



Intelligence Report

February 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 details in this report applies to **February 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 **February** we visited **21** locations, where we gathered experiences from the public.

The service area locations, we visited during February 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 December:

- HU1 (Hull City Centre)- 6
- HU2 (Central Hull)-2
- HU3 (Central Hull)- 3
- HU5 (West Hull)- 2
- HU7 (North Hull)-2
- HU9 (East Hull)- 1
- HU10 (West hull Villages)- 1

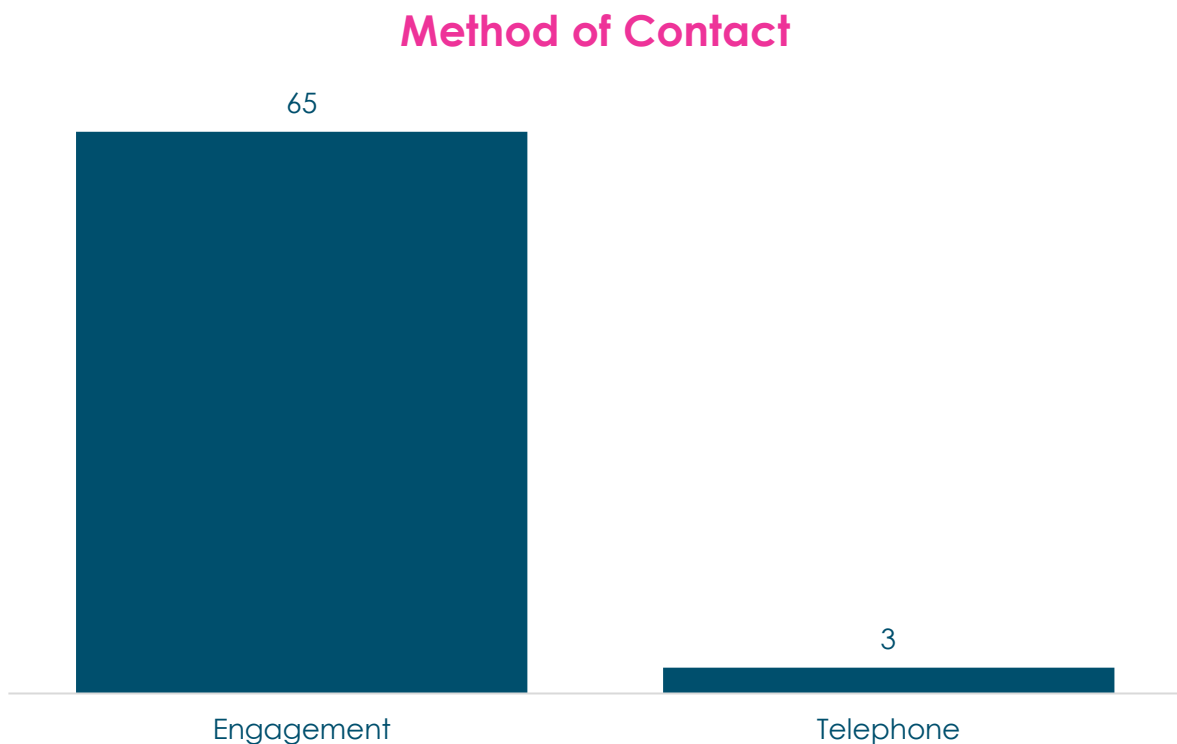
- WF2- An engagement took place at Wakefield Yorkshire Ambulance Service Headquarters as part of the project which Healthwatch Hull is carrying out with Yorkshire Ambulance Service.
- YO24- Our secondary care and mental health project officer attended the 'Nothing about us, without us' meeting in York. This was a meeting regarding young people with mental health and/or learning difficulties coming together with professionals in this field to suggest ways that they feel would be more helpful for getting them the assistance they need in personal and professional circumstances.

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.

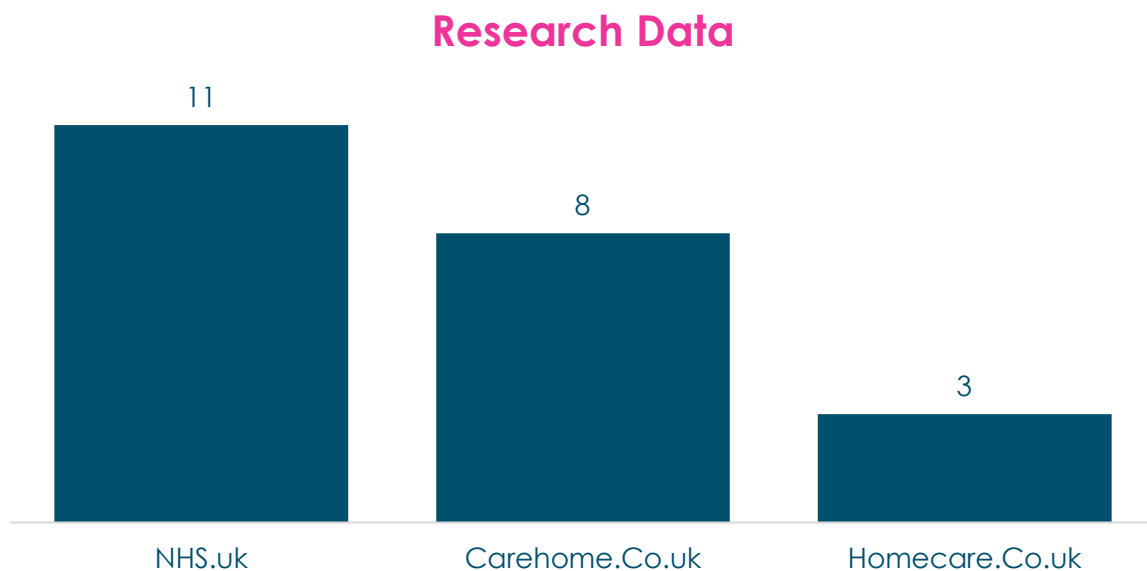
Healthwatch Hull are aware that Hull residents will use services which crossover into the East Riding of Yorkshire, this is evident by the use of Castle Hill Hospital and we will continue to work to support Hull residents who are accessing these services which are outside of the immediate Hull city boundary.

