



Intelligence Report

June 2024

healthwatch
Kingston upon Hull

1	Introduction	3
2	Engagement Activity	4
3	Contact Statistics	6
4	Overall Experiences Breakdown	7
5	GP Surgeries - Experiences Breakdown	11
6	Dentists - Experiences Breakdown	14
7	Yorkshire Ambulance Service- Experiences Breakdown	14
8	Adult Social Care - Experiences Breakdown	15
9	Hull Royal Infirmary - Experiences Breakdown	17
10	Castle Hill Hospital - Experiences Breakdown	20
11	Mental Health Services	23
12	Independent NHS Complaints Advocacy	26
13	Who we share our report with	27

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 **June 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
- 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 **June** we visited **21** locations, where we gathered experiences from the public.

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

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

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

- HU1 (Hull City Centre)- **3**
- HU3 (Central Hull)- **5**
- HU6 (North Hull)-**6**
- HU7 (North Hull)- **2**
- HU8 (East Hull)- **5**
- HU9 (East Hull)- **2**
- HU16 (Cottingham- Castle Hill Hospital)- **2**

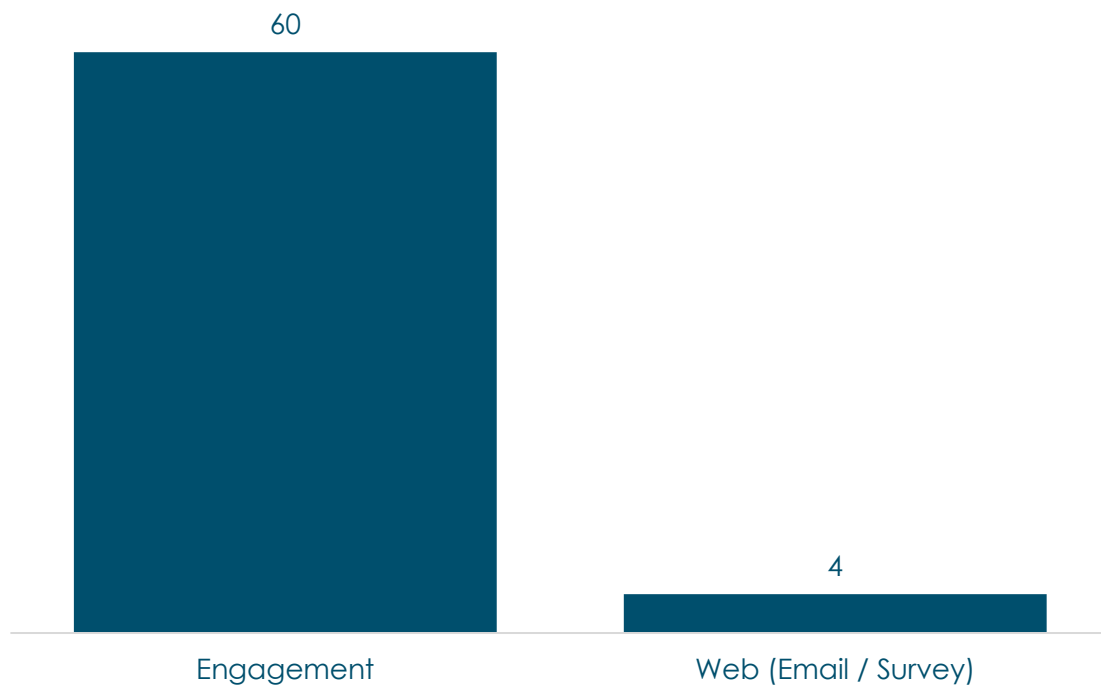
The focus of our engagement programme is to find out what people in the local community feel and think about the healthcare services they use. Each month we look to build a picture of the landscape of health and social care in the area and highlight what is working well, what challenges people are facing 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 **64** 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 June 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 **24** experiences.

Research Data



The total amount of experiences this month, via contacts and research is **88** made up of **100** negative comments and **229** compliments.

