



Intelligence Report

April 2024

healthwatch
Kingston upon Hull

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1. Introduction

Healthwatch Kingston upon Hull is the independent consumer champion for health and social care. We have the power and influence to ensure people's voices are heard by those providing and commissioning local health and social care services. In addition to seeking the public's views ourselves; we also encourage services to involve people in decisions that affect them.

Every month, Healthwatch gathers information from the public about local health and social care services, which is shared anonymously with the providers and commissioners of these services. This process allows for issues to be addressed as early as possible in order to prevent further escalation.

The detail in this report applies to **April 2024** and refers to the information Healthwatch has received and researched during this period. The report provides the nature of experiences, the intelligence and emerging trends during each monthly period for a range of care providers.

The service areas highlighted in this report are as follows:

- Primary Care
- Secondary Care
- Mental Health Services
- Community Services
- Adult Social Care Services
- Learning & Disabilities Services
- Children/Youth Services
- Yorkshire Ambulance Service

In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

Please note: All experiences have been anonymised and where quotes are given they have been recorded as provided to ensure we capture the authenticity of the experience. All experiences in this report have been received and researched in good faith and where contact details have been provided and were required explored further.

Following the publication of this report we asked service providers to give feedback using the link below as it provides confidence to the public that their experiences are valued, acknowledged and acted upon:

<https://healthwatchkingstonuponhull.co.uk/reportfeedback>

2. Engagement Activity

During **April** we visited **31** locations, where we gathered experiences from the public.

The service area locations, we visited during April are outlined below;

- Adult Social Care
- Community
- Primary Care
- Secondary Care
- Urgent Care
- Children and young people

Postcode area breakdown for the locations we have visited during April:

- HU1 (Hull City Centre)- 5
- HU2 (Central Hull)- 2
- HU3 (Central Hull)- 8
- HU4 (West Hull)- 1
- HU5 (West Hull)- 3
- HU6 (North Hull)-1

- HU8 (East Hull)- 1
- HU9 (East Hull)- 4
- HU10 (West Hull Villages)-1
- HU16 (Cottingham- Castle Hill Hospital)- 4
- HU17 (Beverley- Bishop Burton College)- 1

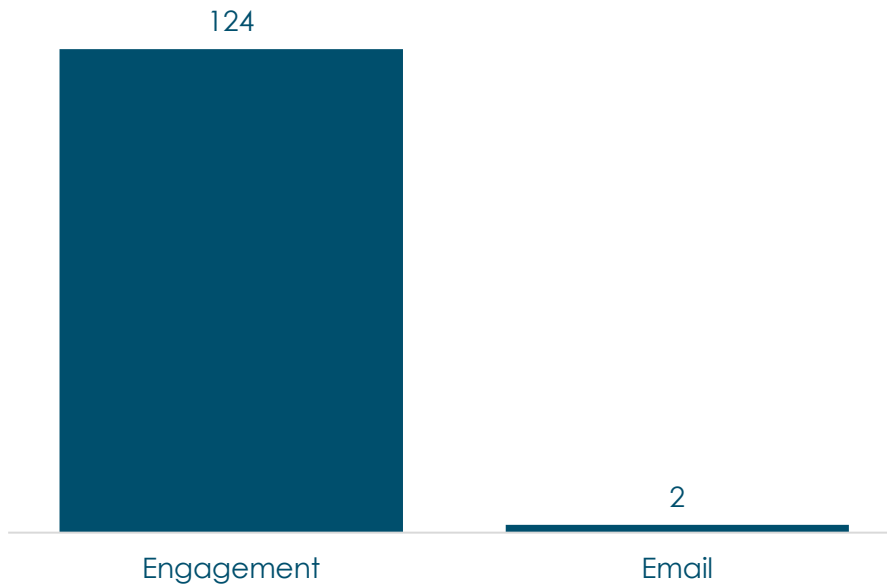
The focus of our engagement programme is to find out what people in the local community feel and think about the healthcare services they use. Each month we look to build a picture of the landscape of health and social care in the area and highlight what is working well, what challenges people are facing and, where possible, how can we work together with healthcare providers to overcome those challenges.

Healthwatch Hull are aware that Hull residents will use services which crossover into the East Riding of Yorkshire, this is evident by the use of Castle Hill Hospital and we will continue to work to support Hull residents who are accessing these services which are outside of the immediate Hull city boundary.

3. Contact Statistics

In total **126** people made contact with Healthwatch. The figures below show that Engagement is the most popular method that people use to contact us.

Method of Contact



For April we conducted an online review of experiences from NHS.uk and carehome.co.uk and homecare.co.uk, these experiences came from reviews family, friends and services users have left for services in Hull in total there were **17** experiences.

The total amount of experiences this month, via contacts and research is **143** made up of **146** negative comments and **231** compliments.