3. Contact Statistics

In total **68** people made contact with Healthwatch. The figures below show that Engagement is the most popular method that people use to contact us. Other methods of contact were mainly relating to ongoing Healthwatch Hull projects.



For February 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 **22** experiences.



The total amount of experiences this month, via contacts and research is **90** made up of 109 negative comments and 111 compliments.

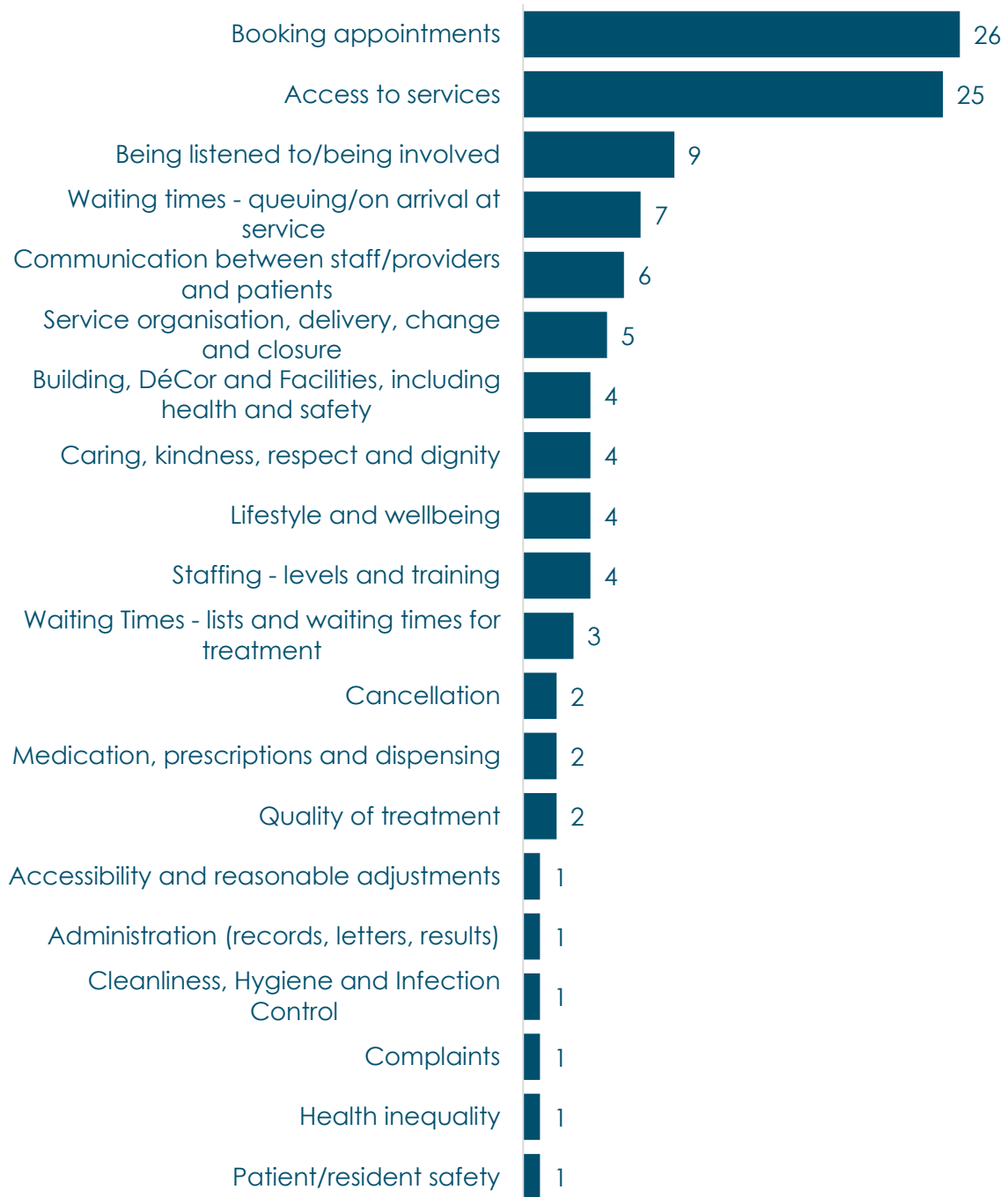
4. Overall Experiences Breakdown

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

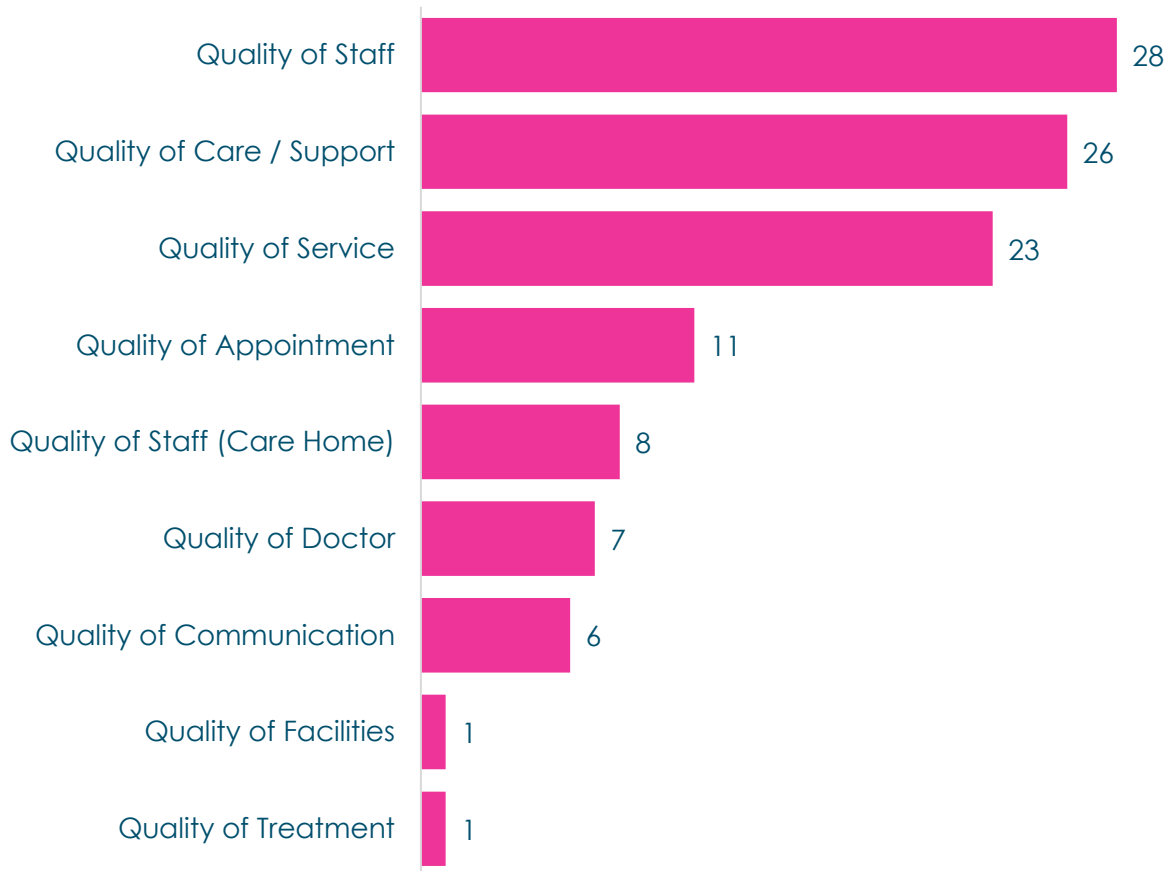
Please note: these figures differ from the amount of experiences gathered, because one experience can result in multiple negative and positive comments.

We recorded 109 negative comments and 111 compliments in total across all healthcare services.

