

healthwatch

Kingston upon Hull

Intelligence Report

January 2021



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1. Introduction

What we do

Healthwatch Kingston upon Hull is an independent consumer champion for the local community, influencing all publicly funded health and social care services.

The Health and Social Care Act 2012 says that “The aim of local Healthwatch will be to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality”.

In essence, we capture the public’s views on their lived experiences of health and social care services. The views can be positive so providers can continue to deliver high standards of practice or indeed comments about services that need to improve.

Healthwatch Kingston upon Hull has a toolkit of methods to capture the public’s experiences. For example, online surveys, Free-post, telephone and WhatsApp, face-to-face, email, social media platforms and our Care for a Cuppa Club which we run over Zoom and is open to the public without the need of an invite.

We have a statutory power to Enter and View any publicly funded health and social care services. Enter and Views can be announced or unannounced dependant on the purpose of the visit and the type of service. Essentially, the visits help us to observe the quality of the service, capture the views of public to see how the consumer experiences the service. We develop a detailed report and recommendations for improvements. All our reports are published and shared with the service, commissioners Care Quality Commissioning (CQC)

We also serve to provide advice and information and help people navigate through a range of services, supporting those people who need it, whether it is advising and supporting people to make a complaint about a specific service or helping them find a local service that best meets their needs.

On a month-by-month basis we capture all the intelligence (comments) from the public about their experiences of health and social care services and develop monthly intelligence reports.

The reports are shared with the Clinical Commissioning Group (CCG), Hull University Teaching Hospitals (HUTH), Humber NHS Foundation Trust, City Healthcare Partnership (CHCP), Local Authority and CQC.

This way of working makes sure there are no surprises in the system and provides the commissioners with the opportunity to address the issues raised as early as possible to prevent them escalating. Most importantly of all, it also demonstrates to the public that they do have a voice and their feedback is acted upon. We publicise our reports on our website and a copy is also sent to Healthwatch England.

This Report

The details in this report apply to January and refers to all the intelligence that Healthwatch and the NHS Independent Complaints Advocacy Service received from the public during this period.

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 we have also added some real “quotes” to demonstrate the values of “openness and transparency”.

The report identifies the number of contacts received by Healthwatch. It also provides a breakdown of the chosen method of contact and their reason for contact. Please note that the number of contacts differs from the amount of comments made about a service, due to people making multiple comments about a service during one contact.

The report also provides details of the types of services and the nature of the concerns and compliments that members of the public reported to Healthwatch during this month.

The services highlighted from the intelligence are as follows:

- GP Surgeries
- Dentistry Practices
- Hull Royal Infirmary
- Local Authority
- Care Homes

The report also summarises some of the themes / trends that the public have raised with Healthwatch that have begun to emerge since January of this year.

Please note, the experiences quoted within this report have been recorded as said and written to ensure that we capture the authenticity of their experience. As such, Healthwatch apologises as there may be grammar and / or spelling errors.

In addition to this, not all of the issues can be re-visited by Healthwatch as we do not always receive the contact details of the individual unless they want us to contact them regarding their experience.

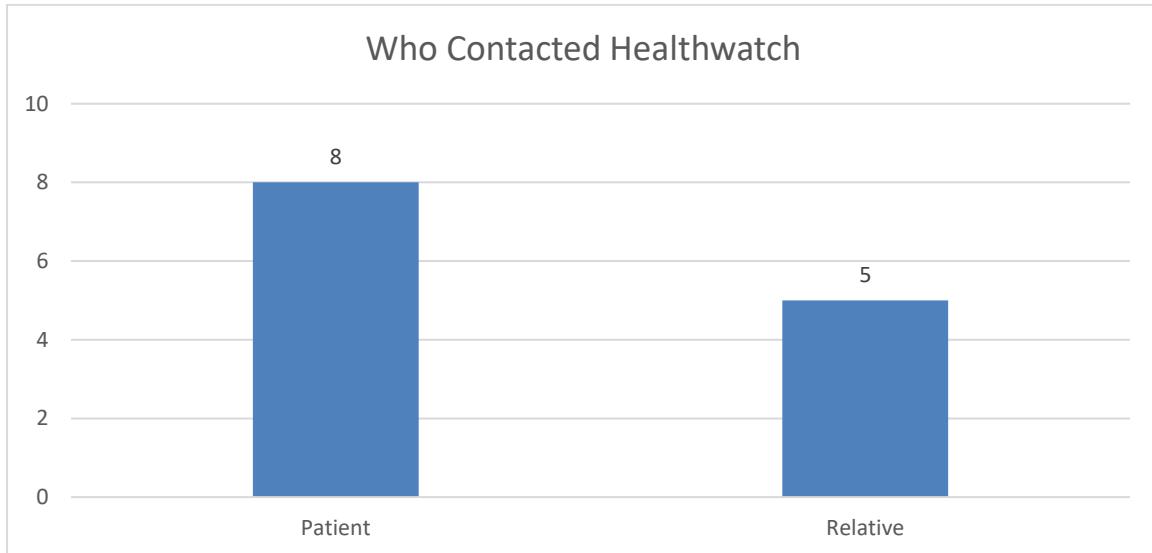
We also may not publish every experience we've recorded as some experiences may be very similar to others; for example, “I couldn't get an appointment” and “I've had to wait weeks to even speak to a doctor” (which are both appointment issues).

In these instances, in order to keep this report as detailed but as concise as possible we will record one experience and add a note to explain how many times a similar experience had been made. Whether published or unpublished, all experiences are included in the statistics.

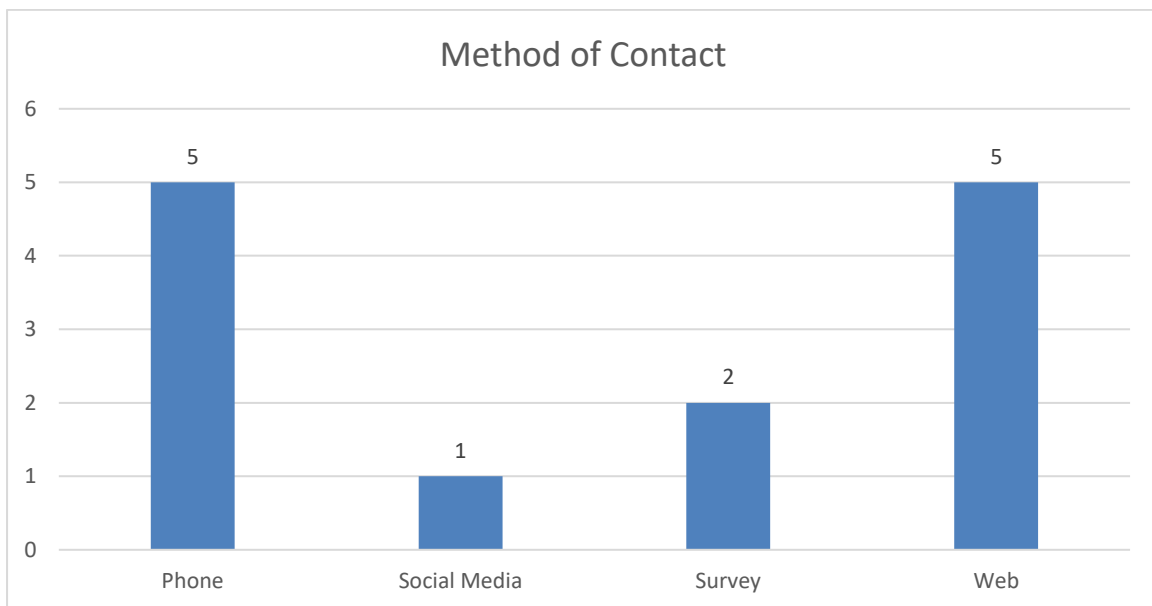
Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.

2. Contact Statistics

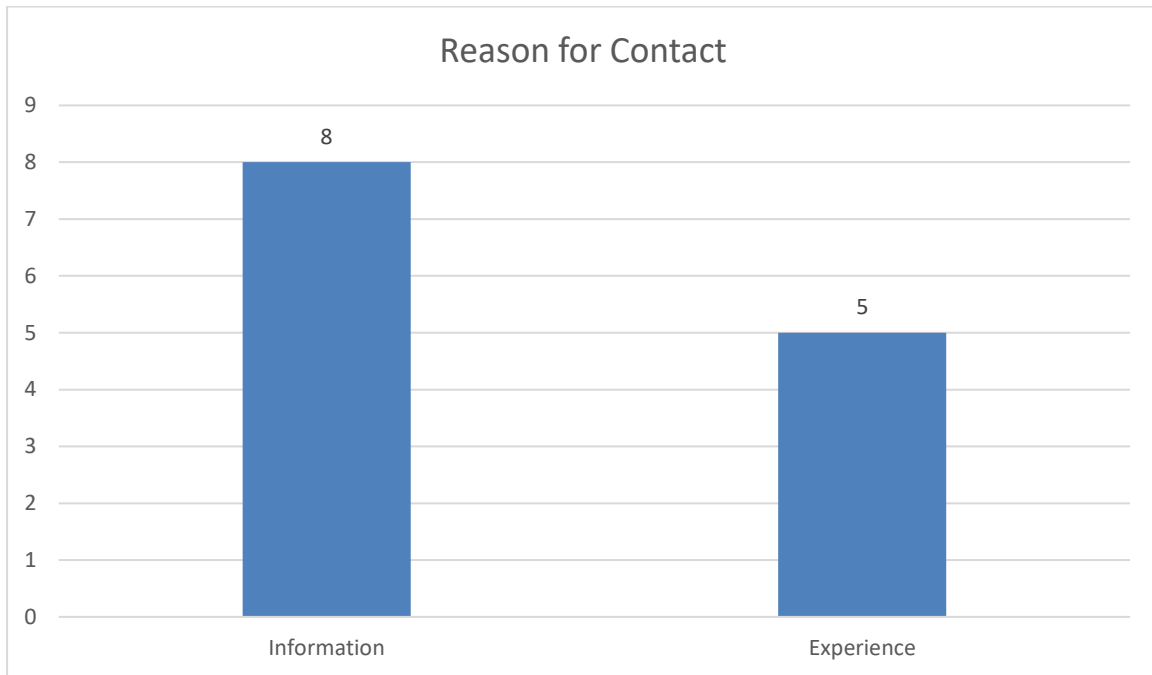
In January we had a total of 13 people who contacted Healthwatch directly to share their experiences. The graph below provides information on who contacted Healthwatch directly this month.



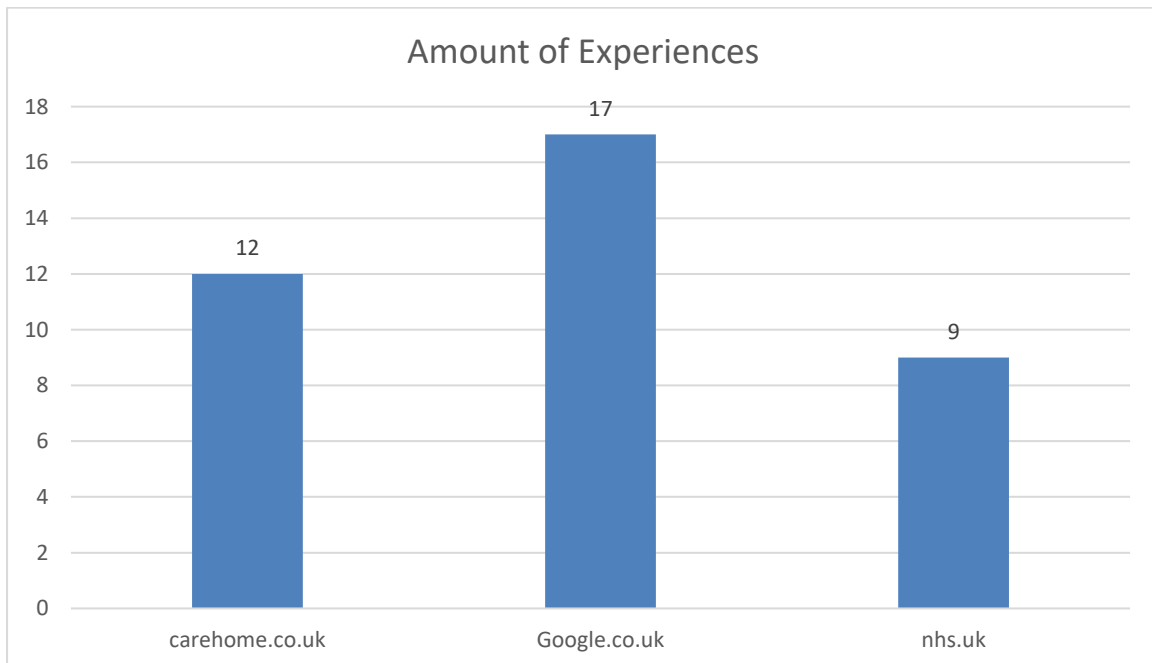
The most popular means of contacting Healthwatch was by telephone and web (email).