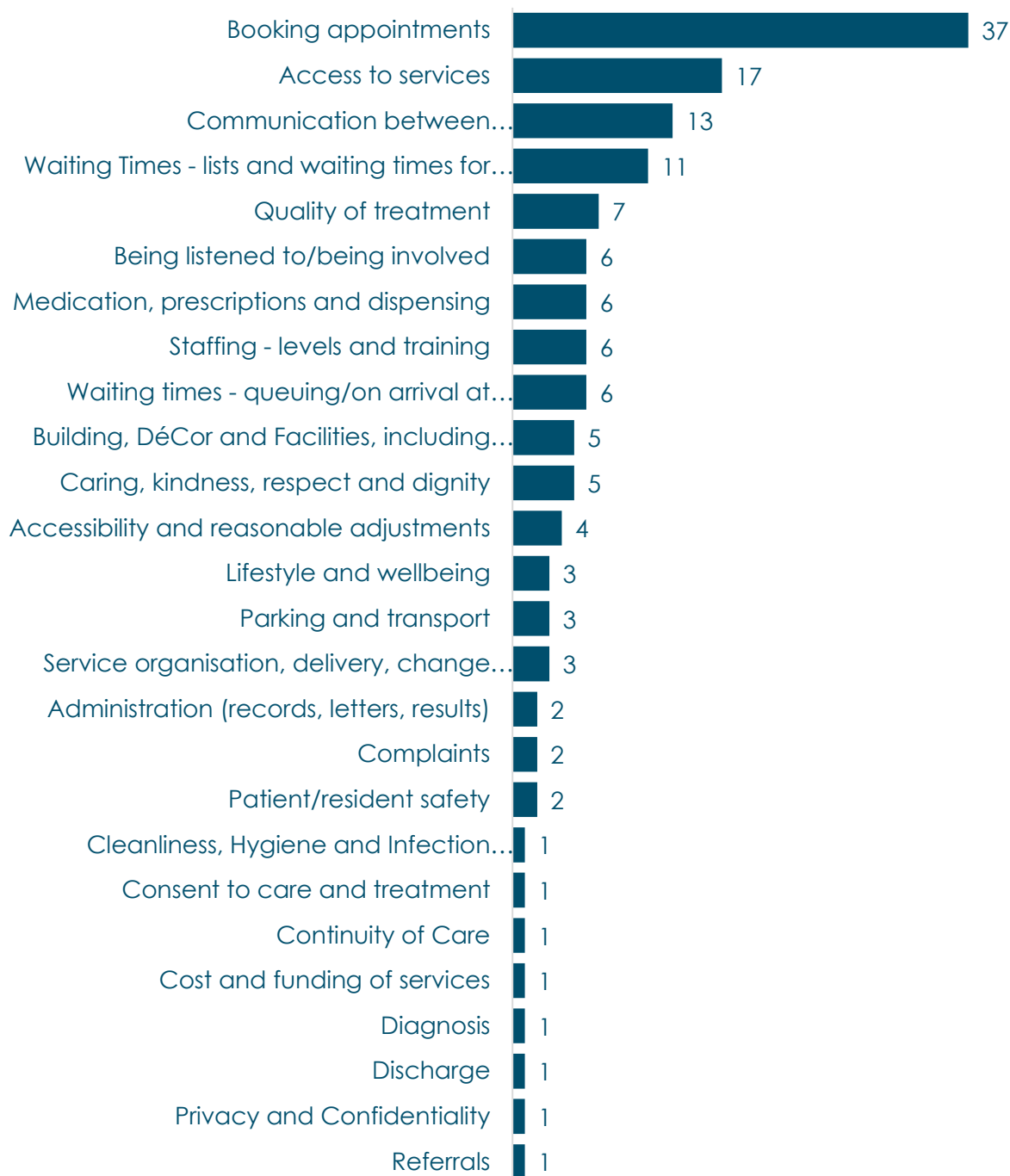
4. Overall Experiences Breakdown

The charts below detail the breakdown of what the public have been saying about primary, secondary and social care services in Hull for April, looking at both positive and negative comments.

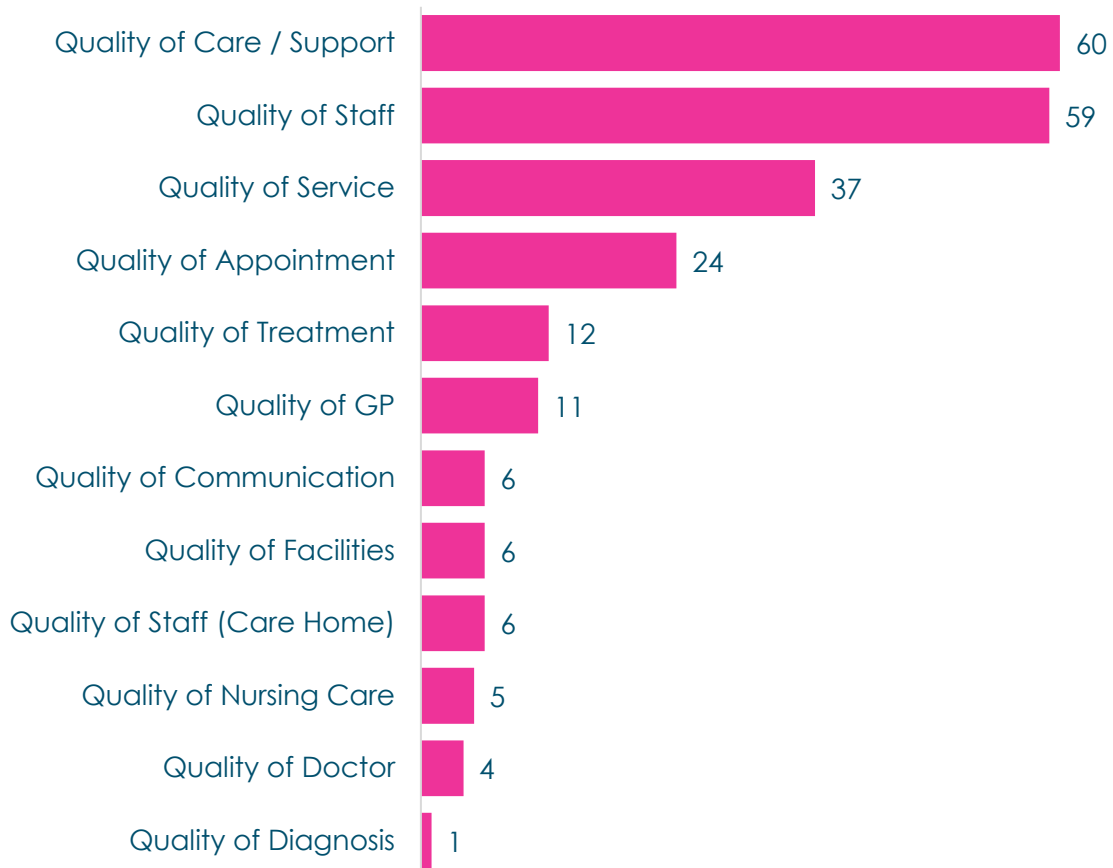
Please note: these figures differ from the amount of experiences gathered, because one experience can result in multiple negative and positive comments.

We recorded **146** negative comments and **231** compliments in total across all healthcare services from **143** experiences.