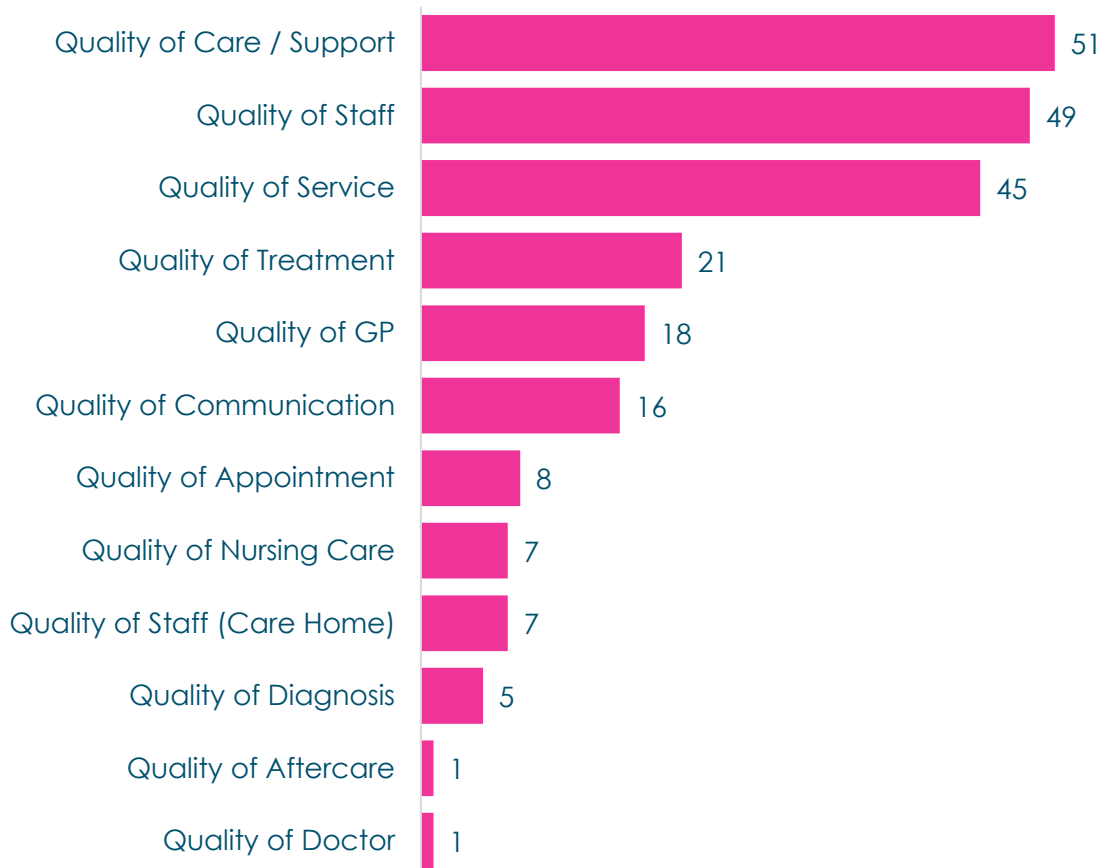
4. Overall Experiences Breakdown

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

Theme - Intelligence



Theme - Compliment

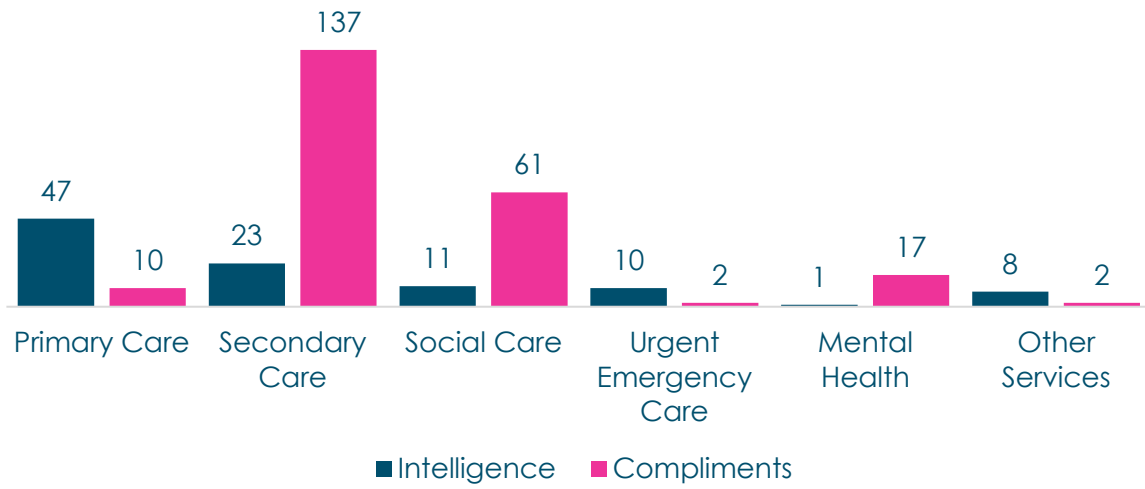


Please note: these figures differ from the amount of experiences gathered, because one experience can result in multiple negative and positive comments.

