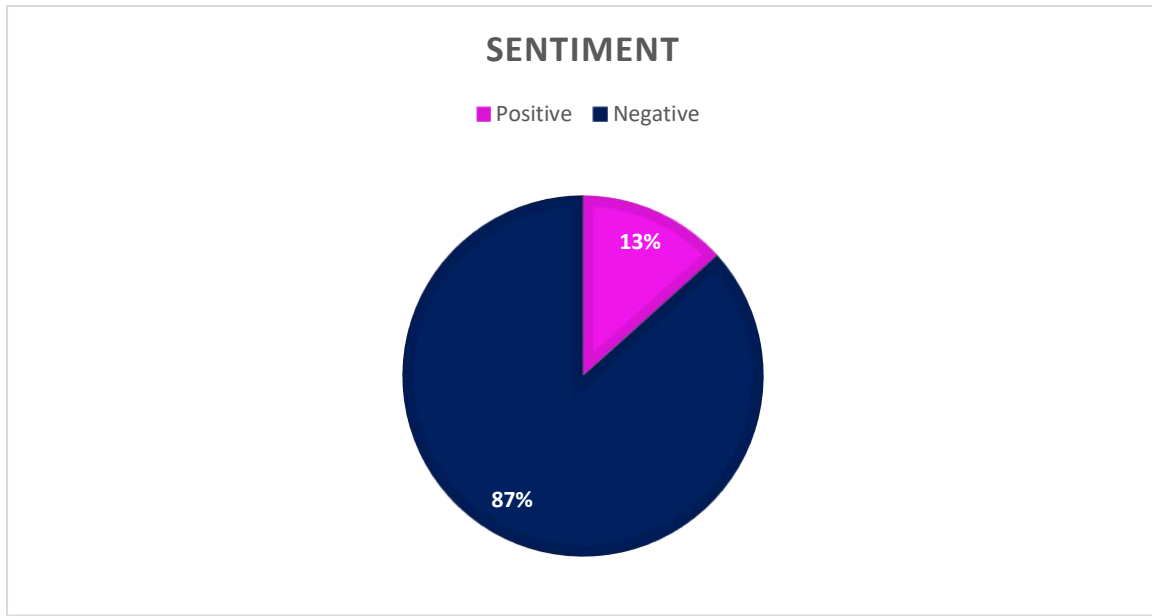


Type of Care Commented On- March 2021



Intelligence received

GP



Negative

<u>Reason</u>	<u>Number of comments</u>
Unsatisfied with service	4
Medication issues	2
Lack of communication	6
Appointment issues	1

What people told us:

"I think I've have been treated badly by my health practice, On Sunday the 21st February felt like I had flue like symptoms which got worse during the week. I managed to get in at doctors after insisting to see a doctor. Doctor provide with a antibiotic for chest infection seemed to go but by Thursday the 4th I started with really bad hiccups rang doctors only to be told that I would have to ring back Friday. Rang Friday and was told some one would ring during the day this did not happen so by 6oclock rang back only to put in queue kept on hold till 9pm then I gave up . By now I am in really bad way finally rang 111 this was at nine thirty was told that someone would ring in two hours got a call at 1.30 and answered straight away but as soon as I did got cut off .By 3.30 I am in serious condition so rang 999 was taken into hospital spent time in there till 12.30 and was sent home and was told if my condition gets worse to come back to A&E Sunday my symptoms seemed to calm down got relief till around 5.30 Monday then was taken back to hospital they assessed me again and was told my diaphragm was damaged and the antibiotic had done this how ever they gave me gave medicine to combat this and was told that I needed a follow appointment in seven days and they would inform my doctors. Never been so relieved in my life"

Healthwatch action:

We informed the individual of the complaints process and referred them on to CCG PALS and gave the contact details for Cloverleaf NHS Advocacy Service.

"GP still has posters up from a year ago telling patients that if they have recently returned from China or Italy you should not attend the surgery... This is hardly up to date advice .I recently told one of your receptionists that you were still advising patients to self isolate for 14 days (on the messages whilst in the phone queue) which was no longer government advice at the time. The building has a door at the front. Why is this not being used to assist with social distancing? Instead you are making everyone go down the side of the building where there is not space to social distance when people are coming and going through the side doors."

Healthwatch action:

We acknowledged receipt of the letter of complaint and informed the individual that in the case that that their GP does not respond or if any further assistance needed then they can contact us.