Theme - Intelligence

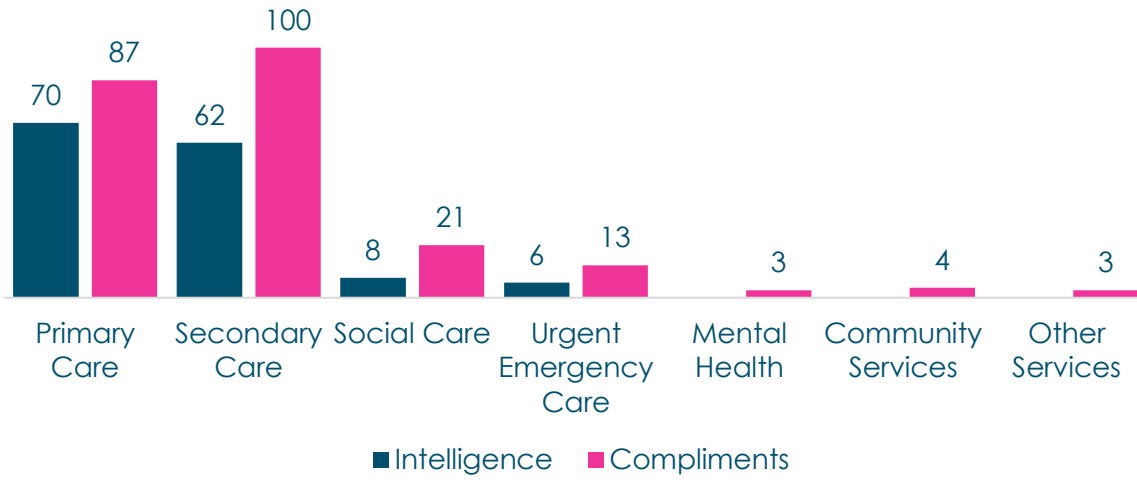


Theme - Compliment



Booking Appointments, Access to Services and Communication between Staff/Providers and Patients, were highlighted as the main concerns for the month of April. Quality of Care/ Support and Quality of Staff are the areas which have received the most compliments during April.

Care Type

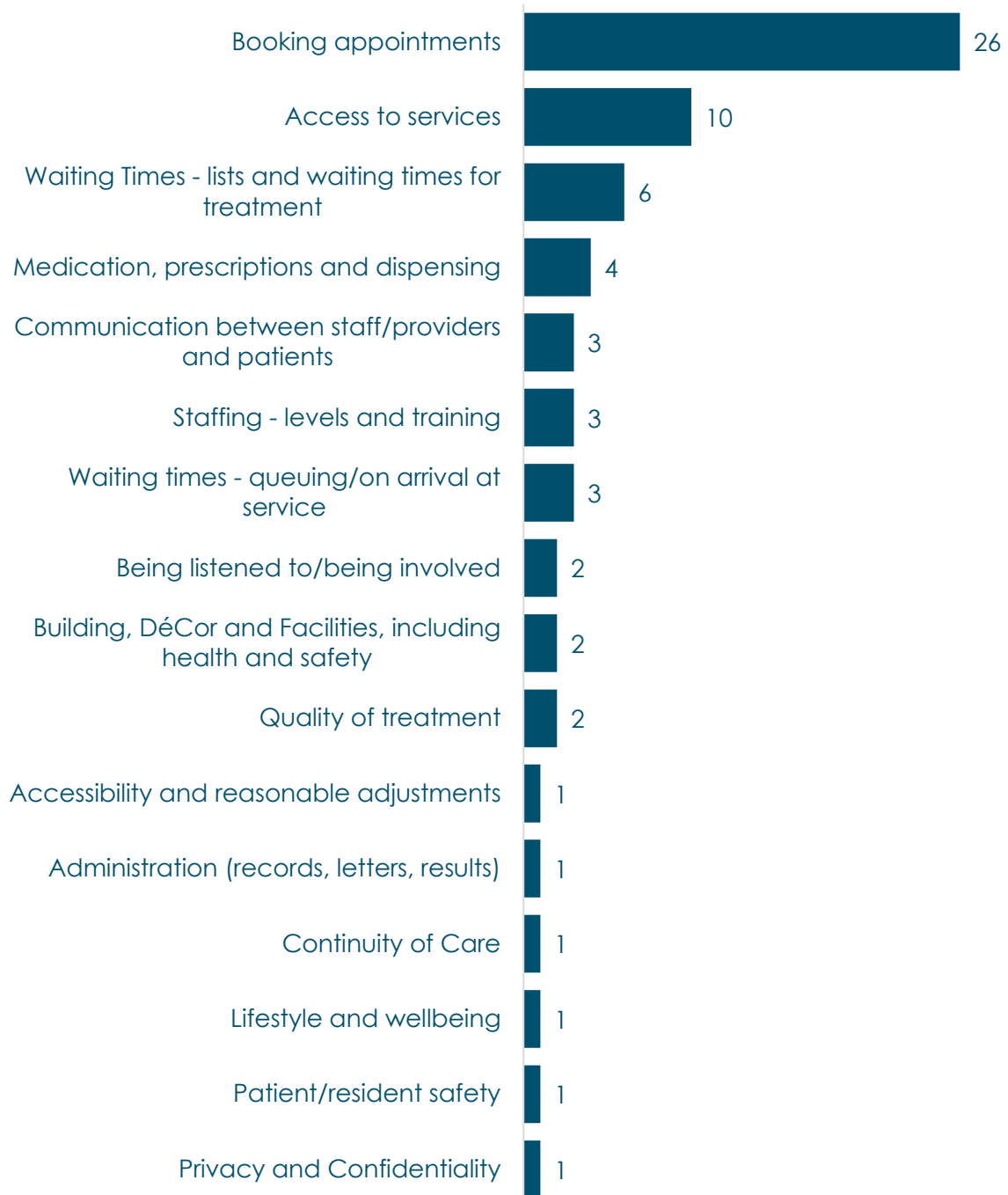


Secondary Care received the most comments for the month of **April** followed by Primary Care.