The main reason for contact was to ask for information / advice.

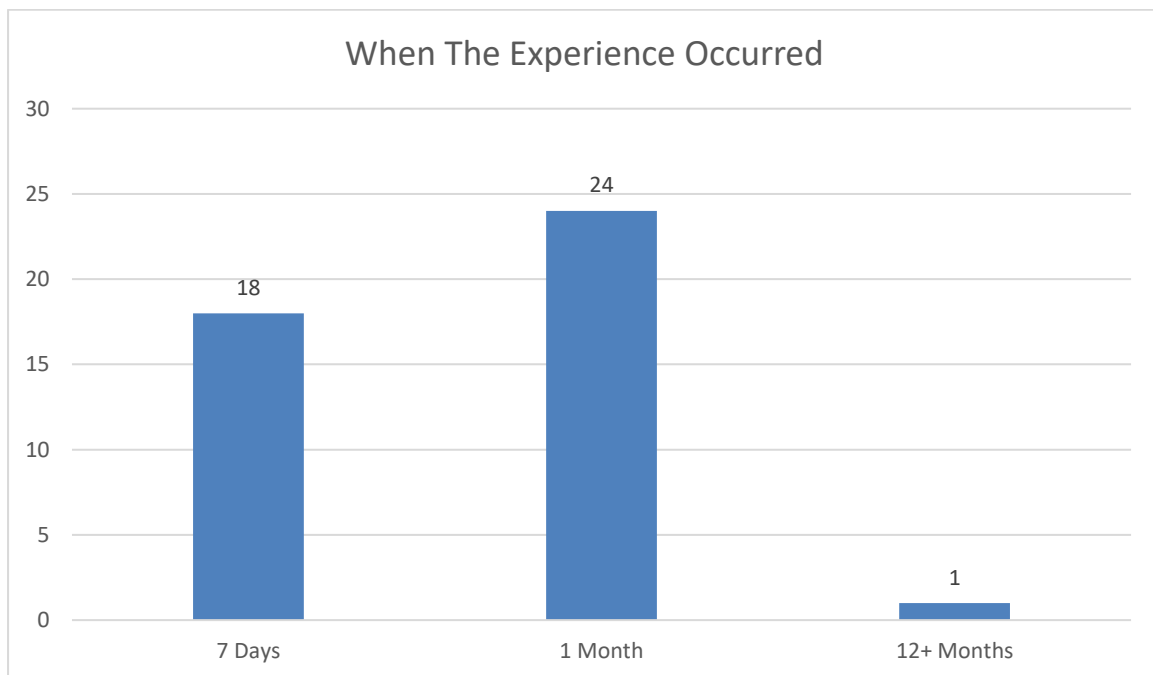


We also conducted online research of local services, looking at a range of websites and social media channels to see what people have been saying about local services, where we found 38 experiences. The graph below demonstrates where we found these experiences.



In total, we received 43 experiences this month. 5 was through direct contact with Healthwatch and 38 was through research.

As can be seen in the graph below, we found that a majority of experiences occurred within 1 month, followed by experiences which occurred within the last 7 days.



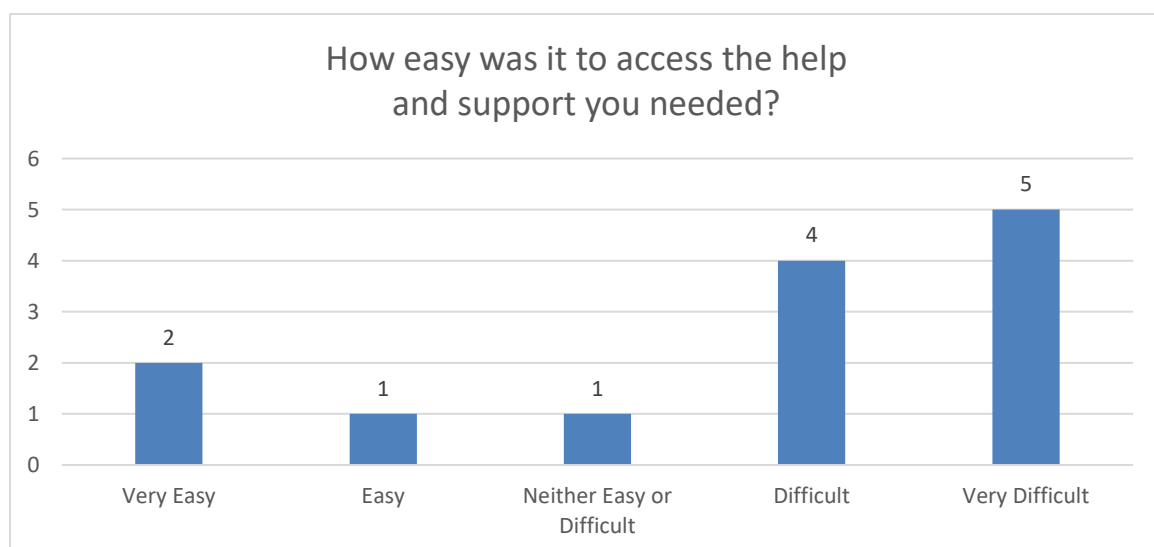
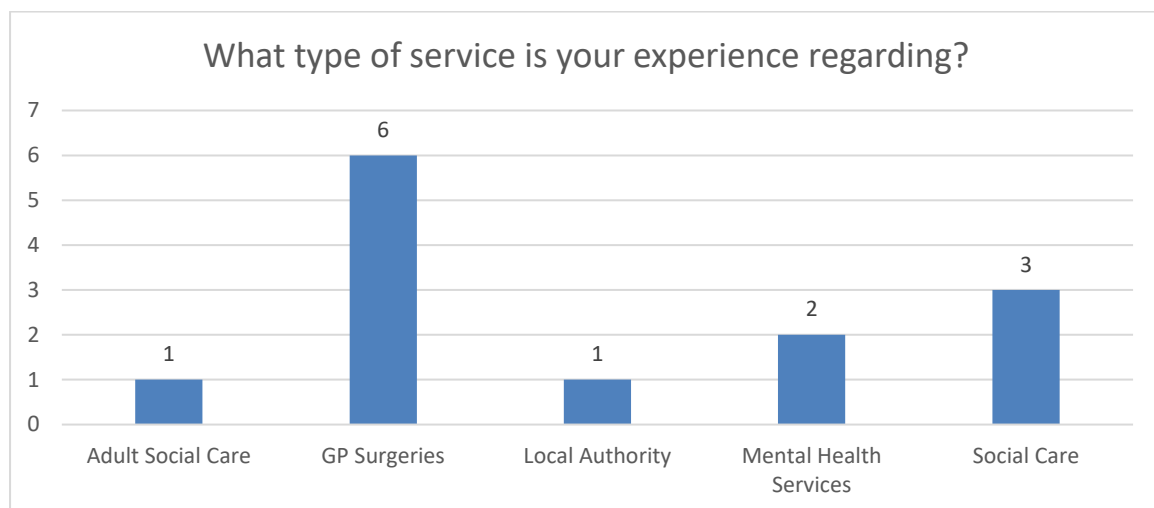
3. Healthwatch England

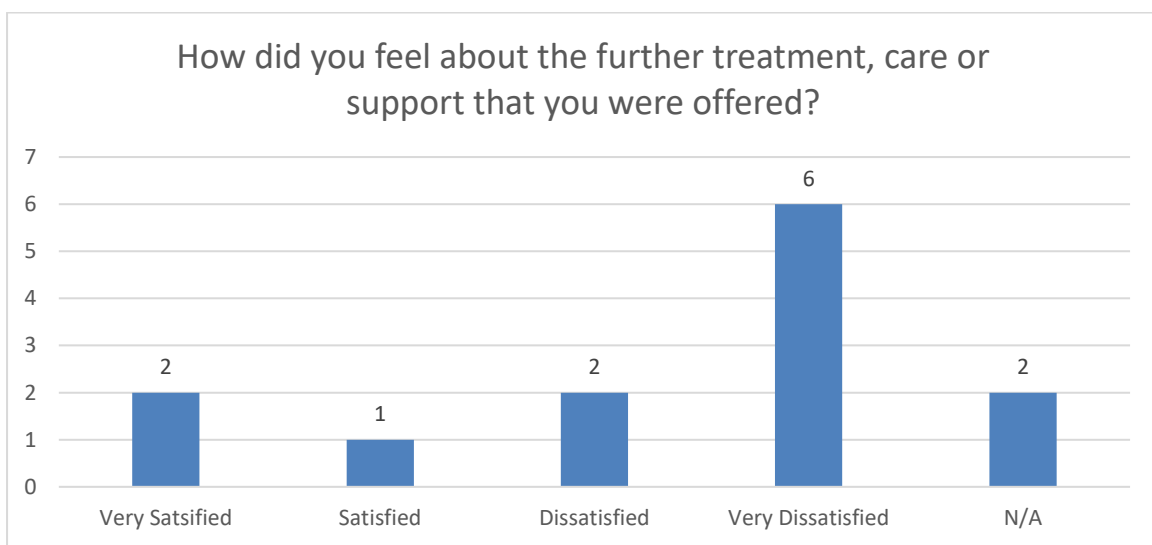
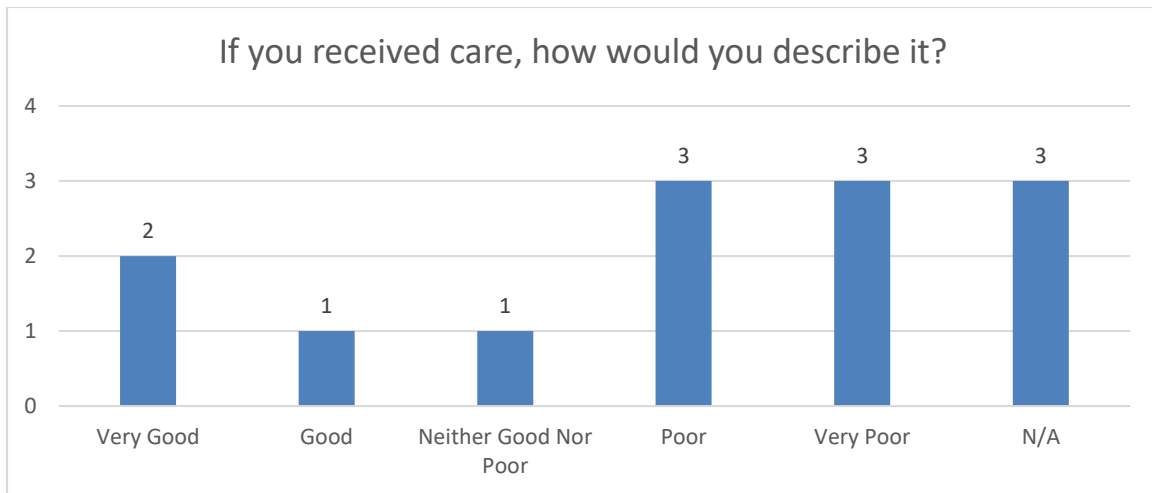
Each month Healthwatch England shares data with local Healthwatch’s regarding the feedback they have received about local services. We have included this information within our report to ensure it is recorded and reported along with our own findings.

Healthwatch England’s survey asks different questions to our survey and for that reason we felt it was appropriate to separate the experiences they received from our own.

Please note, no action has been taken by Healthwatch Kingston Upon Hull following this information being received as Healthwatch England does not collect the contact details of the individual sharing their experience.

In December, Healthwatch England had 13 surveys completed regarding health and social care services in Hull. Please see the breakdown of their findings below:





What We Were Told

Please note, in some instances we receive feedback without a description of their experience; just an overall rating of the service and the name of the service that their experience is regarding has not been given.

Service Name	GP Surgery
Date Received	12/01/2021
Experience	Nothing could have been better my doctors surgery is brilliant. You see the same doctor all the time the only time you don't is if she is on vacation. They have looked after me just as good while COVID has been going on.
Action Taken (Provider)	Not Known
Action Taken (Healthwatch)	No Action taken

Service Name	GP Surgery
Date Received	12/01/2021
Experience	Telephone appointments only for nearly 1 year does not help my husband with rare lung disease and cannot be physically examined or provided with community chest physio
Action Taken (Provider)	Not Known
Action Taken (Healthwatch)	No Action taken

Service Name	GP Surgeries
Date Received	20/01/2021
Experience	<p>My elderly parents both had COVID and were very ill so much that I had to have a home visit and paramedic came. My dad's 91 and mother's 89, not even a welfare call from GP to check they were ok or needed anything (I'm their carer) I had to ask for my mother to be ref to Jean Bishop then I had to chase it up.</p> <p>There's nothing I can say as a positive I'm afraid. I rang about her medication query, rang 7/1 told I had to ring Jean bishop they took a message then nothing!</p> <p>I rang again on 18/1 said would message GP, GP rang but by the time my mother got to the phone rang off. I rang back (5-35) was on hold 40 mins!</p> <p>Then told pharmacy would probably ring my mother 19th, I rang again said put as urgent NO CALL all day. I rang back on 20/1 to tell them no one rang. Pharmacist rang her and issue resolved. Luckily, she has me but what about the poor patients that have no one! The service at my GP feels uncaring no one cares!</p>
Action Taken (Provider)	Not Known
Action Taken (Healthwatch)	No Action taken

Service Name	GP Surgeries
Date Received	28/01/2021
Experience	I requested a repeat prescription & their system told me I needed blood tests. I rang & asked for the prescribers & was told she could override & issue the Prescription but I should ring in about 6 weeks to see whether they were doing blood tests. I did & had the blood test. Next time I rang - same message so I had to waste my time & the prescribing teams time again.