" I need some advice/support with a complaint that I've made to an NHS service. The way this informal complaint is being handled by the service manager is causing me more stress. Are there external people who can investigate my complaint as I don't have much hope of it being resolved. I don't know if a formal complaint would be better as I don't know how that differ. There seems to be nothing on their website to explain their complaints procedure works. I've communicated to them via PALS, who don't give much information about how complaints are handled. "

Healthwatch action:

We informed the individual that they should communicate with the CCG PALS team to enquire on the status of their complaint. We also gave them Cloverleaf NHS Advocacy Service.

"made a complaint to my GP over a month ago -has had an acknowledgement but no other response"

Healthwatch action:

We referred the individual to CCG PALS department.

"Been suffering mental health problems and struggled to get an appointment with GP so saw private psychiatrist- diagnosed with Bipolar and given medication - now needs medication review but told 8 week wait at GP's - no support given or health care plan that was promised. Off work and had to surrender driving licence.

Healthwatch action:

We referred the individual to CCG PALS and gave the details of Cloverleaf NHS Advocacy Service.

"My mother has been told to leave the surgery even though she is elderly and got imminent doctors appointments"

Healthwatch action:

We informed the individual of complaints process when making a complaint to their GP and also gave them details for CCG PALS department if necessary.

NHS Rating & Review comments:

“The concern I have is at 92 having been cancelled for my 2nd covid jab that I will be out side the 12weeks which itself is too long ! is this just to get 1st jab numbers UP !!. Very upset and not understanding this is put on by Son as Mum was too upset and very confused !!”

Surgery reply:

“Thank you for taking the time to post this review. I would like to respond and say that this is totally out of our hands. We had scheduled all second doses for a 9 week space but in that time guidance has changed and we are not receiving further Pfizer supplies until week 11 now so we have been left with no alternative but to cancel the 9 week appointments. We do not have a delivery date yet so we cannot book a new appointment date as we only have a 3 day window to use the Pfizer vaccines once delivered. This set of appointments next week was our first set of second doses and they will receive the first batch we get delivered as we are going to have to cancel future weeks the same. We are promised by the NHS that we will get them in week 11 so all will be delivered within the 12 week window so not out of the 12 weeks as you state above. We are as upset as our patients are that we have had to do this but the whole of the network are in exactly the same boat. We fully appreciate how upsetting this is for our elderly population whom we focused on and vaccinated first”

“Well another visit where the reception staff has proved their worth in preventing me furthering my treatment and getting well. I presented my urine samples as requested at my earliest opportunity Friday the 23rd of March at 15.30hrs. I made a special visit using car and petrol, well its my health right? Receptionist refused the samples because it was a Friday afternoon!! I asked why I hadn't been told this when the samples were requested but regrettably no answer was available other than its the weekend... A good answer but to a different question entirely. I requested further sample containers 2 off and was given them in a vending machine translucent cup and for sure the containers were all over my car floor before I got home. Plastic or paper bags? Come on its not rocket science! Practice receptionists seem to lack empathy and have a mission to obstruct patients in gaining appointments or in my case accepting medical samples required to confirm, deny or analyse a condition. Lastly a lack of communication and common sense appears to prevail. Come on practice two start to treat your patients with empathy, and common sense..”

“Numerous attempts to contact the surgery and all calls have gone unanswered after over 20 minutes of being on hold. I telephoned another surgery and the call was answered immediately. call waiting times seem to be a constant problem”

“Several times Meds repeat are not being fully Actioned and electric transfer Sent is incomplete this means that I have to run around and rectify this error made at your end. I have been told this my fault, how so I would like to know why I am not going to order the meds I need? Also I would like an explanation.. whilst in sorting this error at the surgery I

needed to make an appointment for bloods the receptionist told me to go home and ring ! What sort of system is being as user unfriendly for people who need to feel supported and valued....I also know that this type of episode is happening to other people who need to access the services under the NHS banner”

Surgery reply:

Thank you for your comments. We are sorry to hear you are unhappy with the service you have recently received. All patients are asked to ring to make appointments rather than stand at the front desk. This is to reduce the number of patients in the building, thereby reducing the risk to patients and staff and ensuring social distancing is adhered to. This also prevents queues forming outside the building for patients who have face to face appointments and need to check in. We are unable to respond to the technical issues you have mentioned as your comments are anonymous so we are unable to investigate further. If you would like

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

to contact our Patient Services Manager we will gladly look into the issues you have raised in an effort to resolve them for you. Thank you.