5. GP Surgeries - Experiences Breakdown

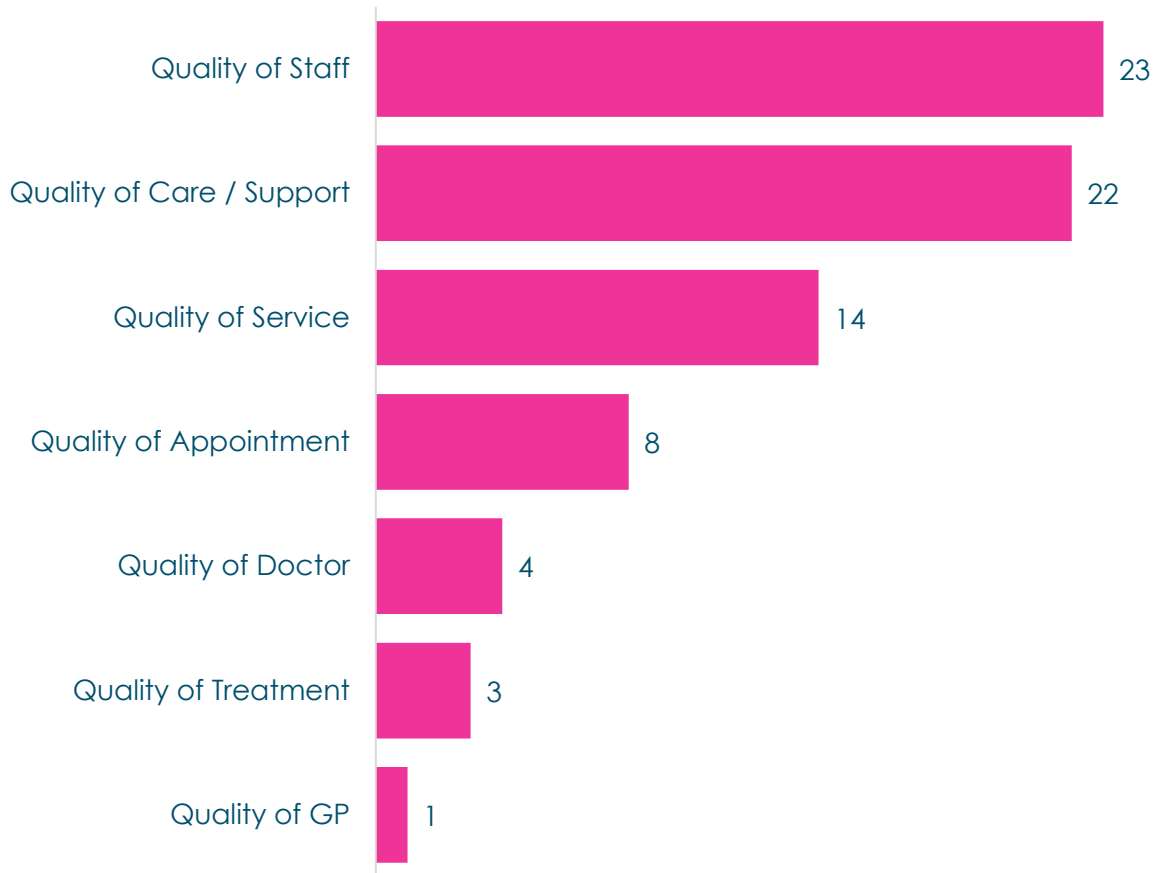
This month, Healthwatch recorded a total of **67** negative comments for GP's and **75** compliments from **55** experiences.

GP Surgery - Intelligence



During **April** booking appointments, access to services and waiting times- lists and waiting for treatment, were the most negative comments we received.

GP Surgery - Compliments



In April quality of staff and quality of care/support were highlighted as the most positive experience the public were having with their GP's.

This shows that although people are having difficulties booking appointments and accessing services, the quality of staff and quality of care/support they are receiving once they have an appointment is good.

Positive experiences:

Kingston Health, Wheeler Street, HASP: "Helpful caring staff! I was in a desperate need for a doctor's appointment for my 15 year old daughter as we were going on a holiday in couple of days, once I explained the situation to the lady on a phone , she kindly got me an appointment the following day at Kingston Health Hull (Wheeler street) , I was really grateful! Thank you!"

St Andrews Group Practice, Medicas: “Really good practice, spot on”.

Negative experiences:

West Hull Health Hub, Modality: “Firstly, 100 in the queue to make an appointment, when I finally got through I was offered appointments everywhere but my surgery! Is there any wonder people don’t want to even ring doctors on the first place! Managed to get an appointment for 16:00 it is now 16:42 I still have not been seen! Twice now I have asked the receptionist and been told they’re behind, so every single doctor in the surgery is behind?”

Morrill Street, Hull Family Practice, “No continuity of care feels annoyed when having to explain his condition/symptoms to each new nurse or doctor. Feels they don’t read medicine history and notes.”

6. Dentists – Experiences Breakdown

Healthwatch received **1** experience in regard to dentistry from our engagement with the public during April, those are made up of **0** compliments and **1** negative comment. The experience related to concern over the cost of living and accessing services as the dental practice is going private.

7. Yorkshire Ambulance Service

Healthwatch Hull have been working on a project with the Yorkshire Ambulance Service (YAS) looking at accessibility for the rough sleeper and homeless community in Hull. The project spanned Emergency Ambulance Services, NHS 111 and Patient Transport Service. During this project we spoke to YAS staff members, stakeholders and the homeless community (rough

sleepers and those in hostel accommodation) as well as those with lived experience.

The engagement identified the following themes:

Feedback relating to Yorkshire Ambulance Service was generally positive, people felt they were treated with kindness, respect and dignity,

Mental health and trauma were often present, and this meant that people did not always want to access services and felt uncomfortable,

Addiction, often people leave the emergency department due to their addiction and concerns around withdrawal.

Physical barriers to accessing NHS 111 and Patient Transport Service such as lack of mobile phone access.