Theme - Negative



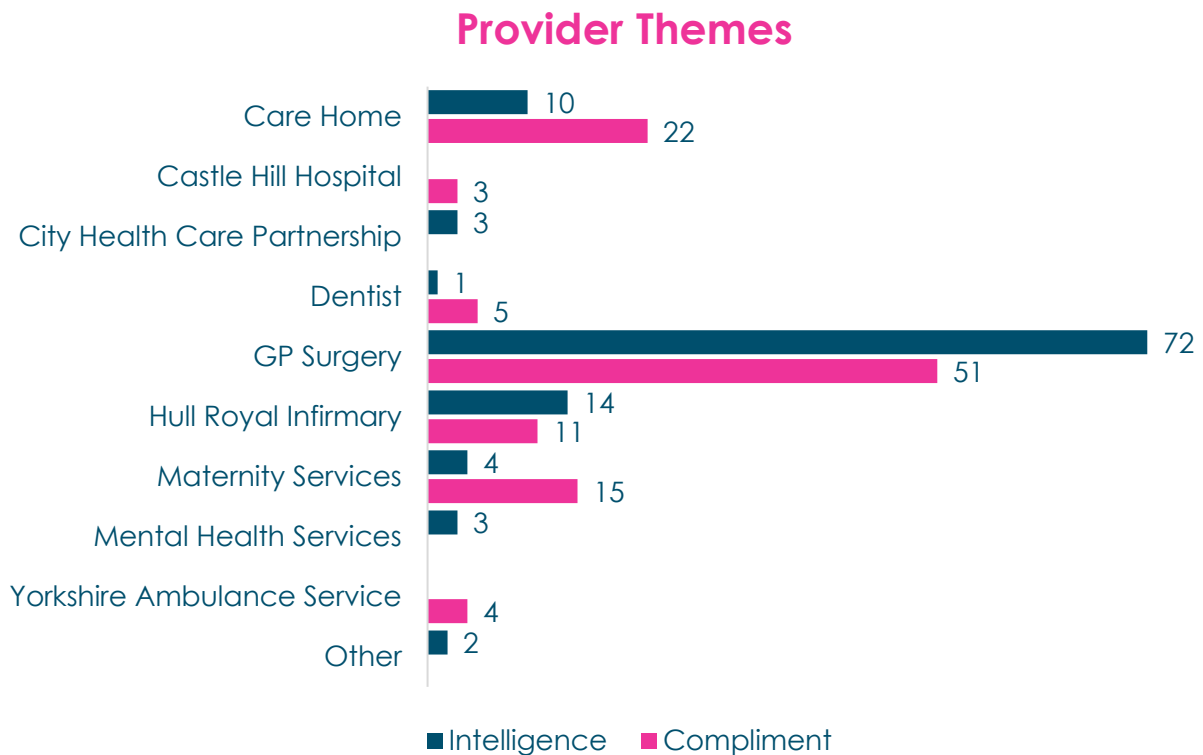
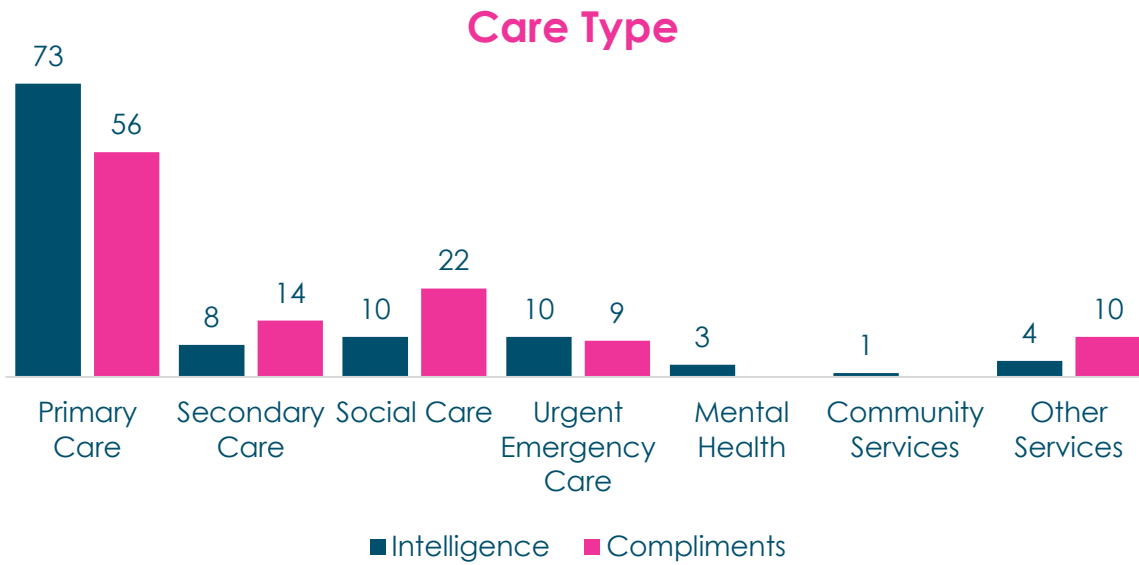
Theme - Compliment



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

The feedback for February highlights that despite issues with booking appointments and access to services that the quality of staff and quality of care/support patients are receiving is good.

Primary Care received the most comments for the month of **February** followed by Social Care.