Action Taken (Provider)	Not Known
Action Taken (Healthwatch)	No Action taken

Service Name	Adult Social Care
Date Received	17/01/2021
Experience	Never any respite can't find a place to have my daughter that needs one to one care 24/7.
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	No Action Taken

Service Name	Mental Health Services
Date Received	19/01/2021
Experience	<p>My adult son 21 has autism with no learning difficulties but co-occurring physical and mental health issues. He was diagnosed late as it was missed as a child despite my repeated contact with services and a screening. This led him to have to leave university being unable to carry on anymore. He bought sodium nitrate to end his life, we found it.</p> <p>On accessing the GP for clinical advice and support with mental health and physical health, we were told they don't really know about autism. I have now found out that they do not have even basic awareness training in accordance to statutory guidance.</p> <p>Despite calls and a couple of emails telling them how ill my son was, I had to ask for blood tests, which showed up deficiencies. His physical problems with mobility were missed, despite me putting to them the specific diagnosis he was later diagnosed with at a private physio, when he could barely walk (now needing long term physio).</p> <p>He was also medicated the GP. His health was awful for months after this, could hardly stay awake and was speaking one word answers if that. (He has a high IQ and very good vocabulary). We had to access a private autism trained psychologist earlier due to my sons decline in health, and no services being available.</p> <p>The psychologist Dr told me that adaptations should have being made with people with SPD (my son has this) as the medication he was prescribed can interrupt sensory input and cause dis-engagement, and severe fatigue etc.</p>

	This was not done either. We were given zero advice when asking for guidance, I now know they are unable to help due to no autism awareness training.
Action Taken (Provider)	Not Known
Action Taken (Healthwatch)	No Action taken

Service Name	Social Care
Date Received	21/01/2021
Experience	I am an unpaid home carer - my husband has dementia. In almost 11 months all I have had are 4 phone calls from the Carers Service at my Local Council to see if I want any shopping. Nobody bothered about our mental health. We live in a small village 4 miles from a shop. Unpaid carers are not recognised - we do not exist really
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	No Action Taken

Service Name	Local Authority
Date Received	21/01/2021
Experience	Having a blue badge for the last 6 years I reapply again. Turned down because council want letters from government and health professionals (hospitals) confirming illness that won't get better. I'm in isolation and have been for the last 10 months. Now no badge. Pain led to attempted suicide.
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	No Action Taken

Service Name	Home Care - Springfield Homecare
Date Received	24/01/2021
Experience	Home care put in place quickly. Not knowing how much we are expecting to pay not good 3 months down the line and still don't know. Waiting for outcome of finance assessment.
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	No Action Taken

4. Information Requests

A total of 8 people contacted us for advice and information and 5 people contacted us to provide information about their experiences of local health and social care services.

The types of advice and information requested can be seen below.

Area	COVID-19 Vaccine	Date Recorded	21/01/2021
Experience identified by:	Phone		
Experience	I'm looking for information on how I can get the vaccine. I'm a front-line worker and provide training to NHS staff. I work privately so do not get access to the vaccine through the NHS so wanted to know if there's any way I can get one through a vaccine centre.		
Actions Taken (Healthwatch)	Advised to contact Hull CCG due to specific circumstance		

Area	GP Surgery / Pharmacy	Date Recorded	21/01/2021
Experience identified by:	Phone		
Experience	Every four weeks I need medication. I am vulnerable and have mental health issues but every time I go to collect the medication there's always something incorrect; either with the quantity or the pharmacy says they have not received the prescription but the GP says they have sent it and it's with the pharmacy.		
Actions Taken (Healthwatch)	This enquiry was related to services based in Cottingham, we recorded the information and with consent passed it to Healthwatch East Riding of Yorkshire to follow up.		

Area	COVID-19 Vaccine	Date Recorded	06/01/2021
Experience identified by:	Social Media		
Experience	Hi. Do you know if there is any way I can find out when my mum, who is 88 will be offered the COVID vaccine? Her GP, Kingston Health, sent a text today to say not to contact surgery about the vaccine and to wait to be contacted by NHS. I am becoming very concerned as I am hearing of more and more people - younger than my mum who have had the vaccine or have an appointment. Every day she waits by her phone for a call, I am sure there are many in the same situation but I worry she has been missed. Hope you can help.		
Actions Taken (Healthwatch)	Provided advice and reassurance. We also provided the link to the gov.uk page "Why you are being asked to wait".		

Area	COVID-19 Vaccine	Date Recorded	18/01/2021
Experience identified by:	Phone		
Experience	<p>My mother is 96 and has not received a letter to advise her about a vaccination which should have been with her last month. Today we received a text for my mum to go to a vaccination centre but she's house bound. When I contacted her GP, he advised me that they do not have the Oxford vaccine in Hull so making a home visit is impossible at the moment.</p> <p>When I asked for any guidance, they had they didn't have any and I cannot find any online, seems like either the Government has forgotten people who are vulnerable and housebound or everyone else but my mother is able to get the vaccine. I've contacted the Local Authority and Hull CCG but not heard anything back yet. Can you advise of any guidance or any information regarding home visits and vaccinations in Hull?</p>		
Actions Taken (Healthwatch)	Provided information from Hull CCG regarding Home Visit Vaccinations		

Area	GP Surgery / Dentistry	Date Recorded	18/01/2021
Experience identified by:	Phone		
Experience	How do I go about registering for NHS dentist and with a GP Surgery? I was private however have recently moved into Hull so was not sure on what the process was and what's available.		
Actions Taken (Healthwatch)	Provided details of local services which advertised they were taking on NHS patients on their website and the number for NHS England.		

Area	NHS	Date Recorded	08/01/2021
Experience identified by:	Phone		
Experience	Hello, could you provide me with my NHS Number please?		
Actions Taken (Healthwatch)	Provided contact details for NHS England and link to their website where it explains how patients can request their NHS Number		

Area	Dentistry	Date Recorded	04/01/2021
Experience identified by:	Web		
Experience	Hi, I am wondering if you can help me find a dental practice taking on NHS patients at the moment.		
Actions Taken (Healthwatch)	Provided contact details for NHS England and link to their website where it explains how patients can request their NHS Number		

Area	Dentistry	Date Recorded	01/01/2021
Experience identified by:	Web		
Experience	<p>My 95 year old mother has not received the COVID 19 vaccination. I have complained to her surgery Newland Group Practice, Alexandra Road, Hull which is run by Modality Partnership. The surgery state that they only had a certain number of vaccinations and that my mother wasn't high risk enough for the first call up. My mother is an amputee, has vascular disease, dementia and is an outpatient at the Hull hospitals. Coupled with her age I would consider her high risk. What leaves us even more frustrated is friends between 80-85 Years old have been vaccinated with less health issues.</p>		
Actions Taken (Healthwatch)	<p>Relative had already contacted CCG who had spoken with the practice. After we returned to the office following the Christmas holidays, Healthwatch contacted the relative we had found that the patient had just received the first dose of the vaccine</p>		

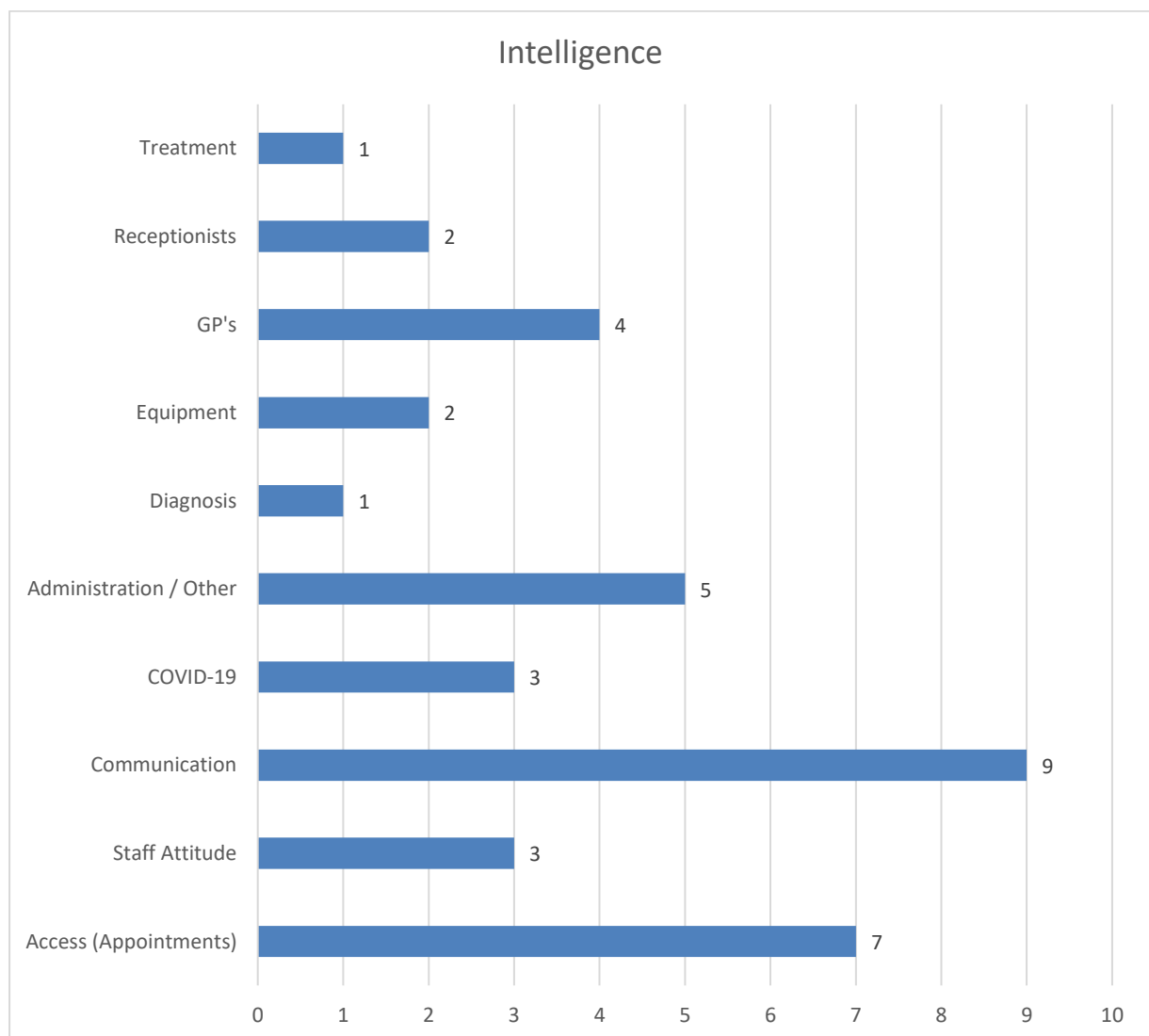
5. Experiences Breakdown

Overall Statistics for January

The graphs below provide an overall breakdown of the experiences we received this month. Between the 5 experiences we recorded through being contacted directly and the 38 experiences we found through research; we recorded a total of 43 experiences this month.