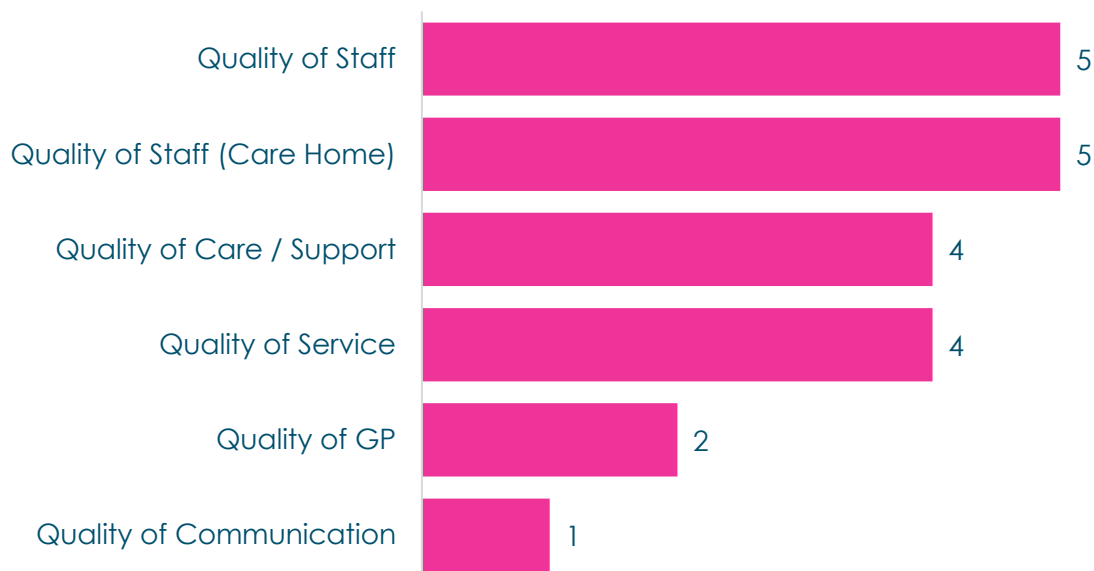
8. Adult Social Care- experience breakdown

Healthwatch received **16** experiences from engagement for April compiled of **21** compliments and **8** negative comments.

Care Home - Intelligence



Care Home - Compliments



Quality of staff and care and support received the most positive comments for the month of April.

We are continuing to look informally into mental health (Depression & anxiety) in residents in Hull looking at what support is needed and where it could potentially come from i.e., external support services.

From the residents we have spoken to over the past 2 months most have stated they do not have or have never experienced any mental health condition or symptoms of such.

Example of positive and negative experiences.

“I like it here a lot. Everything and all the staff are great. Staff chatted with the resident after he had a bad day with mental health. Offered to chill with him anytime he needs”.

Resident spoke on the feeling of 'nobody wants to help'. Resident has wanted to visit husband's grave for two years but this has not happened.

9. CYP- Children and Young People

During April Healthwatch has conducted a series of Hub engagements speaking to young people across the city

We spoke to students and CYP about health and social care and “What they would like to see from NHS to focus on for young people” and “where there could be further support given to CYP”.

Over the course of these 3 engagements we spoke to 29 young people.

Themes highlighted by young people:

- ***Mental health support***
- ***More advice and support with sexual health and awareness on the topic***
- ***They wanted more drops in to schools and colleges by the NHS to talk about what is available for them to access***

These hubs are conducted across Hull with the goal of reaching as many CYP as possible, throughout the school terms we will be across secondary schools, colleges and Hull university. Our young volunteers are supporting us with these engagements by speaking to their peers and we currently have 11 young volunteers

We have also aligned the hubs with the core20+connectors project, we are conducting with the ICB around having young people talk to their peers about health and social care and gaining feedback about the NHS in Hull from young people and collecting their experiences of using and accessing.

A more detailed report of the hubs from Hull College is available, contact the email below to be provided with a copy.

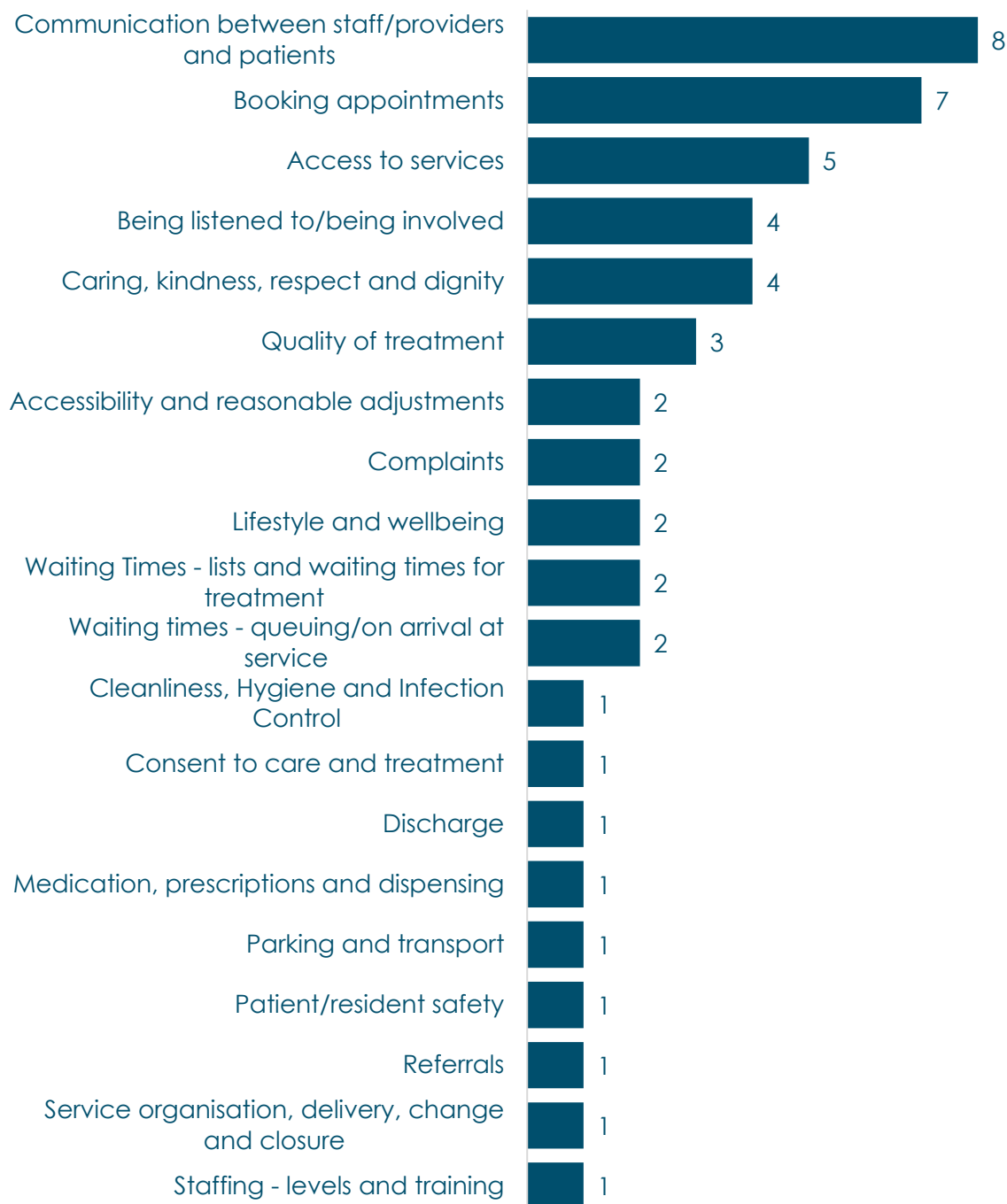
mboast@healthwatchkingstonuponhull.co.uk