“I have rang so many times since the 15/2/2021 and still getting no where. Takes ages to get through. On hold for over 30 minutes this morning to be told no appointments. I needed help and advice for my child, no help, rude and unhelpful staff”

Surgery reply:

“Thank you for your feedback and sorry for your experience. In order for us to address the issue with the staff in question, please kindly contact the surgery”

Positive:

NHS Ratings and Review comments:

“Just visited this practice for my COVID vaccination. Getting through on the telephone to book was so straightforward. The call was answered promptly and the receptionist helpful, efficient and kind. COVID clinic ran like clockwork and the nurses were lovely. I passed a GP in the corridor and was given a friendly “Good afternoon”. This practice went from really good to really bad so was pleasantly surprised how much things have improved. Impressed”

“Excellent doctor. Very approachable, an excellent manner. Quick to respond to my enquiry..... Thank you for your help”

Hospital

<u>Reason</u>	<u>Number of comments</u>
Difficulties with complaints process	3

What people told us:

“complaint about hospital treatment, sent to PALS twice but nothing was achieved. The complaint details mistreatment and rudeness of staff”

Healthwatch Action

We referred this individual to Cloverleaf NHS Advocacy service to seek advice and support regarding their complaint

“Went through the complaints process with CHCP, however we are unsatisfied with the result of this”

Healthwatch action

We advised that the next steps would be to contact the Health Service Ombudsman and also provided the details of Cloverleaf NHS Advocacy Service in case any support whilst making the complaint is needed.

“Husband went to hospital by ambulance 11th august last year, was discharged terminally ill 5th sept and died 15th sept. I wasn't told about details or treatment plan and he was put on the acute stroke ward-even though he had a brain tumour. Complained to PALS but said they cant find husbands details and sent many repetitive emails”

Healthwatch action

Due to the sensitive and emotional nature of the complaint, thought a referral to Cloverleaf Advocacy service would be highly appropriate

Vaccine related intelligence

<u>Reason</u>	<u>Number of comments</u>
Queries on when the individual will be receiving the vaccine	2
Negative experience with the vaccine process	1

“I am looking for advice as we have been told not to ring the doctors about the covid jab. I am 58 years old this year and have diagnosed with Mild pulmonary valve stenosis from a heart operation as a child, Barrett's Oesophagus, High blood pressure and Asthma. All are treated with regular medication. I also along with my sister care for our Elderly mother who is 97 years old and lives on her own she has no other care but us. My question is why was do you think I was never considered a person at risk with above conditions? and why have I still not had the vaccination even though I am working as a director of a

construction business so have to meet people on sites and still look after mother? I do not know who else to ask as looking at NHS and Doctors websites their does not appear to be any area to do this."

Healthwatch action

We advised the individual to notify their GP of their carers status. They then received the vaccine shortly afterwards.

"I'm writing to you on behalf of the news bulletin as seen regarding the AstraZeneca covid vaccine giving people possible blood clots. I am a 29 year old with no previous medical issues or concerns and I have recently been diagnosed with a blood clot after having the AstraZeneca COVID vaccine, within my lung. The whole experience has been very traumatic for me to say the least!"

Healthwatch action

We referred the individual to their appropriate Healthwatch who then informed them of the complaints process.

"My adult daughter received a message telling her that she is eligible for the COVID vaccine. My daughter has since been trying to book one in her area every day for a week now and has had no success. The issue is that the daughter is highly vulnerable and therefore she would be highly concerned if she was to go to a site like Hull City Hall or the hospital, and also travelling might be a difficulty. Has made GP aware of this but the GP have said they do not have any available vaccinations to give her an appointment there"

Healthwatch action

We referred the individual to CCG PALS to get further advice on their situation.

Dentist

"I am struggling to get registered with a dentist and I have an issue with toothache. I have had this for a while"

Healthwatch action

We advised the individual to contact to NHS111 to get referred on to treatment if necessary and contact NHS England for further advise on how to register at a dentist.

Other services

"CAMHS didn't make it clear that they could not take self-referrals and had two months waiting has been waste of time. Miscommunication in a few occasions

Healthwatch action

We informed the individual of the complaints process and gave details of the Humber University Teaching Trust PALS

"We have received communication from an individual regarding ComplexPTSD treatment delivered by the Survive charity. This charity provides specialist treatment for the condition that I believe would be otherwise unavailable in the East Riding. Previously this treatment was funded by the CCG as per a previous arrangement with the charity, however this has now come to an end. The enquiry comes as the treatment is still required and the individual is wanting to know more details on the decisions around the detracted funding."

Healthwatch action

We referred the individual to the CCG PALS to seek further advice.