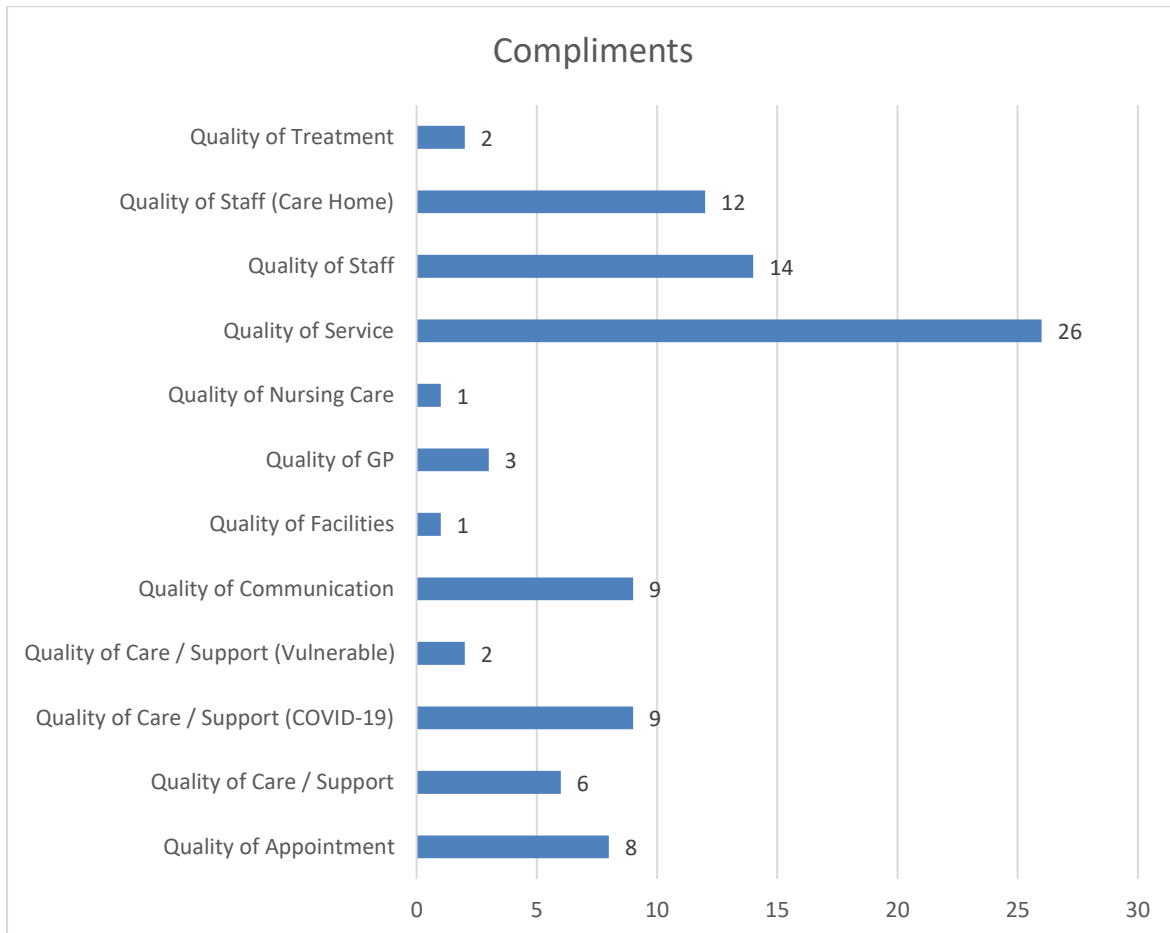
Upon further analysis of these experiences, we identified a combined total of 37 pieces of intelligence and 93 compliments. The graph below identifies the number and areas of concern.

Please note, these figures differ from the amount of contact and experiences (research) as one contact and experience (research) can result in multiple comments about a particular service.

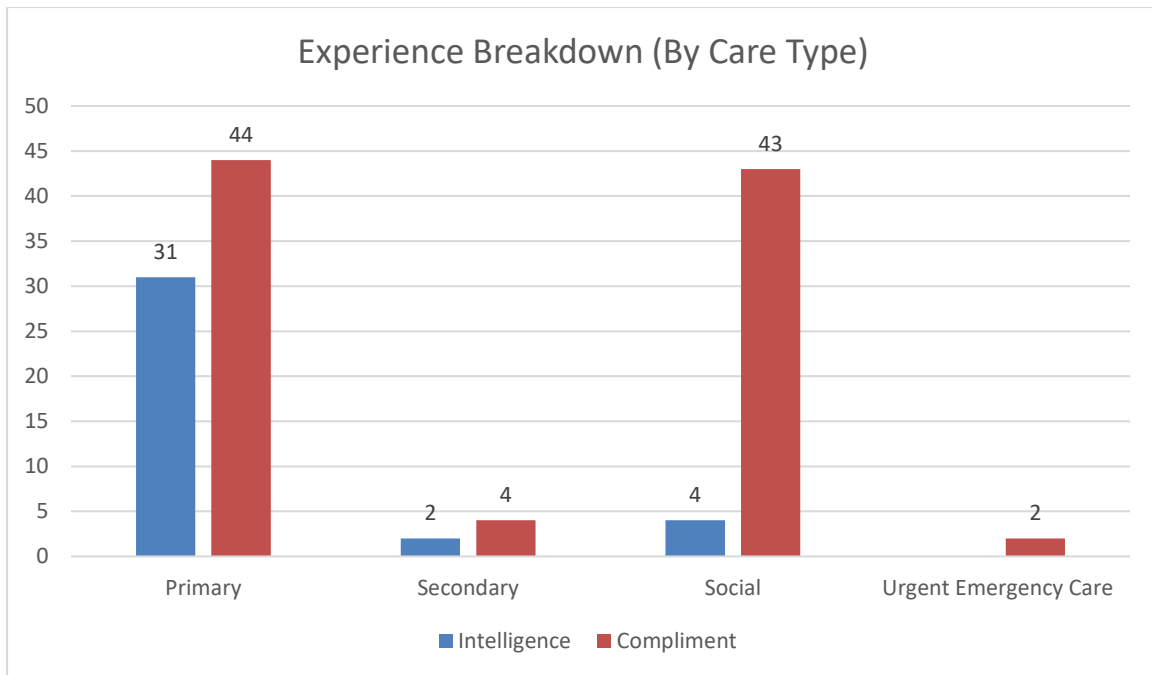


As can be seen above the main pieces of intelligence related to Communication which had 9 comments followed by Access (Appointments) which had 7 comments.

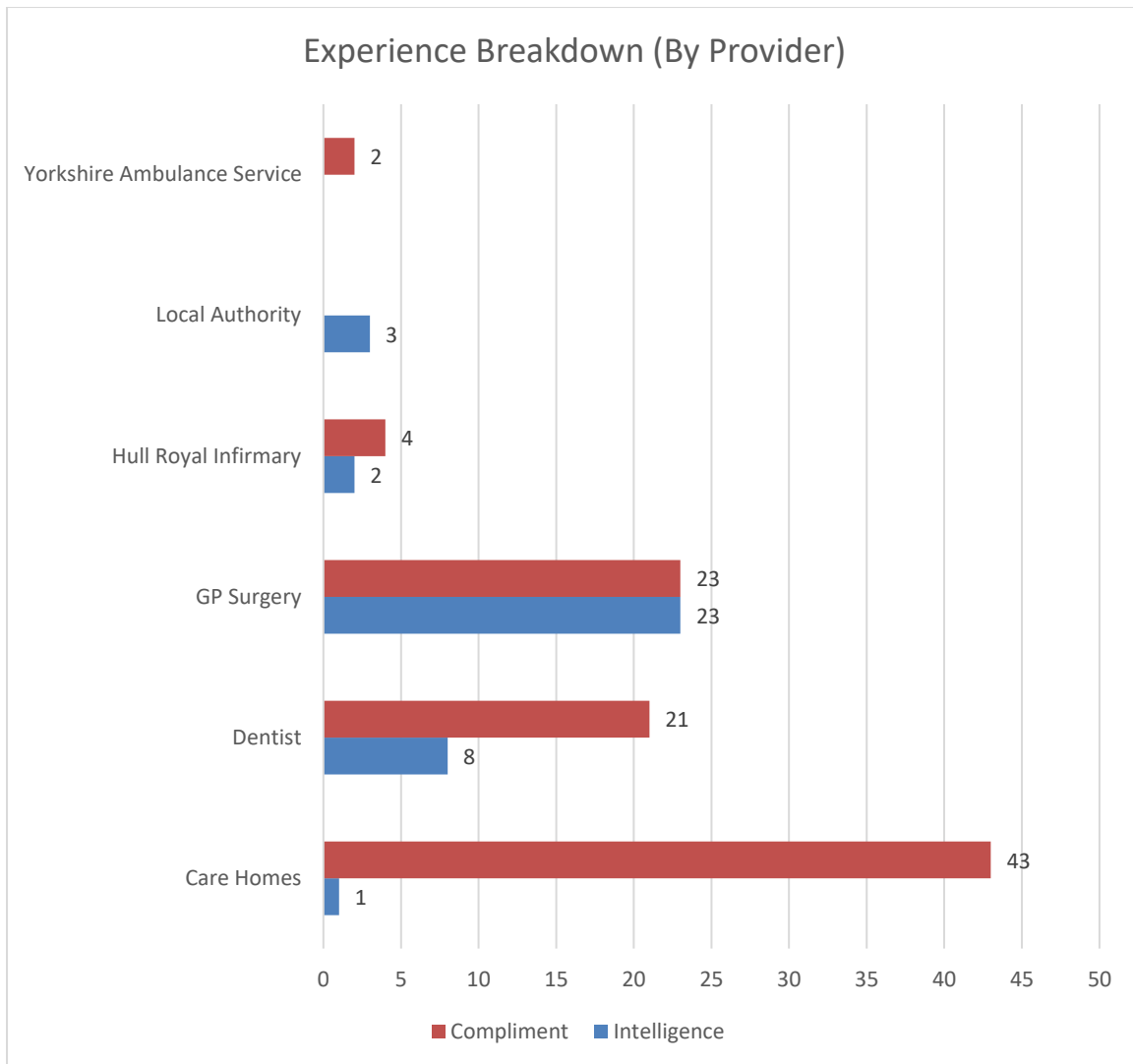
We identified 93 compliments from the experiences we received in January across 12 different areas. The compliment we identified the most was Quality of Service with 26 comments followed by Quality of staff with 14 comments.



The graph below demonstrates the breakdown by care type. This month, the majority of comments were in relation to Primary Care (GP Surgeries, Dental Practices) which had 31 pieces of intelligence and 44 compliments, followed by Social Care which had 4 piece of intelligence and 43 compliments.



The graph below breaks these down to the service level. We have found that GP Surgeries received the most comments with 23 pieces of intelligence and 23 compliments followed closely by Care Homes with 4 intelligence and 43 compliments.

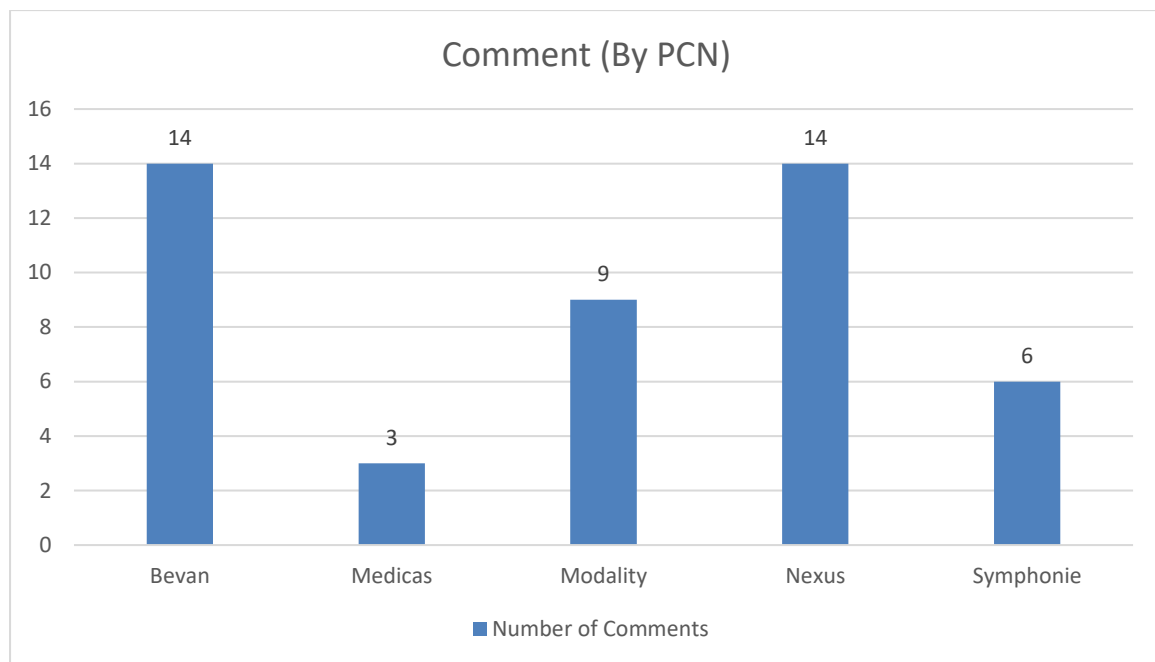


5.1 Experiences Breakdown - PCN

Statistical Information and Graphs

This month, we received 46 comments about GP Surgeries. The graph below provides a breakdown of which PCN's these GP Surgeries are under. From the experiences we received this month, we found that Bevan received the most comments followed by Nexus.

Please note, in some instances we received surveys without the name of the GP Surgery which means we are not able to identify which PCN it falls under.