10. Hull Royal Infirmary

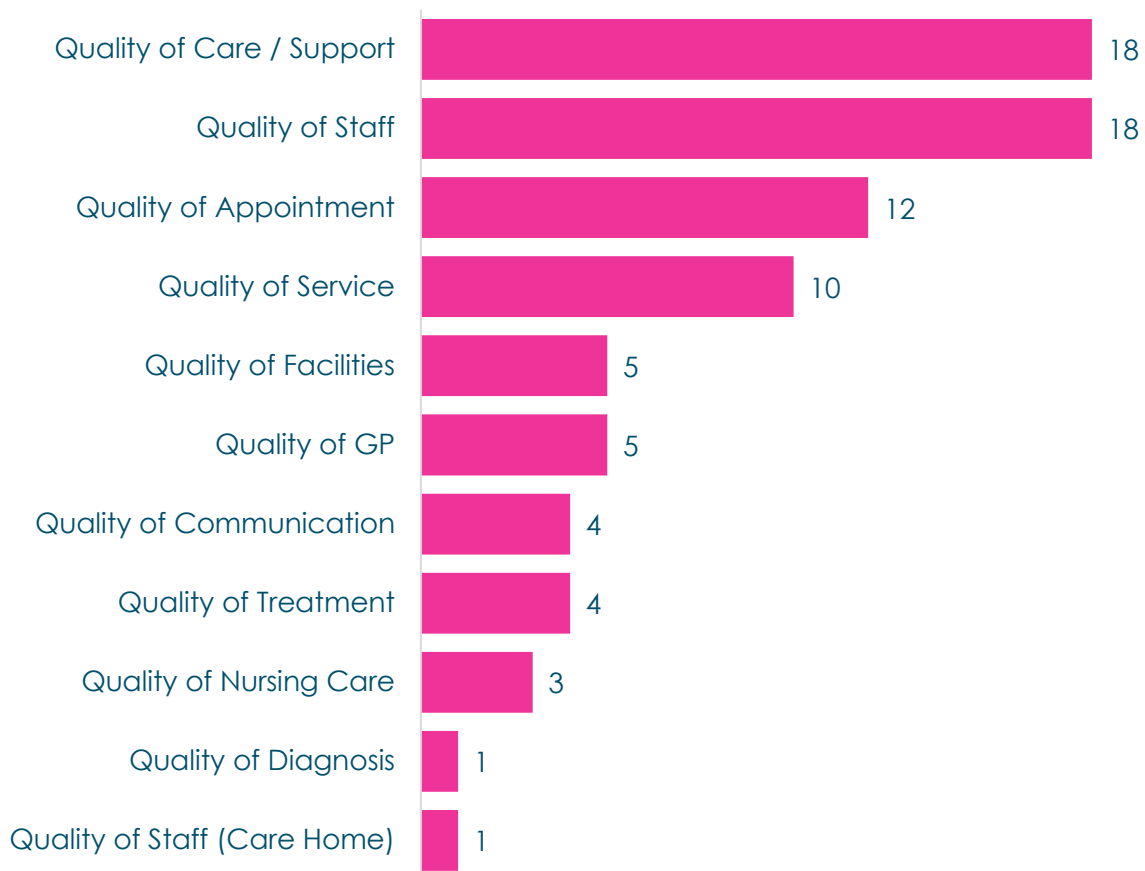
Healthwatch Hull received **38** experiences for Hull Royal infirmary during April made up of **81** negative comments with **50** compliments received from engagement.

Compliments and complaints

Hull Royal Infirmary - Intelligence



Hull Royal Infirmary - Compliments



Communication between staff/providers and patients, booking appointments and access to services are the areas of intelligence that are the most highlighted across April engagements, the quality of care and support and quality of staff at Hull Royal Infirmary continue to be the themes of or positive feedback.

Examples of Positive feedback

"I visited HRI Orthopaedic Dept today and I found the service exceptionally good everyone was so friendly from the receptionist to the radiographer and the nurse who looked after me from going into the clinic until I left she was kind considerate and friendly and polite also the doctor I saw treated me with the utmost respect thank you all for excellent service".

"Arrived at the glaucoma clinic at 8.15am, receptionist checked my details and amended 2 there and then. I was seen within 5 minutes of my appointment time, over the next 3 hours I had 6 or 7 tests (I lost count!) I was conducted to and from the various room. (being autistic, this was a massive benefit!) there was some time in between tests, but not long enough to become bored. 1 lady, in particular was very good, and wasn't hesitant in seeking a second opinion. (or a 3rd!) I came away feeling my condition had been well and truly investigated! On the whole, a very positive experience within the confines of the condition. Fully matches my experience of the local medical practitioners! Full credit and praise to all involved. Thank You!"