Theme breakdown

GP

- The majority of intelligence we received regarding GP practices described an issue getting in contact with their GP surgery or experiencing a lack of communication with the service. Additionally patients mentioned struggling to obtain an appointment or being overall unsatisfied with the service and treatment received.

Hospital

- Most of the intelligence we received referred to difficulties with the complaints process and a lack of communication with the status of individuals complaints.

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.

Vaccine Related Intelligence

- Most of the intelligence we received relating to vaccines were requests for information, mostly asking when and how the individual would receive their vaccination invitation.

ERY Independent Health Complaints Advocacy Themes March 2021

Client 1

Nature and Substance of complaint:

Client has suffered a breakdown in her relationship with her worker from the social prescribing service. Client feels she has been unfairly treated and is being discriminated against due to raising issues in the past.

Who delivered the care to patient?

Humber NHS Foundation Trust.

Date of incident?

Nov 2020

Client 2

Nature & Substance of complaint:

Client's complaint is regarding post-operative complications suffered by his wife. Client also states his wife suffered unexplained weight loss whilst an inpatient.

Who delivered the care to patient?

York Hospitals NHS Trust.

Date of incident?

December 2020

Client 3

Client's complaint is regarding the inappropriate discharge of her late father from hospital. Client states care at home was not in place and end of life medication was not supplied. Client states her father died in pain.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

March 2021

Client 4

Client's complaint is regarding post-operative issues following spinal surgery in 2018. Client also has issues regarding a referral to the pain clinic and what the Trust state are covid related delays.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

2018

Client 5

Client's son was discharged from Castle Hill Hospital in agreement with his father (client), on the proviso that therapy services would be provided in the care home setting. Client's complaint is regarding the total lack of therapy services being delivered to his son as promised.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

April 2020

Client 6

Client's complaint is regarding her husband's care on ICU at HRI. Client is concerned about his loss of weight and lack of nutritional support during his stay.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust.

Date of incident?

December 2020

Client 7

Complaint is regarding medication prescribed to her son which caused numerous side effects. Client had raised a complaint, received a response which did not resolve her concerns and wanted to know what her options were.

Who delivered the care to patient?

Ridings Medical Centre, Brough

Date of incident?

March 2020

Qualitative feedback and personal experiences of various medical services and Deaf service users

1. Specsavers Hessle - East Riding Resident

I made an appointment for an East Riding resident to have an eye test. The store told me that they would not fund an interpreter and because they were East Riding, AAGlobal who hold the contract for Hull CCG's would charge the store. I questioned this and was told by that ER only funded the GP's appointments and Opticians where classed as private companies. This was even more confusing as earlier this year I booked a Deaf married couple into the very same place, Hessle Specsavers with an interpreter and there were zero issues raised and all went ahead smoothly. It was decided, in the best interests of the patient to cancel the appointment and rebook at the Hull Specsavers, Jamerson St as they arrange and fund interpreters via the Hull CCGs. This did push back the appointment for the gentleman, delaying it by 7 days. This gentleman had just been to the eye hospital on March 5th and was advised to have an optician's appointment.

2. HRI - East Riding Resident

This lady is profoundly Deaf with a learning difficulty. She has cellulitis in her knee and has recently been an inpatient with this condition. Her sister has been taking her to follow-up appointments and on her first visit an interpreter was present, that same interpreter was supposed to have been booked for the next appointment and the nurse states she requested an interpreter. One did not show for her second appointment. I had no involvement with this appointment, so I could not chase it up... turns out the lady was quite poorly and needed to be there for hours for further tests. Her sister contacted me and asked to make sure there was an interpreter for her next appointment in 3 days' time, I made multiple calls to the Fracture clinic and PALS and after some discussion it was reported back to me that:

- It was a short notice appointment so they wouldn't get an interpreter (they hadn't tried)
- It was arranged for the patient's sister to interpret for her (her sister is who contacted me to ask me to make sure an interpreter was booked)
- One was being booked for her next appointment on the 1st of April?

The sister of the patient was not happy at all, and had to ask if it was needed if she could video call me whilst the appointment was going on so I could help explain things to her sister! On arriving at her appointment an interpreter was there!!

Intelligence Report

March 2021



Healthwatch East Riding of Yorkshire

w: www.healthwatcheastridingofyorkshire.co.uk
t: 01482 665684
e: enquiries@healthwatcheastridingofyorkshire.co.uk
tw: @HWeastyorks
fb: [facebook.com/HWeastyorks](https://www.facebook.com/HWeastyorks)
The Strand, 75 Beverley Road, Hull, HU3 1XL