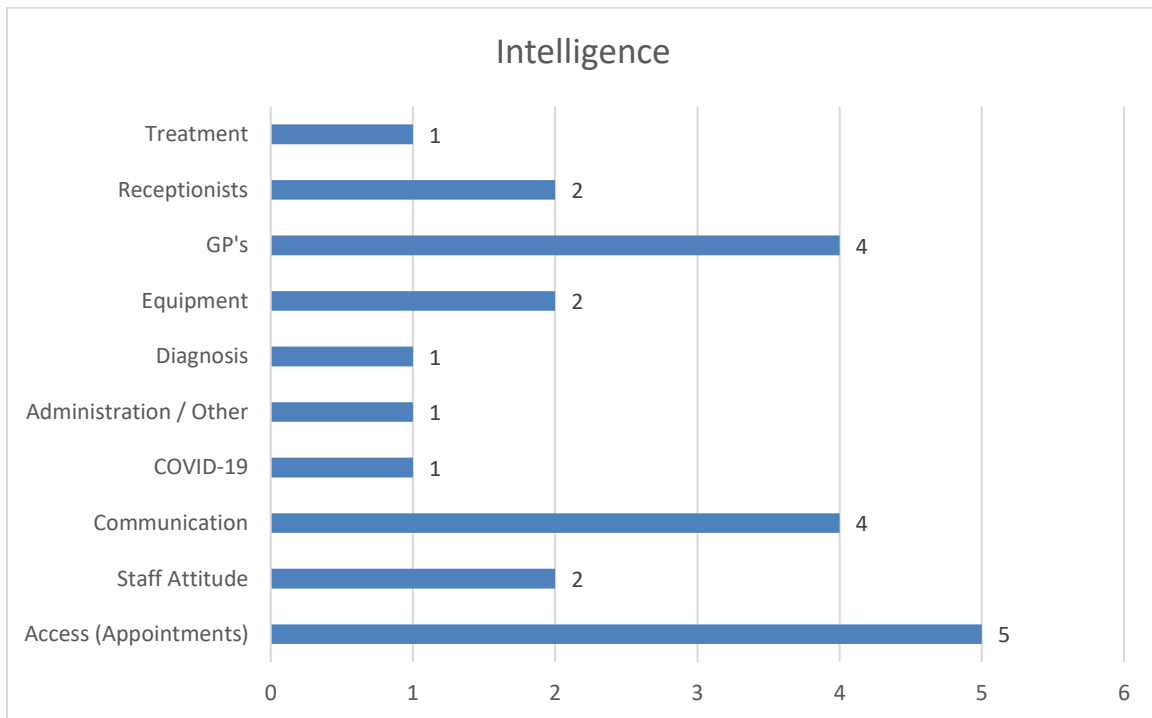


5.2 Experiences Breakdown - GP Surgeries

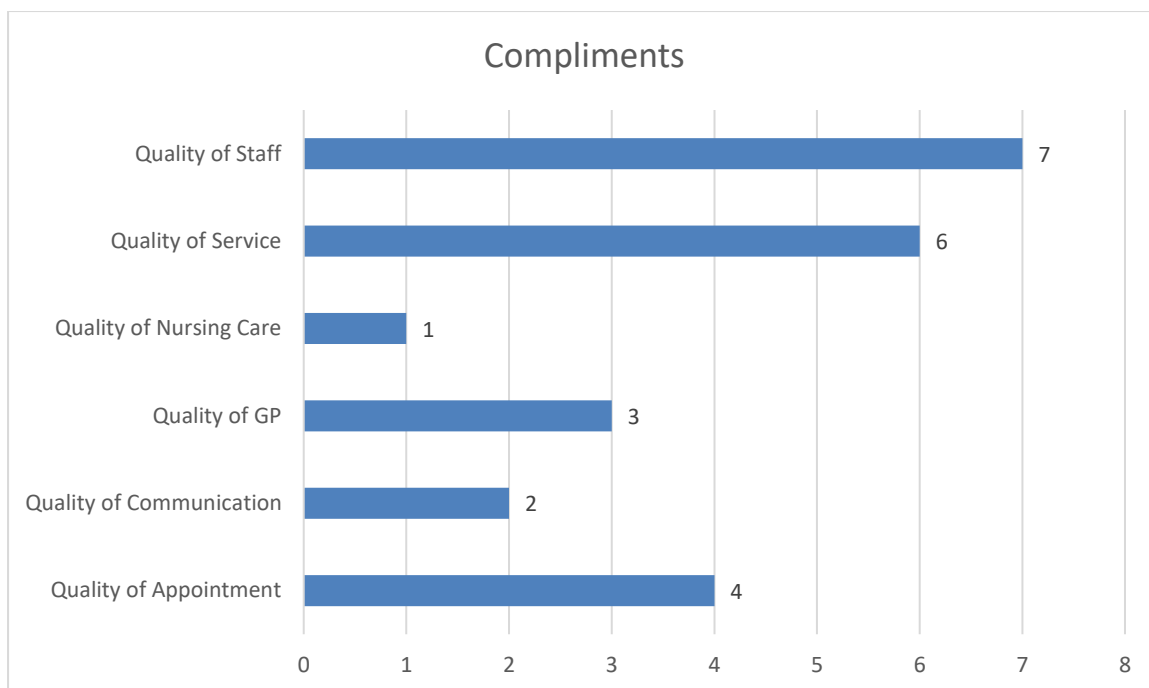
Statistical Information and Graphs

This month, we received 46 comments about GP Surgeries. 23 of these were intelligence and 23 were compliments.

In January, we identified 10 different areas where intelligence was received. The graph below identifies the number and area of concern.



Out of the intelligence we received, the main two pieces of intelligence related to Access (Appointments) with 5 comments followed by Communication and / GP's which both had 4 comments each.



Out of the compliments we received, the main two compliments we recorded were in relation to Quality of Staff which had 7 comments followed closely by Quality of Service which had 6 comments.

What We Were Told

Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

Service Name	GP Surgery - Orchard 2000 Medical Centre	Date Recorded	20/01/2021
Date Received	20/01/2021		
Experience identified by:	Web		
Experience	I have recently saw the doctor regarding blockages in my ears, roughly 2 weeks ago I had a phone appointment with the doctor and after a discussion about blockages in my ears. He prescribed some sodium bicarbonate ear drops and told me to ring back if they were no better in 7 days and he would see me and have them syringed if I need to. I used the drops for 10 days and asked my mother to call back as they were much		

	<p>worse to the point I was struggling to hear people’s words even at very close range.</p> <p>After a brief explanation with the receptionist, she went ahead and booked me an appointment for ear syringing... A night before the appointment I find out it was cancelled but the surgery had also rung me and said the Dr would like to see you as he would need to see my ears before syringing. He then told me in his office that he wouldn't be syringing as they stopped that for COVID reasons he didn't know about before the hand and that he was referring me to a specialist with absolutely no scope on how long that would take.</p> <p>I empathise that there's a pandemic but I found it greatly insulting I was refused treatment when was due to his prescription and care that made my hearing so poor and would have left me unable to work. I have now been to see someone privately which luckily, I got to see that very day of the meeting with the doctor and I paid out of my own pocket for care that should have been offered to me given the reason it was your doctor's care that left me in the state I was... Going forward I have received the referral but I have already declined the appointment on the grounds I went and sorted it myself...</p> <p>I would also like the opportunity to ask you to provide my NHS number in any replies as I am really edging towards registering with another practice all because of this one terrible experience.</p>		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	Advised the gentleman that he can contact NHS England in relation to his NHS number and the practice manager if he wanted to raise a complaint.		
GP Surgery	Kingston Health	Date Recorded	22/01/2021
Experience identified by:	Research		
Experience	<p>Regrettably I've used this practice for years.</p> <p>Whilst they have some wonderful nurses and admin staff, they have some below par doctors; specifically, in terms of their 'bedside manner'.</p> <p>I've had a doctor literally roll their eyes at me during an appointment, another gave me the wrong information about a condition etc. To the point that I have had to go private just to feel comfortable asking for tests.</p>		

	It's the kind of place that makes you not want to seek help for ailments.
	Moving to another practice after 16 years with them.
Actions Taken (Provider)	Not known
Actions Taken (Healthwatch)	No action taken

GP Surgery	Riverside Medical Centre	Date Recorded	27/01/2021
Experience Identified by:	Research		
Experience	Useless, can't make appointments, if you get one, they do nothing, they pass me from a doctor to another for a year now. Today I waited for 2 hours and half with no answer although I was constantly being told I was first in the queue. I finally hung up. I'm desperate.		
Actions Taken (Provider)	Not Known		
Actions Taken (Healthwatch)	No Action Taken		

GP Surgery	Clifton House Medical Centre	Date Recorded	27/01/2021
Experience Identified by:	Research		
Experience	<p>I have been registered with this GP for over 10 years now, however I have now decided to switch because I cannot tolerate the way I am spoken to any longer.</p> <p>Every time I have an appointment with Clinical Practitioner she speaks in a degrading way with a disgusting tone. I have been ill for 3 months now and I called her to find out my blood test results to which she angrily replied by asking me why am I calling her during this crazy time with not important issues, I understand that with the pandemic staff are stressed out but I am curious to as how was I supposed to find out my test results without contacting my GP even though I was told to do so by my nurse?</p> <p>There is no reason staff should treat someone with contempt. This is my personal opinion but I think this is a personal issue she must have with me as I'm a foreigner as this isn't a one off thing, this happens every time I call her, surely her other patients do not receive the same treatment. If you don't believe, then listen to the recorded calls.</p>		
Actions Taken (Provider)	Not Known		
Actions Taken (Healthwatch)	No Action Taken		

GP Surgery	Newland Group Medical Practice	Date Recorded	27/01/2021
Experience Identified by:	Research		
Experience	Terrible. I spent ages doing an e-consult online just to ask for their email address so I could forward on some medical records. They texted me with an email address but the email bounced back saying it was only for generating auto messages and would not be forwarded or dealt with so to ring my surgery. I did that and there is no option to speak to human being and they cut me off. Such a simple thing so badly handled. Not sure what to do next.		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No Action Taken		

GP Surgery	The Quays Medical Practice	Date Recorded	02/01/2021
Experience Identified by:	Research		
Experience	Can't get through for a repeat prescription, been on the phone 50 mins on hold and counting		
Actions Taken (Provider)	Not Known		
Actions Taken (Healthwatch)	No Actions taken		

GP Surgery	Newington Surgery	Date Recorded	27/01/2021
Experience Identified by:	Research		
Experience	The waiting times on the phone, or for an appointment are unacceptable. Doctors and nurses are good, if you get to see them		
Actions Taken (Provider)	Not Known		
Actions Taken (Healthwatch)	No Action Taken		

GP Surgery	Diadem Medical Centre	Date Recorded	21/01/2021
Experience Identified by:	Research		
Experience	The systems to contact the surgery for any reason are not fit for purpose. Asking the receptionist if you call in person doesn't get you anywhere, you're told to phone in. Phoning in is a nightmare, an inadequate system, long waiting times on the phone, then the numbers to press don't include general enquiries or speaking to the practice manager. Using the online system is painful, too many questions, older people or those with disabilities may not even be able to use		

	<p>the online system. Whilst we all appreciate that there are enormous pressures on the NHS, the GP's nurses etc, etc, it does not excuse having poor levels of administrative staff to take calls and answer queries in a REASONABLE length of time.</p> <p>Before Diadem went into Modality, it was a brilliant place, but my personal experience of the systems in place there are not good. I have friends and family also registered at Diadem who all say the same thing. When you do get to see a member of staff, they have been without exception, excellent. I have only praise for the staff there, but the accessibility is poor indeed.</p>
Actions Taken (Provider)	Not known
Actions Taken (Healthwatch)	No Action Taken

GP Surgery	Wilberforce Surgery	Date Recorded	08/01/2021
Experience Identified by:	Research		
Experience	The Dr's and nurses are all fantastic some of the reception staff are rather full of their own importance but fortunately they are few and they are a very small part in the surgery		
Actions Taken (Provider)	Not Known		
Actions Taken (Healthwatch)	No Action Taken		

GP Surgery	Princes Medical Centre	Date Recorded	06/01/2021
Experience Identified by:	Research		
Experience	<p>If there was a no star option, this is what I'd give this practice. Never any appointments available, unless you re-dial about 50 times, which takes over an hour. Soul destroying, especially if you're at work. Receptionists are awful. Last year, I'd left my thyroid meds in our caravan, so rang on Monday morning to get just 5 days' worth, until I went back to caravan, and the Receptionist actually had an argument with me, telling me that she wouldn't put my request through, as I could be lying to her!! I was livid!! Practice manager apologised but good lord!!! I wasn't going to be selling my thyroid tabs on the street corner, was I?? 😞😞😞 AVOID.</p>		
Actions Taken (Provider)	Not Known		
Actions Taken (Healthwatch)	No Action Taken		

GP Surgery	East Hull Family Practice	Date Recorded	05/01/2021
Experience Identified by:	Research		
Experience	This place has it easy during the COVID-19 Pandemic at the time of writing this review. They never answer the phones therefore you can never get an appointment.		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No Action Taken		

Compliment

GP Surgery	Kingston Health	Date Recorded	27/01/2021
Experience Identified by:	Research		
Experience	I had my first COVID vaccine yesterday (20th Jan) I must say how well organised it was. No sitting about n waiting, was taken straight through to have it done. Afterwards when you are waiting for 15 minutes to make sure you have no problems, a lovely nurse kept coming in to see if we were ok. Well done to you all, even called a taxi for me to get home.		