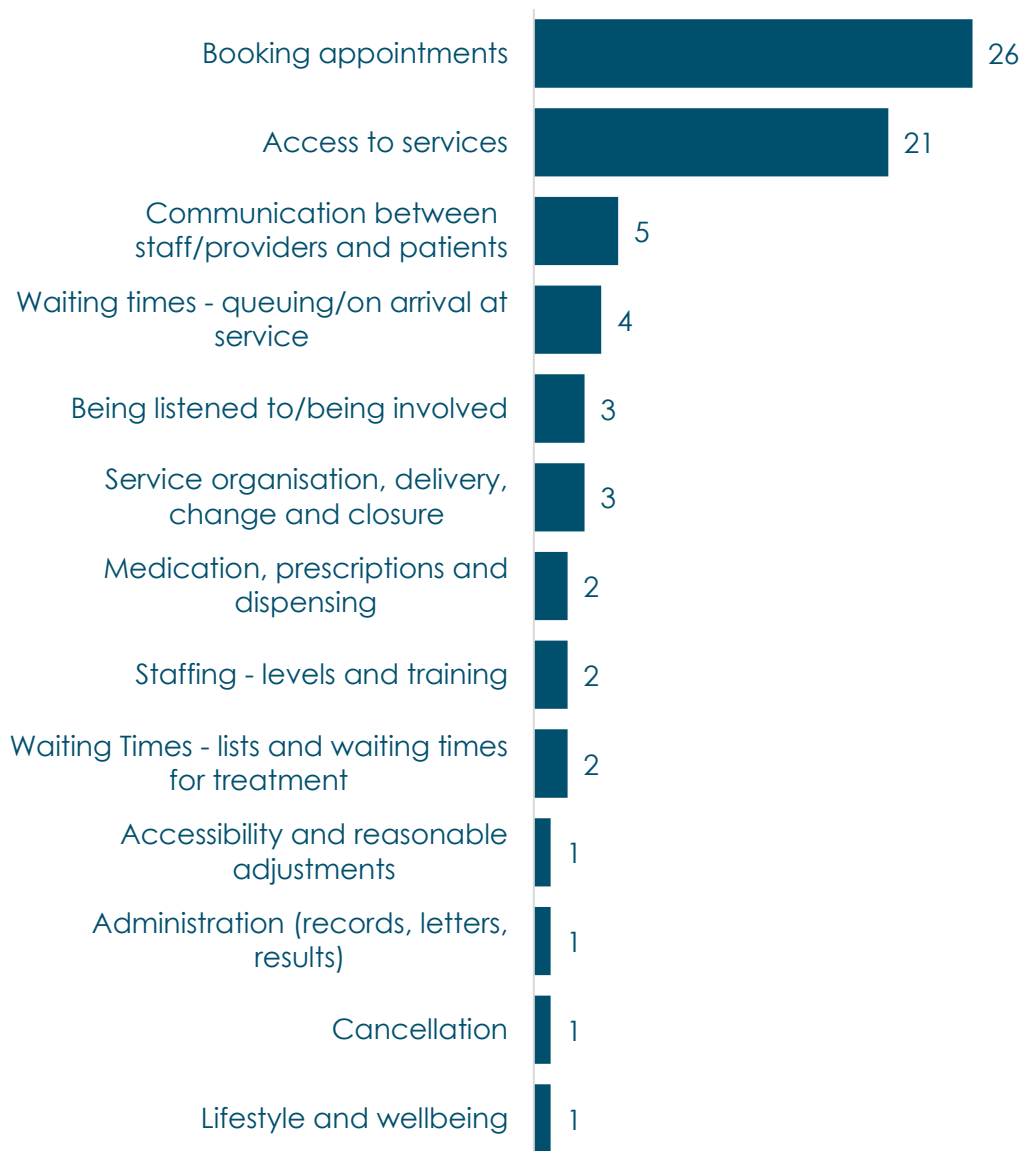


GP surgeries received the most comments, followed by Care homes.

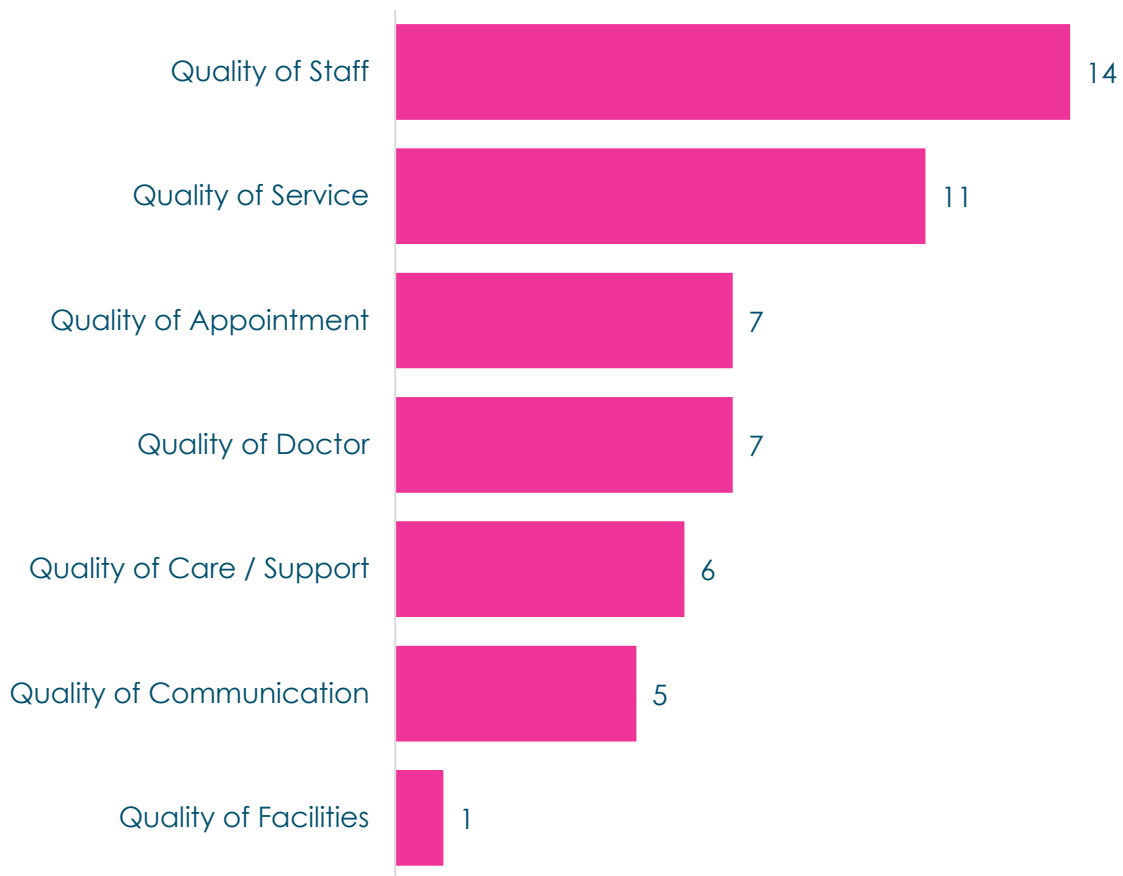
5. GP Surgeries - Experiences Breakdown

This month, Healthwatch recorded a total of **72** negative comments for GP's and **51** compliments from **46** experiences.

GP Surgery - Intelligence



GP Surgery - Compliments



During **February** Quality of staff was highlighted as the most positive comment we received, followed by Quality of Service.

In February Booking Appointments was the area which had the most negative comments, followed by Access to Services.

This shows that although people are having difficulties booking appointments and accessing the service, the quality of staff and quality of service are good.

“Overall experience of using GP has been fine. Booking appointments is good. Book appointments in person. Usually takes 0-5 minutes to get through on the phone. Letters are in an accessible format and in the correct language. Staff are helpful and supportive.”

"I have been with this practice since 2015 and it has definitely got worse over the years. I recently had a small surgical procedure on Friday. I rung 3 days after my procedure (Monday) to book for a suture removal for the following Monday as it was due out then and was told they would get back to me. It came round to Thursday and I rung again to chase it up and was told they would get back to me. It has now been 14 days since I first made the phone call to ask for a suture removal and they

have still not contacted me for an appointment. Absolutely disappointing and I have had no choice but to remove the sutures myself.”