Examples of negative feedback

"Arrived early in the morning for appointments. Wife left at 12, Husband left at 5pm. Both diabetic and in late 70s, not offered any tea, drinks, food, blankets or any hospitality throughout the day."

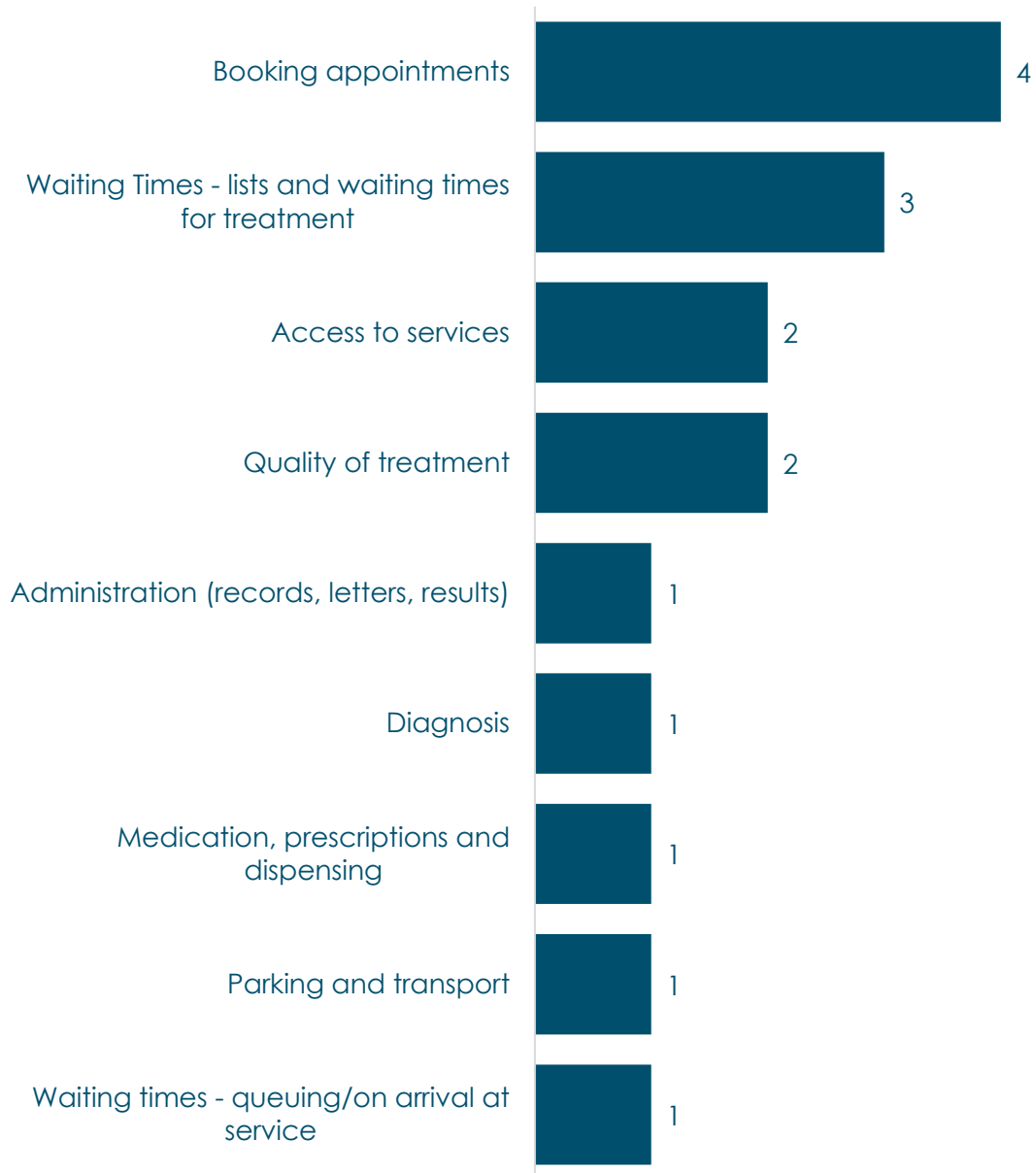
"Feel that the hospital don't care and just want you out as soon as you are in".

We are continuing our patient engagements at Hull Royal Infirmary into the month of May to ensure the patient voice is being heard.

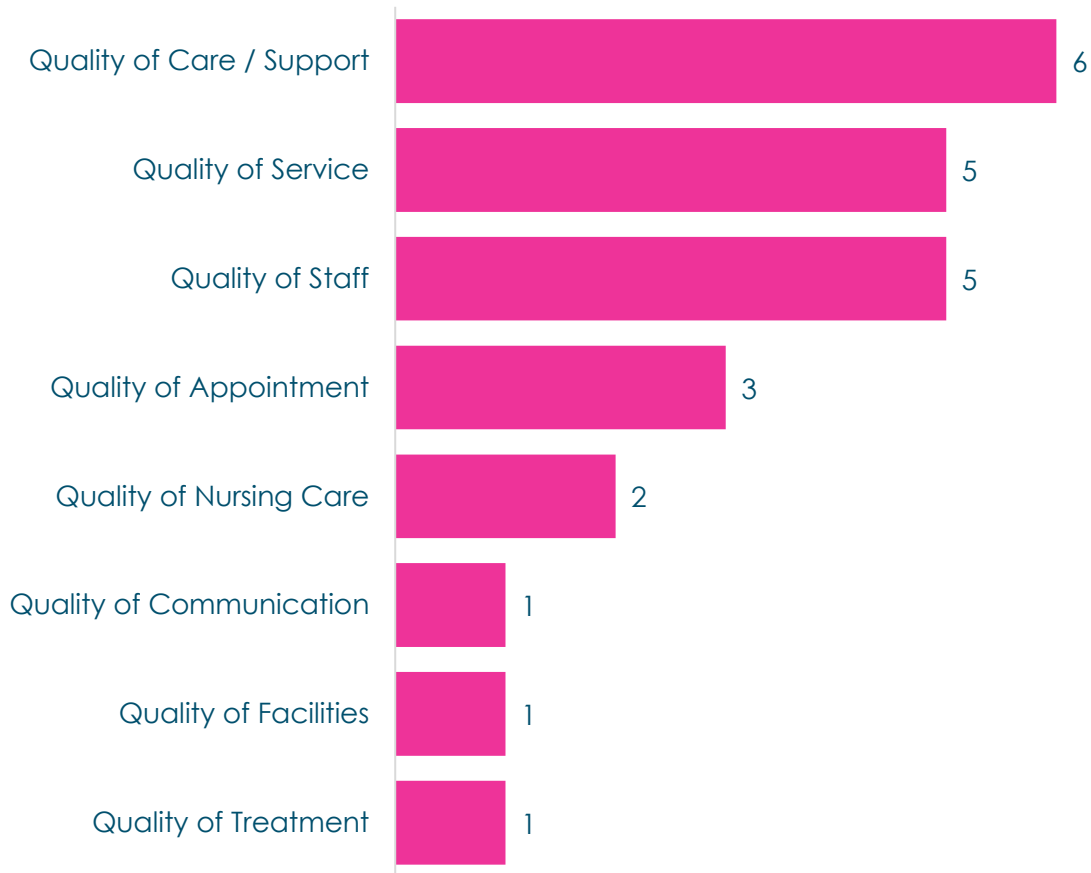
Castle Hill Hospital – Experiences Breakdown