GP Surgery	East Hull Family Practice	Date Recorded	27/01/2021
Experience Identified by:	Research		
Experience	Was seen nearly straight away. Was not very busy. A positive experience.		

GP Surgery	Oaks Medical Centre	Date Recorded	27/01/2021
Experience Identified by:	Research		
Experience	Outstanding service. If I could give 10 stars I would, always helpful, always polite, you are all a credit to the NHS.		
Similar Experience	We found that 1 other person had similar compliments to raise regarding Doctors and Nurses		

GP Surgery	Orchard 2000 Medical Centre	Date Recorded	27/01/2021
Experience Identified by:	Research		
Experience	Felt the need to leave a review as I am always impressed by the service myself and family receive. The reception team are always polite and friendly. The last nurse I saw for cervical screening made me feel at ease and was so informative. Also, the last GP I had a telephone consultation was very thorough and had a very calming telephone manner. Well done Orchard 2000 is these difficult times.		

GP Surgery	Springhead Medical Centre	Date Recorded	27/01/2021
Experience Identified by:	Research		
Experience	<p>These past few days both myself and my elderly mother have been very ill the receptionist have gone that extra mile, by sorting out medications and even a call for my bloods knowing I was worried but both doctors who dealt with us on the phone and in surgery where brilliant. Yes, we do have a long wait but I am so glad that the ladies on reception were there. So thanks for doing an outstanding job in this particular time and stay safe</p>		

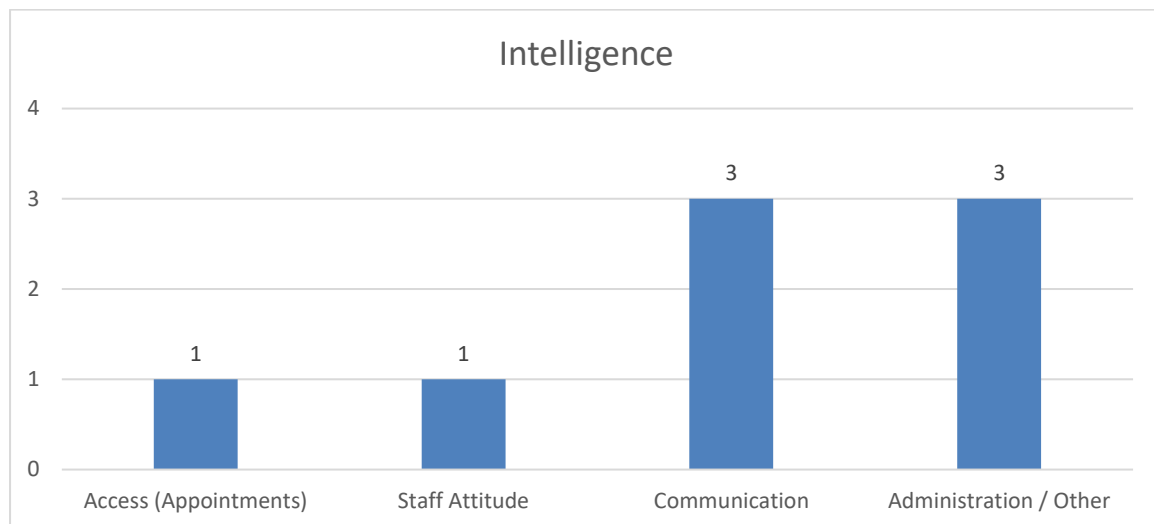
GP Surgery	Princes Medical Centre	Date Recorded	27/01/2021
Experience Identified by:	Research		
Experience	<p>Very easy to register, polite and clear receptionist. I was texted my account information for online access about a week after registering. The online website makes it very fast and easy to book appointments, see your medical notes, etc. It sounds like other reviewers booked appointments over the phone and had to wait on hold - try online if you can. The upstairs area is surprisingly large. There are several hand sanitizer dispensers. Right next to pharmacy, very convenient.</p>		

5.3 Experiences Breakdown - Dentist Practices

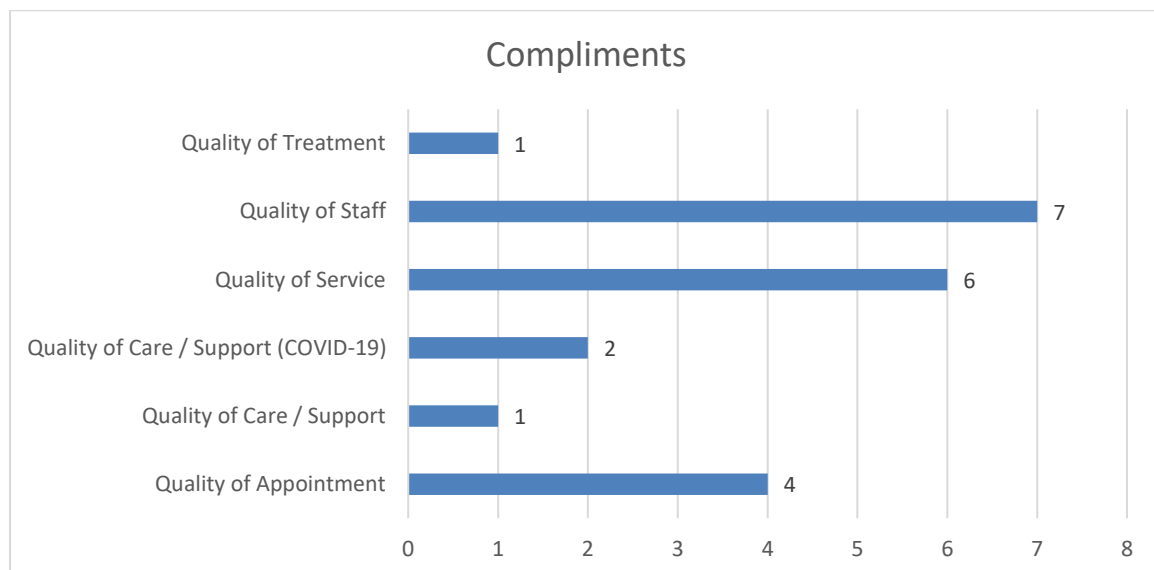
Statistical Information and Graphs

This month, we recorded 29 comments about Dentist Practices. 8 of these were intelligence and 21 were compliments.

In January, we identified 4 different areas where intelligence was received. The graph below identifies the number and area of concern.



Out of the intelligence we received, the main two pieces of intelligence related to Communication and Administration / Other, both with 3 comments



We recorded 6 different areas of compliments, the two main areas where compliments were received was for Quality of Staff which received 7 comments and Quality of Service which received 6 comments.

What We Were Told

Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

Dentist Practice	My dentist - Holderness Road	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	<p>I have been in agony recently. I called before Xmas 2020, explaining my agony. I was politely told that I would receive a call from a dentist, in 2 days' time. That was 4 weeks ago, I still haven't had a call. Please don't hide behind Covid-19 and give this as an excuse. You are meant to be professionals, a call to a patient in agony is extremely important, at least to the patient.</p> <p>Prior to Covid-19, I had had problems, with countless cancelled appointments, due to a shortage of dentists, or the retention of dentists. I rarely see the same dentist twice. It seems as if you are simply there to sell various treatments, or various dental products. Totally unacceptable to be honest. As for me, many weeks later, well I am still suffering, I have had to pull a tooth out myself, simply due to pain and desperation. Please tell me, should I have to beg you for an appointment?</p> <p>Many people are choosing to have their teeth checked out abroad, in various countries. They are doing so because they have little choice, not because they want to. The public are a captive audience for dental services and care. We have scant choice and very little manoeuvrability, when it comes to finding a new dentist. As a consequence of this, we have to suffer.</p>		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No Actions Taken		

Dentist Practice	My dentist - Hessle High Road	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	<p>Due to working in care and not being able to attend 3 appointments even though I cancelled due to work commitments I have been struck off as an NHS patient. I was not told this it was just done without any letter or correspondence this practice is only happy to accept private customers as they have more money.</p> <p>A disgrace they class not attending for 2 years even though we are in a pandemic my wife has been with my dentist 13 years and the same has happened.</p>		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No Actions Taken		

Dentist Practice	Griffin Dental Practice	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	<p>The telephone just rings out all the time it can take hours before you get through. You have to wait at the bottom of the stairs outside now in all weathers and then ring them to say you have arrived, I rang them but no answer as usual so went up the stairs to let them know I had arrived, the staff member told me haughtily (even though it's January and snowing) that I need to go back downstairs and ring to tell them I have arrived, no smile, nothing, I said is this how you treat your patients then as I can't get through no-one answers the phone, I then said to the dentist that the telephone service is awful and stressful and takes hours for someone to answer , the dentist said it's expensive and if I wanted to pay for it then they would improve the service! I was appalled at her unprofessional response and will never go back to this dentist again, awful, you have been warned. I am also making an official complaint about their service, disgusting!</p>		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No Actions Taken		

Compliment

Dentist Practice	My dentist - Hessle High Road	Date Recorded	17/01/2021
Experience Identified by:	Research		
Experience	Very professional and friendly staff and a very clean practice. Very pleased with all aspects of my treatment		

Dentist Practice	My dentist - Hessle High Road	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	Great Dental staff. Hygienist and nurse were fantastic at my recent visit as was the dentist when I saw her. Very professional friendly staff. Highly recommend this practice		

Dentist Practice	My dentist - Hessle High Road	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	Amazing practice, not just now but over the last 4 years. Great COVID precautions in place now, felt safe being there. The team on the desk, dental nurse and dentist all friendly, professional and just fab.		

Dentist Practice	Freetown Way Practice	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	I've used this practice for around 5 years. Service has always been highly professional, friendly but more importantly virtually pain free. The dentists in this practice have excellent skills and are the best I have ever been treated by from a range of private and NHS practices.		

Dentist Practice	The Dental Design Studio	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	Been with this dentist for several years and he talks through everything with you and he is the only dentist I have seen who as checked under the tongue. and is highly competent at his job		

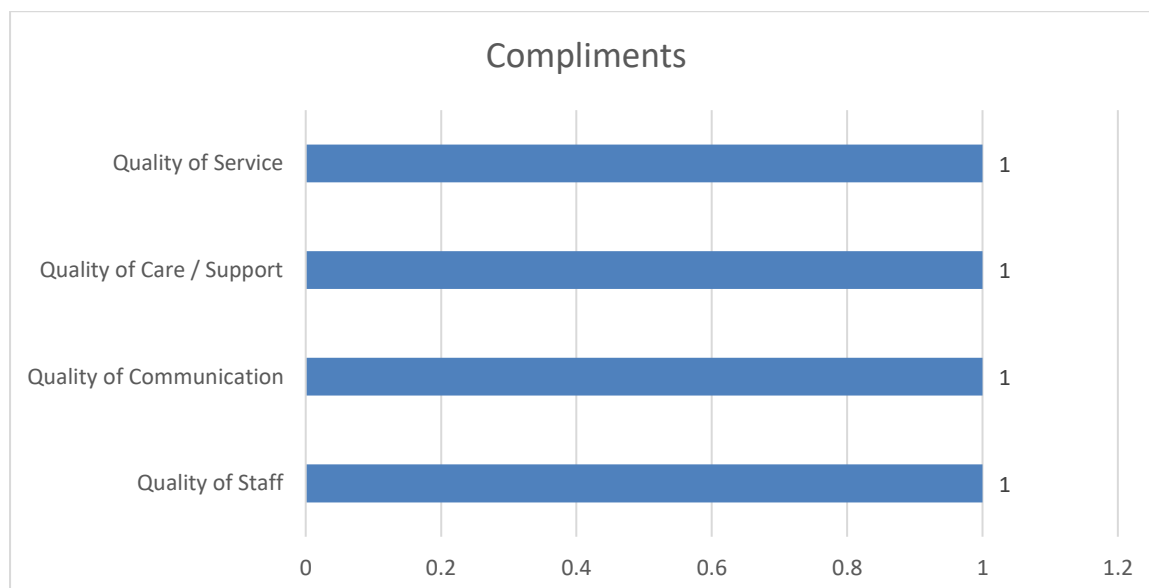
Dentist Practice	The Dental Design Studio	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	I recently went for my usual check up with Dentist. I was informed I would need three teeth filling. So, another appointment was made for this to be done. The Dentist and		

Nurse were really very polite and caring and the work to my teeth carried out without any fuss. I'm now able to chew my food and enjoy the work that they have done for me. Obviously given that we are all wearing face masks and only being allowed into the building as an when they are ready for you, my experience was great. The Receptionist and staff member who took my temp and asked me if I had been in contact with or had any symptoms were both courteous and proficient as I was quickly admitted to the premises and through to the Dentist. All in all a speedy and cheerful experience given the current environment. It's a pleasure to go feeling so assured that the service you receive is given in a genuine caring manner.