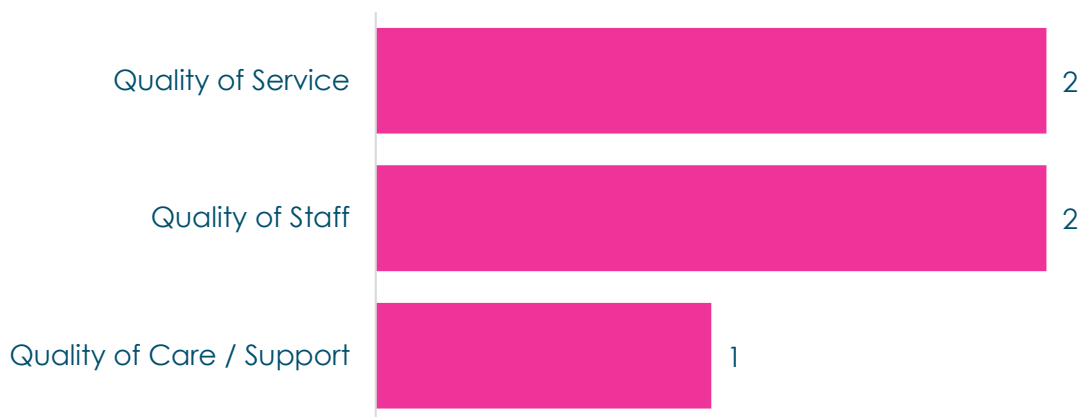
6. Dentists - Experiences Breakdown

Healthwatch received **3** experiences in regard to dentistry from our engagement with the public during January, those are made up of **5** compliments and **1** negative comment.

Dentist - Intelligence



Dentist - Compliments



The negative comment received for Dentistry was regarding Quality of Treatment.

Quality of Service and Quality of Staff had the most compliments for the month of February.

Example of positive comment received:

The Dental Design Studio- "From first to last, everyone at the Studio was unfailingly professional, understanding, thoughtful, considerate and kind when faced with a rather distressed old lady in great need. Without a moment's hesitation I recommend this fantastic clinic to all".

7. Yorkshire Ambulance Service

Healthwatch Hull have an ongoing project working with the Yorkshire Ambulance Service (YAS) looking at accessibility for the rough sleeper and homeless community in Hull. During this project we will be speaking to YAS staff members, stakeholders and the rough sleeper community as well as those with lived expertise. This project is ongoing until March 2024 in which the data will be reflected in the intelligence reports for the period of the engagement.

This month the main themes which have been identified by rough sleepers, YAS staff and stakeholders are:

- YAS crews are generally very good, friendly and polite.
- Mental health support is often a reason, ambulances are contacted- mental health support can be difficult to access for people who have an addiction or are withdrawing from an addiction (dual diagnosis).
- Wait times for ambulances can cause challenges for services such as hostels which may have limited staff and can cause frustration for patients.
- Challenges around assessing an individual's capacity.
- Patient transport services and 111 are services which are not used very often by rough sleepers as these services often do not work for them in terms of appointment bookings, communication and travel distances.

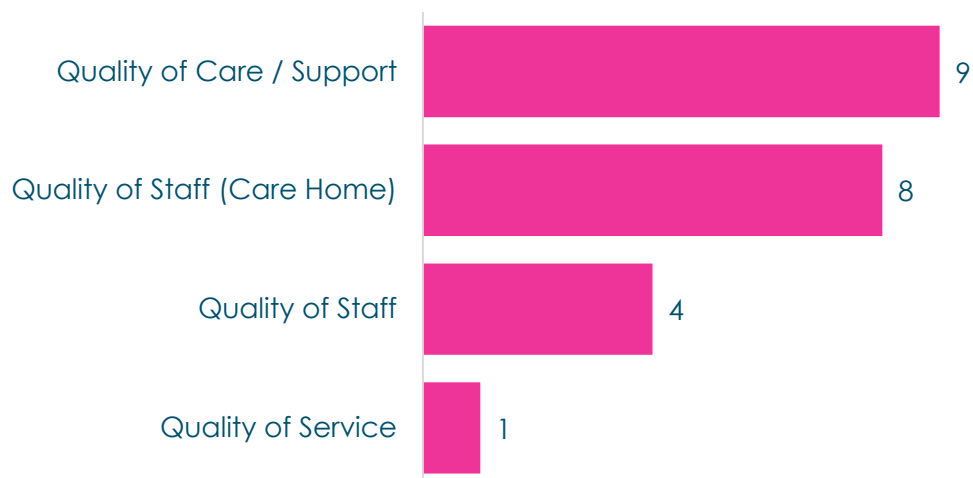
8. Care homes/ Adult Social Care- experience breakdown

Healthwatch received **18** experiences from engagement for the January compiled of **22** compliments and **10** negative comments.

Care Home - Negative comments



Care Home - Compliments



We are also conducting an informal engagement around elderly residents (65+) mental health alongside our normal engagement we conduct. The data below shows what we have collected from our initial engagements across the care homes we have visited...

- When asked about mental health the majority of the residents currently feel like they do not have any mental health conditions or symptoms
- When asked about what external services they were aware that the residents can go to, to seek mental health support if needed all residents spoke about how they did not know which and what services are available for them to speak to

Examples of both positive and negative experiences:

Bluebird home care- Hull/Beverley- "I just want to say thank you very much for all the carers who looked after my husband last year. They were excellent and pleasant and helpful. My husband didn't want carers but got on really with most of them."