Healthwatch Hull received **14** experiences for Castle Hill Hospital consisting of **24** compliments and **16** negative comments.

Castle Hill Hospital - Intelligence



Castle Hill Hospital - Compliments



Example of positive comments:

“Been coming here a long time. It wasn't too bad it was quick to get an appointment. Waited for 3 weeks only, staff here are lovely.”

“Getting an appointment was easy, the staff are really nice and the environment is much nicer than other hospitals”.

Example of negative comments:

“Patient went to the hospital for an operation related to his cancer diagnosis. Post surgery he found they had left staples in his body which led to him contracting an infection- was very unhappy. Unhappy with results of surgery. The staples have now been removed and the issue has been resolved.” This comment has been escalated to PALS.

“Patient waited months to be treated for her ears, needed syringe treatment”.

We plan to engage with patients at Castle Hill Hospital on a regular basis and we look forward to continue to gain the feedback of the patients of Castle Hill in the months to come.

Mental Health Services

While Healthwatch received 3 positive comments and 0 negative comments regarding mental health services in April, we have been in touch with acute units within our area to make valuable connections with those services.

Healthwatch Hull is currently undertaking research into how those with autism navigate the mental health services in order to better understand the difficulties this may pose and therefore better equip those with autism to access the mental health services they require. We are engaging with the Disability Arts Network in May, in order to gain more perspectives and reports on this aspect of our local services.

Mental Health Services - Compliments



[Example of a positive comment](#)

“Mental health service is good, they are very professional.”

11. Independent NHS Complaints Advocacy Service

The Independent NHS Complaints Advocacy Service is a free, independent, statutory advocacy service, funded and commissioned by local authorities.

In Hull, this service is delivered by our partner organisation Cloverleaf Advocacy who supports Hull residents who want to make a complaint about NHS commissioned services.

Through the support it provides, the Independent NHS Complaints Advocacy Service ensures local people have their voice and concerns heard by providers and commissioners of local services. By allocating an advocate who will speak confidentially to them about their concerns and help them to understand the different options available at each stage of the complaints procedure.

This month, the Independent NHS Complaints Advocacy Service was asked for assistance with **7** new cases and are supporting on a further **44** ongoing cases with **17** cases being closed.

The new cases for the Independent NHS Complaints Advocacy Service are outlined below;

1. Hull Royal Infirmary

Loss of personal effects whilst Hospital inpatient.

2. Yorkshire Ambulance Service NHS Trust

Dissatisfactory experience of medical assessment of symptoms by paramedic.

3. GP – Bridge Group Practice

Long term prescribing of medication allegedly resulting in irreversible side effects to health.

4. Castle Hill Hospital

Alleged injury incurred during routine surgery to treat cancer.

5. Humber Teaching NHS Foundation Trust

Dissatisfactory support with long term mental health symptoms.

6. Castle Hill Hospital

Multiple issues relating to dissatisfactory patient experience leading up to subsequent diagnosis of cancer.

7. Castle Hill Hospital

Delay in supplying lung cancer patient with medical apparatus to aid shortness of breath allegedly resulting in subsequent death.

12. Who we share this report with

Following our experience gathering each month, Healthwatch develops this monthly intelligence report to assist local service providers and commissioners to understand the public's perceptions; with a view for their experiences to highlight possible areas of change.

When published, this report is sent to:

- Hull Health and Care Partnership (formerly, NHS Hull Clinical Commissioning Group)
- Humber Teaching NHS Foundation Trust (HTFT)
- City Health Care Partnership (CHCP)
- Hull City Council

- Care Quality Commission (CQC)
- Hull University Teaching Hospitals NHS Trust (HUTH)
- NHS England and NHS Improvement (NHSE/I)
- Healthwatch Hull Independent Strategic Advisory Body
- Independent NHS Complaints Advocacy Service

Healthwatch Kingston upon Hull also attends regular meetings to discuss our intelligence report with those who have the power to influence health and social care now and in the future.

Some of the meetings we attend are:

- Health and Wellbeing Board
- Health and Social Wellbeing Overview and Scrutiny Committee
- Primary Care Quality and Performance Sub-Committee
- Hull University Teaching Hospitals NHS Trust Patient Experience Sub Committee Meeting
- Hull Health and Care Partnership Intelligence Meeting

The information provided in our intelligence reports also contribute to our rationale to use our Healthwatch statutory power to ‘Enter and View’ and our decision-making in future project work.

Upon receiving this report, we ask if service providers could give specific and general feedback using the link below:

<https://healthwatchkingstonuponhull.co.uk/reportfeedback>