5.4 Experiences Breakdown - Hull Royal Infirmary

Statistical Information and Graphs

This month, we received 6 comments about Hull Royal Infirmary. 2 of these were intelligence and 4 were compliments. The two pieces of intelligence was in relation to Communication and COVID-19.



We recorded 4 different areas of compliments; each area had one compliment.

What We Were Told

Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

Department /s	Ward 90	Date Recorded	28/01/2021
Experience Identified by:	Web		
Experience	<p>To whom it may concern,</p> <p>My Foster Mother who is ninety two years old was admitted to the Hull Royal Infirmary two week ago and I have been given little information about her treatment or her health.</p>		

	<p>My only contact with her in via telephone calls and they have revealed to me that she is scared and disorientated. I worry about her mental ability to make health decisions for herself given the delirious effect the antibiotics have on her. Since arriving at the hospital she has been moved to different wards and has now contacted covid19. I accept the pandemic is aggravating accessibility problems for hospitals, but the complications Joan has encountered makes it more important to those of us who are concerned about her to be given reliable information that hitherto has not been possible via a telephone system operated at ward level by volunteers.</p> <p>The fact is that she is nearly 93 and has lived longer than most of her blood relatives. Her younger sister had dementia and her daughter is under the care of HICA. Consequently, it falls to me or two very good friends of hers, to represent her in the care and support plan she is currently undergoing.</p> <p>I am aware that face to face meetings aren't possible but it would deliver some peace of mind to Joan and us if someone in the hospital could contact myself or them with up-to-date information on Joan's health.</p> <p>She is desperate to be in her own home and I hope we can all work with each other to fulfil her wishes.</p>
Actions Taken (Provider)	Not known
Actions Taken (Healthwatch)	Signposted to PALS.

Compliment

Department	Women and Children's	Date Recorded	08/01/2021
Experience Identified by:	Survey		
Experience	<p>I was admitted to Women and children's Labour Ward on 24/12/2020 around 10pm. Staff met us at the ward door and greeted us into a room. From arrival to the ward, throughout labour and right until discharge, every member of staff was amazing. We were lucky to have the most amazing midwife and midwifery assistant, who delivered our baby girl.</p> <p>Both ladies made me feel safe and cared for and included my husband throughout the entire labour. During labour, staff kept spirits high with staff been dressed in Christmas themed clothing and delivering presents to ladies in labour. Exactly the positivity I needed to get me through my labour :) I was then transferred to Rowan Ward with baby.</p>		

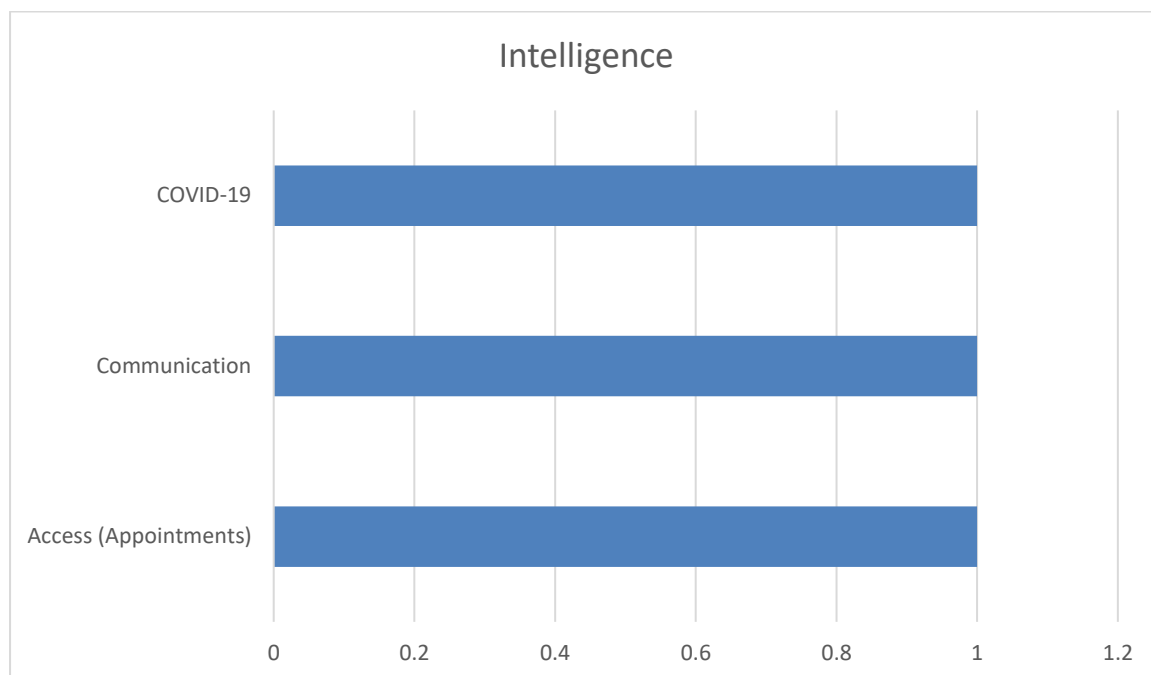
Due to COVID, this is a time when Dad has to leave us until we are discharged. The porters who transferred us to the ward were lovely, down to earth and made this time much easier by making us laugh and smile. On Rowan Ward, all staff from midwives to cleaning staff were lovely.

All made a fuss of myself and baby at a time that could easily be quite lonely, with dad not able to be there. We were lucky that Labour had no complications, so staff worked effortlessly to make sure me and baby got a quick discharge and were home with my husband for lunch time. An experience I was truly so anxious about was made so positive by such amazing staff. I couldn't have asked for more. Thank you, from the first Christmas day baby :)

5.5 Experiences Breakdown - Local Authority

Statistical Information and Graphs

This month, we received 3 comments about the Local Authority. All 3 of these were intelligence.



What We Were Told

Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

Area	Residential Care	Date Recorded	05/01/2021
Experience identified by:	Web		
Experience	My mum is in a care home in Hull. She is 85 years old and has advanced Alzheimer's and vascular dementia. Now I could at this stage set out in detail how appalling, distressing and worrying the last 9 months have been. I would hope that you would both be aware of how difficult it has been for all of us. You can take it as read that a total lack of visits followed by		

	<p>socially distanced garden visits, window visits and video calls do not work for mum.</p> <p>The hope that, both dad and I were both clinging to, was that soon or even possibly over Christmas given the guidance issued by the Government on 19 December, we would be able to visit with her and get to hold her hand again.</p> <p>On 23 December we received a copy of the letter sent by the Local Authority which devastated the little hope that we had. I could at this point detail how that made us feel, but to be honest it is too distressing to even contemplate writing about. However, I do have some specific points, relating to your letter, that I would like your responses to:</p> <ol style="list-style-type: none"> 1. The guidance specifically states that it “has been developed for the purpose of supporting local system leaders, providers, staff, and families to plan and carry out visits that provide meaningful contact as safely as possible.” Why have Hull City Council decided to impose a blanket ban on visiting? 2. The guidance states that “All care homes - regardless of Tier - and except in the event of an active outbreak - should seek to enable outdoor visiting and ‘screened’ visits and all care homes in Tier 1, 2 and 3 - except in the event of an active- should also seek to enable: indoor visits where the visitor has been tested and returned a negative result”. Why have Hull City Council decided to ignore this guidance? 3. The guidance also sets out that “The local DPH and director of adult social services (DASS) have an important role in supporting care homes to ensure visiting happens safely, unless there is good evidence to take a more restrictive approach in a particular care home. The default position set out in this guidance is that visits should be supported and enabled wherever it is safe to do so.” Why have you chosen to ignore this guidance? <p>Please find above the letter I have written to the council asking for clarification on the decision to apply a blanket ban too visits in care homes. A copy of my letter is attached.</p> <p>Do you have any views of the legality and reasonableness of their decision?</p>
<p>Actions Taken (Healthwatch)</p>	<p>Escalated to Healthwatch England</p>

We noted they had already raised their concerns to Local Authority Adult Social Care Services and Public Health and advised to wait for their response.

We suggested that they could also raise their concerns with Local Government and Social Care Ombudsmen.

5.6 Experiences Breakdown - Yorkshire Ambulance Service

Statistical Information

This month, we received 2 comments about Yorkshire Ambulance Service which were compliments. The compliments were in relation to Quality of Service and Quality of Care / Support.

What We Were Told

Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Compliments

Service	Yorkshire Ambulance Service	Date Recorded	18/01/2021
Experience Identified by:	Survey		
Experience	I fell down the stairs, hurting my leg, arm and back (which already has a pre-existing injury). My partner out of concern called 111 and they sent some paramedics out on low priority. When they came, they gave a fantastic service, I felt fine but when standing became faint, they checked all my vitals and was really thorough. Fantastic service.		

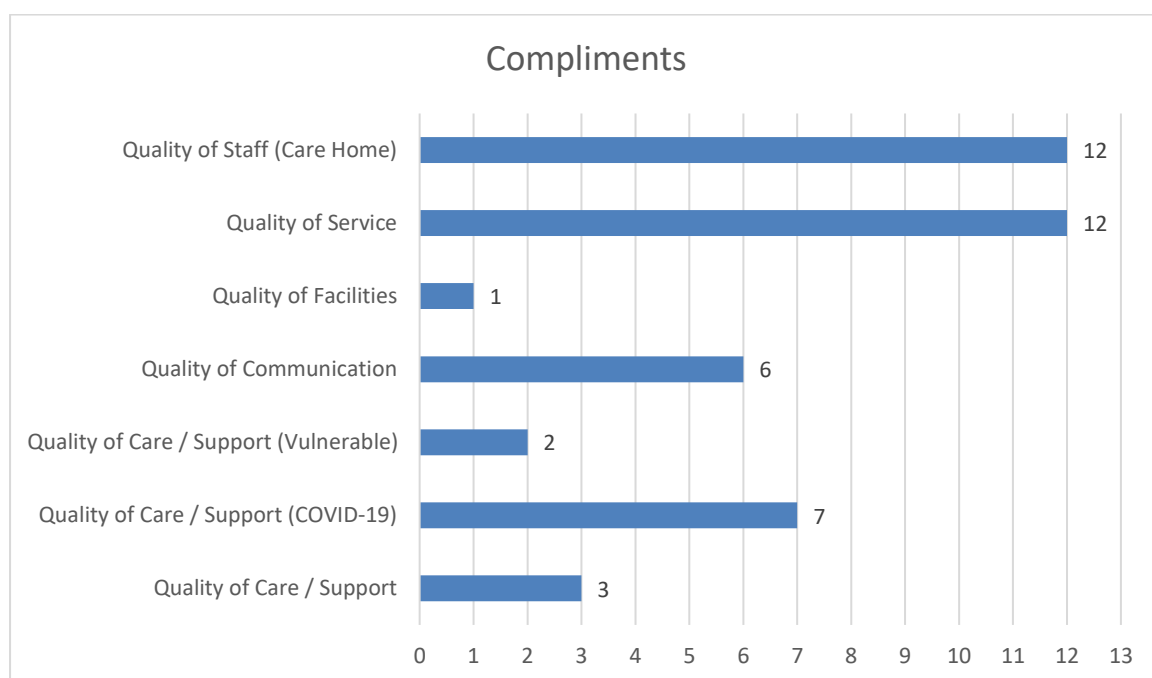
5.7 Experiences Breakdown - Care Homes

Statistical Information and Graphs

This month, we received 44 comments about Care Homes, this was broken down into 1 piece of intelligence relating to 'Administration / Other' and 43 compliments.

The piece of intelligence is included in the compliments section as it relates to a comment made about their being lose flagstones on the footpath at the home.

From the experiences we received this month, we found that Saltshouse Haven received the most comments followed by Rossmore.



We recorded 7 different areas of compliments, the main compliments we received was in relation to Quality of Service and Quality of Staff (Care Home); both of which received 12 comments.