Murreyfield Care Centre- "Resident has experienced symptoms of depression whilst in care home, though not sure on symptoms, feels staff could offer more support to reduce symptoms, not aware of any services that they could advantage of to help with these. feels staff are adequately trained. suffers with symptoms in the morning, does receive some services but can't remember what these are. Home is okay".

9. CYP- Children and Young People

Healthwatch in February conducted a series of Hub engagements (4) speaking to young people at Hull College.

We spoke to students 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 4 engagements we spoke to **60+** young people.

Themes highlighted by young people:

- **Mental health support**
- **Safe and inclusive spaces in GP's and hospital**
- **Cheaper and more accessible social activities**
- **More information around healthier diets and nutrition**
- **Counselling**
- **More knowledge around disabilities in CYP**
- **NHS staff to be more supportive of CYP in clinical settings**

These hubs will be once weekly continuing at Hull College and we are also going to be conducting them across Hull University and within secondary schools across Hull

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 will be available from the w/c 11th March, if you would like a copy of this please request via the email below:

<mboast@healthwatchkingstonuponhull.co.uk>

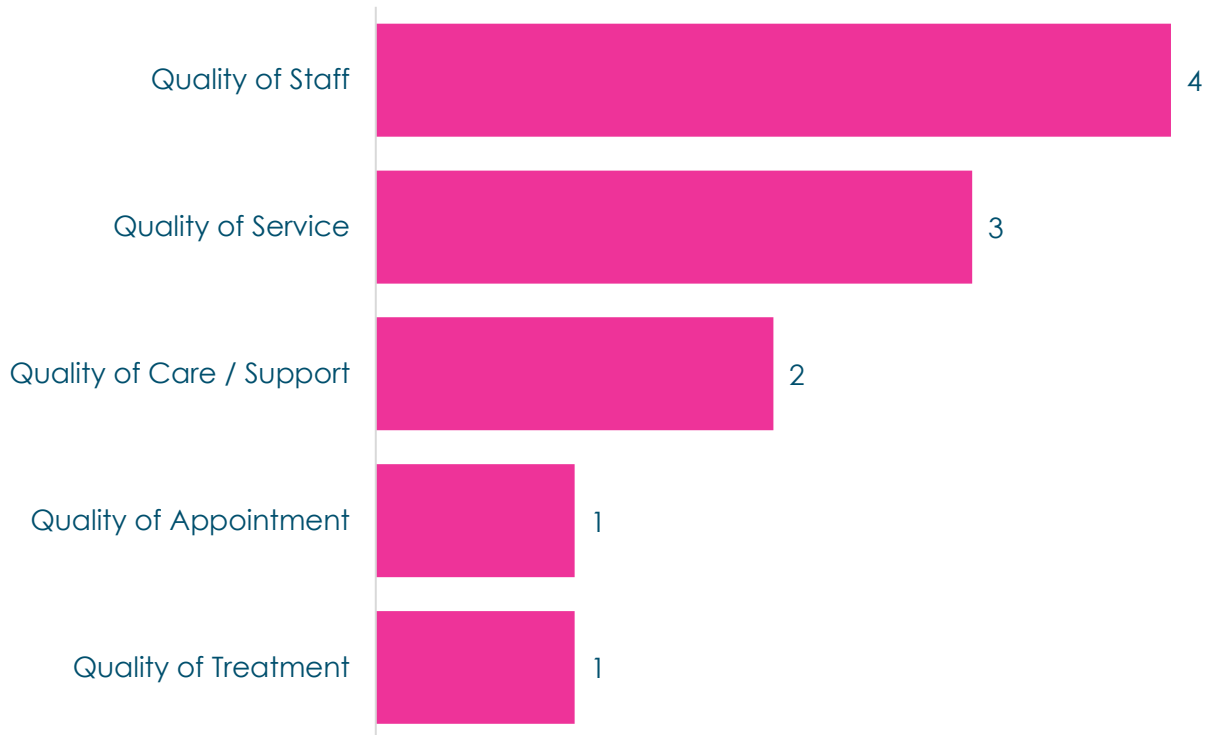
10. Hull royal infirmary

Healthwatch Hull received **10** experiences for Hull Royal infirmary during made of up **14** negative comments with **11** compliments received from engagement our events within the community during February.

Hull Royal Infirmary - Intelligence



Hull Royal Infirmary - Compliments



Building/ Décor and Facilities, including health and safety, Access to Services and Waiting times- queuing/ on arrival at scene, were highlighted as the main areas of concern during February. Quality of Staff, Quality of Service and Quality of Care/Support were highlighted as the areas with the most compliments. This shows that although people can have issues accessing the services and waiting a long time the staff and service are good.

Examples of negative comments

'ED assurance visit- Been waiting for 40 minutes. No idea when I will be seen. Suspected broken arm. Been told to take paracetamol and ibuprofen every 3 hours. Beverley walk in centre told me to come in 3-5 days if still in pain with arm so came today. Lady at reception was lovely. Staff at the desk a bit dismissive with painkillers. Better during the day than it is at night. Music is boring in the waiting room better if it was proper music not something that sounds like you are in a lift. Not a lot for kids that are waiting for parents- since covid less things seem to be available for kids however this is understandable as they have to be careful with infection etc..'