What We Were Told

Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Compliment

Care Home	Saltshouse Haven	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	<p>My mum moved in several weeks ago as we were no longer able to keep her in her own home due to her Alzheimer's starting to take over. The staff have been fantastic, we now know mum is safe, cared for, eating properly, and bathing etc, everything we take for granted ourselves. Despite COVID and not been able to see mum properly, the staff post daily videos and pictures on their Facebook page and mum pops up quite regularly, which is great to see, especially as she is smiling and doing different activities, which she never did at home! Thank you to all the staff, your hard work and dedication does not go unnoticed and is massively appreciated by all my family.</p>		

Care Home	Saltshouse Haven	Date Recorded	29/10/2021
Experience Identified by:	Research		
Experience	<p>My father has been at Saltshouse Haven for around 16 months and is very happy and settled there. I have always found the staff to be very respectful and helpful and my father feels safe there. He has been regularly tested for COVID and I feel that great care has been taken to keep the residents safe. I have always found the lodge to be very clean and I know my fathers' room is cleaned on a daily basis. There are always activities or events for the residents and even though my father does not leave his room by choice, the staff go out of their way to involve him. They have regularly posted pictures of events and residents throughout the lockdown, which has been lovely. I feel very fortunate that my father is in such a lovely, caring place and I would not hesitate to recommend it to anyone looking for a caring, clean and happy residential placement.</p>		

Care Home	Saltshouse Haven	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	<p>Fantastic care, lots of activities. It's a pleasure watching the Facebook page. The staff have really stepped up to the mark. Always keeping in touch informing of any changes. The celebration of Easter, Halloween and Remembrance Day were all well organised - the staff must have worked so hard.</p>		

Care Home	Saltshouse Haven	Date Recorded	29/01/2021
Experience Identified by:	Research		

Experience	The staff go above and beyond for the residents and they are always available to discuss any concerns we may have or they are always promptly informing us of concerns they may have. I am more than happy with the care and attention they give to all residents living there especially the care given to my mum, she is always happy and smiling and well entertained. The staff are great.		
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Care Home	Saltshouse Haven	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	My aunt has been a resident of Saltshouse haven for over a year much of which we are not allowed to visit because of the current situation. But as for the care she has received I cannot praise the staff enough, a lot of them go well beyond the call of duty. And I wouldn't hesitate to recommend this home to anyone.		

Care Home	Saltshouse Haven	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	My father has had wonderful care and been involved in activities that go on. He's happy there and would like to go out but under current circumstances cannot. Footpath issues lots of loose flagstones which are hazardous.		

Care Home	Rossmore	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	Care received was very good. Staff were friendly and really helped me through some difficult moments, both mentally and physically.		

Care Home	Rossmore	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	The care was excellent. Staff always willing to help during these hard COVID times.		

Care Home	Rossmore	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	Staff were always helpful and kind. The food was good.		

Care Home	Rossmore	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	Good level of care offered by very supportive staff, delivered during difficult times.		

Care Home	St Andrews	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	<p>I can't really say enough about the wonderful care my Mother received at St Andrew's during the time she spent there. From the first day she was admitted she was treated with such diligent care and affection from all of the staff and as a family we were given every opportunity to feel involved and frequently asked for input to make sure Mum was surrounded with her familiar and favourite things.</p> <p>Staff and management are well trained and made all efforts possible to ensure Mum received the highest standard of care. It was particularly important to us as a family as two of us live abroad and travel restrictions had prevented our usual visits, however, the amazing staff quickly established a regular weekly video calling schedule which was a great comfort to us especially in the last few days of Mums life as we were able to speak to her up until the end.</p> <p>Mums medical care due to her terminal illness was also dealt with in a professional and sympathetic manner. Forever in their debt.</p>		

Care Home	Castle Park	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	<p>Despite only being a resident for 7 months, the staff (all of them) were really dedicated to the care of all the residents. The facilities are superb and the food is prepared onsite. My stepson and the others were treated like a big family. As his health declined, the carers were lovely and gave him a lot of attention. I wouldn't hesitate in recommending Castle Park. So understanding, caring and considerate.</p>		

Care Home	Castle Park	Date Recorded	29/01/2021
Experience Identified by:	Research		
Experience	<p>The staff are brilliant, from day 1 my son was treated like a member of a big family. The staff, led by the manager, were friendly, caring and nothing was too much trouble. In the final days, my son had really liked it there and despite his physical condition and mentally stubborn, all the girls were well aware of what was happening and were polite and caring.</p> <p>The building is cleaned thoroughly and daily and the food was home cooked on-site and was delicious. Cannot speak for anywhere else but our experience was excellent for the short time my son was there.</p>		

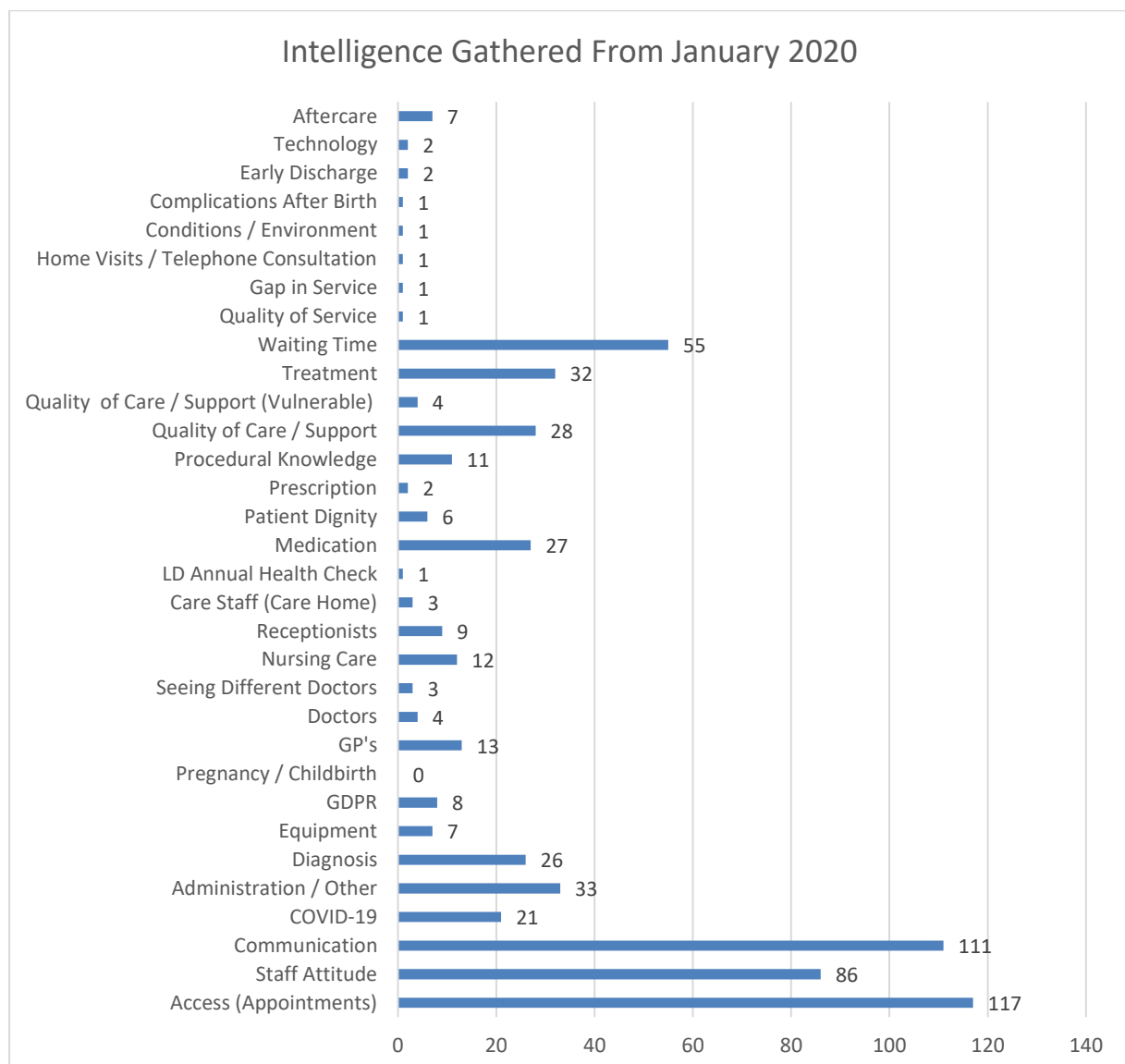
6. Experience Breakdown - From January 2020

Statistical Information and Graphs

The graph below provides a breakdown of the intelligence we have identified from the experiences we have recorded from January 2020. We have now identified 635 pieces of intelligence and 433 compliments.

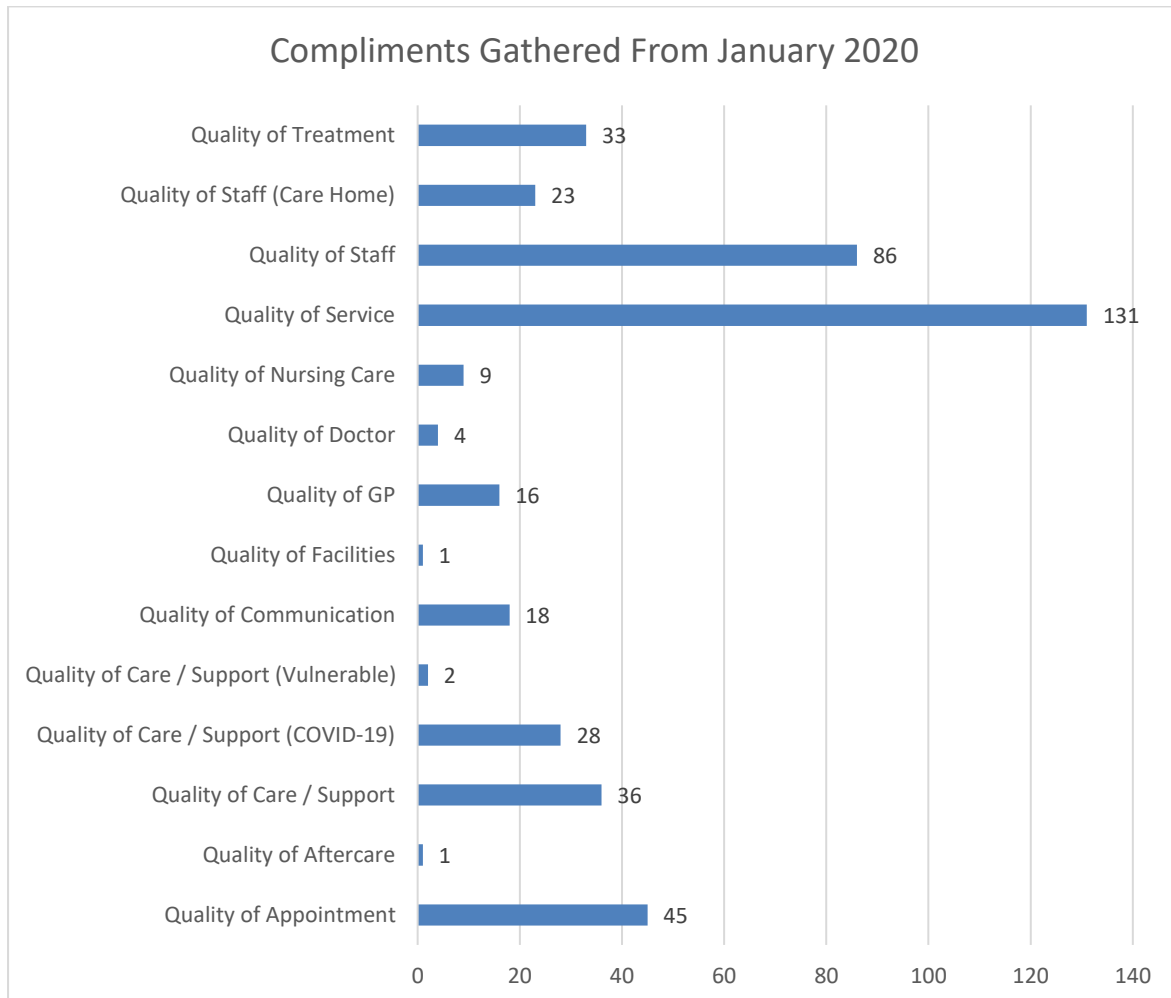
The most reoccurring themes are Access with 117 comments followed by Communication at 111 comments.

Please note, these figures differ from the amount of contact and experiences (research) as one contact and experience (research) can result in multiple comments about a particular service.



The graph below provides a breakdown of the compliments we have identified from the experiences we have recorded since January 2020.

The most reoccurring compliment is Quality of Service with 131 comments followed by Quality of Staff with 86 comments.



7. NHS Independent Complaints Advocacy

Statistical Information and Graphs

This month the NHS Independent Complaints Advocacy received 1 complaint. This complaint was in relation to Hull University Teaching Hospitals NHS Trust.

Nature and Substance of complaint:

Dissatisfactory communication about COVID patient's health status whilst Hospital inpatient.

Date of incident?

November & December 2021

7. Feedback Form

We request that the feedback form below is completed by commissioners and/or provider responsible for the service to enable members of the public to be assured that their feedback is recognised and acted upon and contributes to ongoing service development.

Please complete the form and return to:
mharrison@healthwatchkingstonuponhull.co.uk

Organisation	Responsible person	Comments/Actions

healthwatch

Kingston upon Hull

Intelligence Report

January 2021