Examples of positive comments

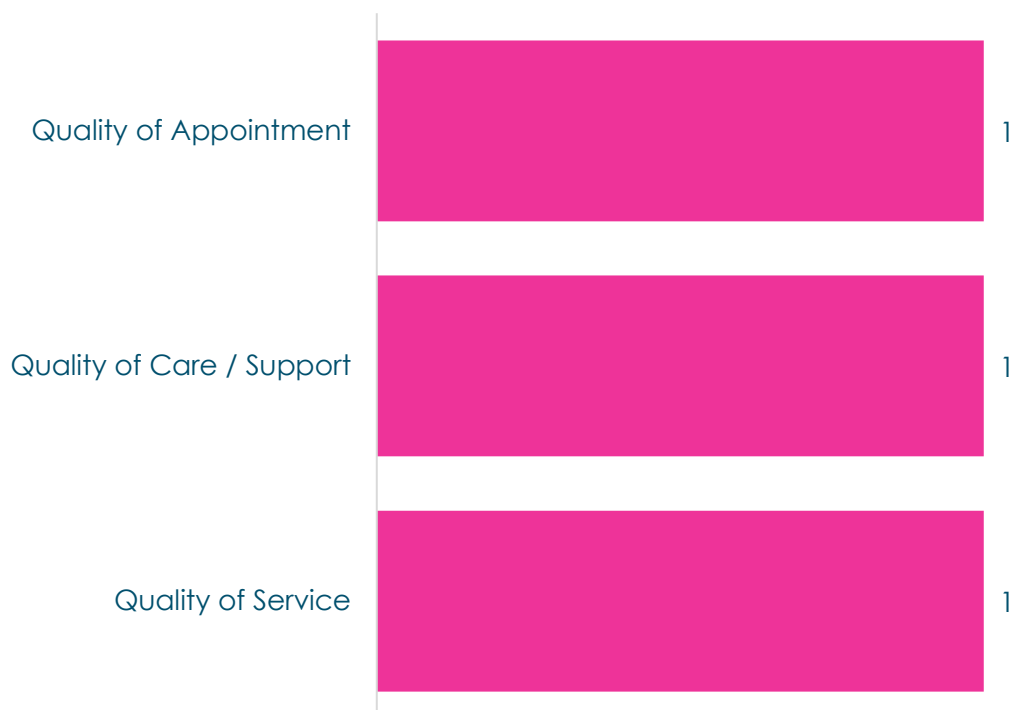
Quality of Staff and Service are rated highly for positive comments this month, with reports of professionals being polite and informative.

"My husband received a set of stitches to his head and scalp following an altercation with a roof ladder. The MaxxioFacial doctor was amazing despite rushing in-between different departments and working solo from his mobile "tool box" as the clinic was closed as it was during the night shift! The hospital was very busy!! I just wanted to say a huge thank you for a great service and the complimentary hair cut which my husband received! Great sense of humour whilst delivering professional reassurance and medical care"

Castle Hill Hospital - Experiences Breakdown

Healthwatch Hull received **1** experience for Castle Hill Hospital consisting of **3** compliments. Engagements conducted during February did not obtain any negative comments.

Castle Hill Hospital - Compliments



Example of a Positive Comment

‘Appointments at the hospital were very good. Patient found a lump and was seen very quickly and NHS were very good.

Mental Health Services

Healthwatch received **1** experience for mental health services during February consisting of **0 positive comments and 3 negative comments.**

Mental Health Services - Intelligence



Example of negative comment:

“Advised to call Healthwatch following advice from Citizen's Advice. Ongoing issue for 5 years since 2019- mental health issues, was referred to West Hull Community MH team for a care coordinator, they never call her and had to end up calling crisis team multiple times. A breakdown has been caused by this. Said they would take her off the list if she did not respond. She claims she didn't get the letter and they have taken her off the list. Feel this is negligence as she has not received the care and support she needs. Suspects ADHD and autism however they have not assessed for this. Mental Health is not being taken seriously and is declining. Currently out of work on sick which is affecting mental health and affecting finances.”

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 **10** new cases and are supporting on a further **53** ongoing cases with **15** cases being closed.

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

1. Hull Royal Infirmary and GP (to be confirmed)

Query regarding patient's diagnosis of Functional Neurological Disorder (FND)

2. Hull Royal Infirmary

Alleged delay in surgery to treat elderly patient's wrist fracture. Dissatisfactory communication when seeking updates on the status of surgery and when it was supposed to be scheduled.

3. Sydenham Group Practice (GP)

Allegation GP Surgery does not have a failsafe system of obtaining and reviewing outcomes to secondary health medical tests.

4. Hull Royal Infirmary

Differing medical opinion regarding status of patient's diagnosis of Endometriosis.

5. Out of Area: GP - Patterdale Lodge Medical Centre, Newton-le-Willows & Hospital - Whiston Hospital, Prescot & Mental Health Service - St Helen's Recovery Team, St Helen's

Multiple queries relating to Nursing and Clinical care delivered to patient 14 days prior to their demise.

6. Hull Royal Infirmary

Alleged side effects of surgically inserted medical mesh to treat pelvic organ prolapse.

7. Hull Royal Infirmary

Alleged failure to diagnose gout.

8. Castle Hill Hospital

Query why Cardiology Department is seemingly dismissing patient's cardiac health symptoms.

9. Southcoates Medical Centre (GP)

Alleged prescribing of higher than safe dose of Pregabalin medication.

10. Hull Royal Infirmary

Last minute cancellation of surgery due to patient's Body Mass Index (BMI) being deemed to be too high. But nothing was flagged up at Pre-operative assessment.

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>