We recorded **100** negative comments and **229** compliments in total across all healthcare services from experiences.

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

Care Type

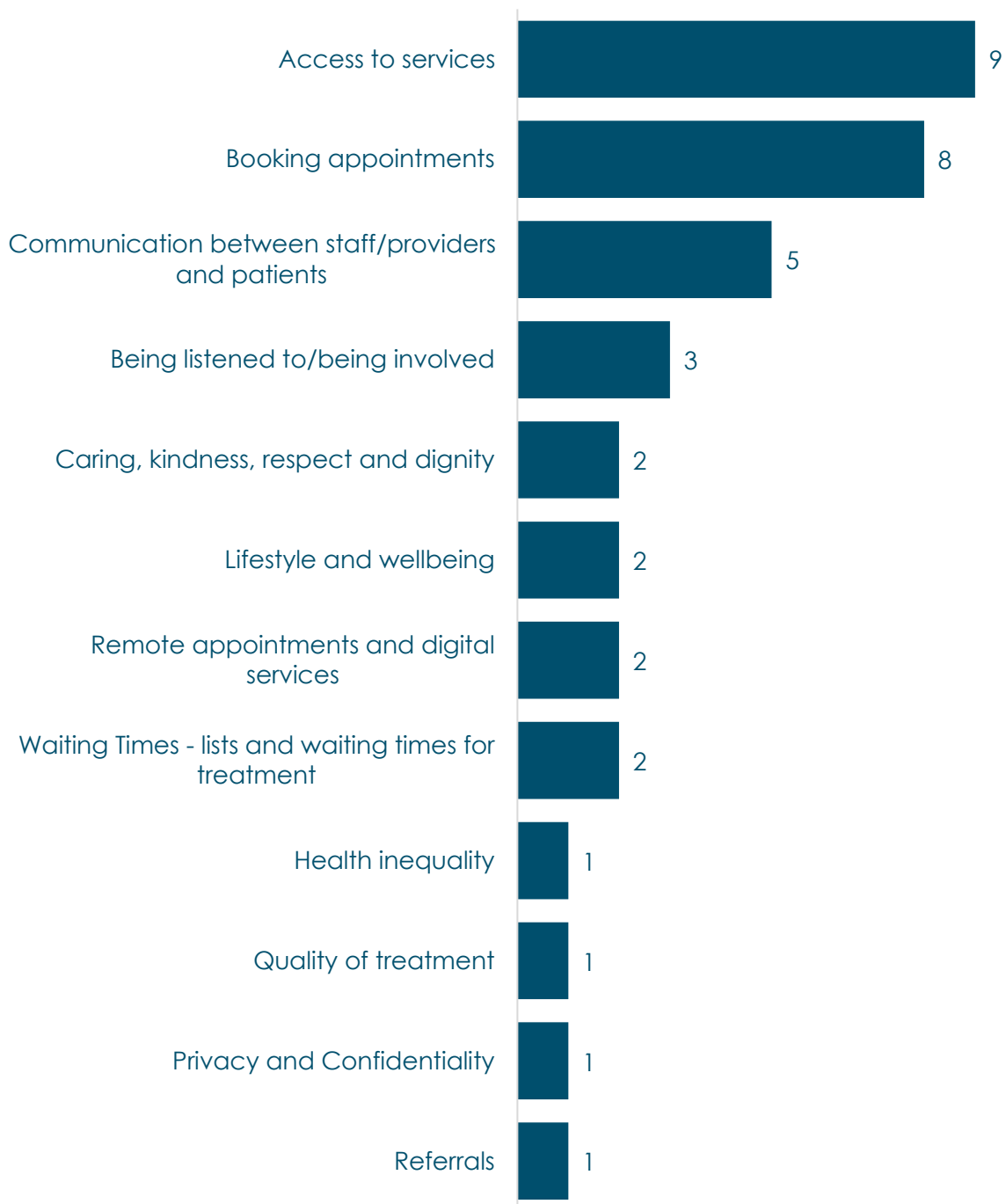


Secondary Care received the most comments for the month of **June** followed by Social Care.

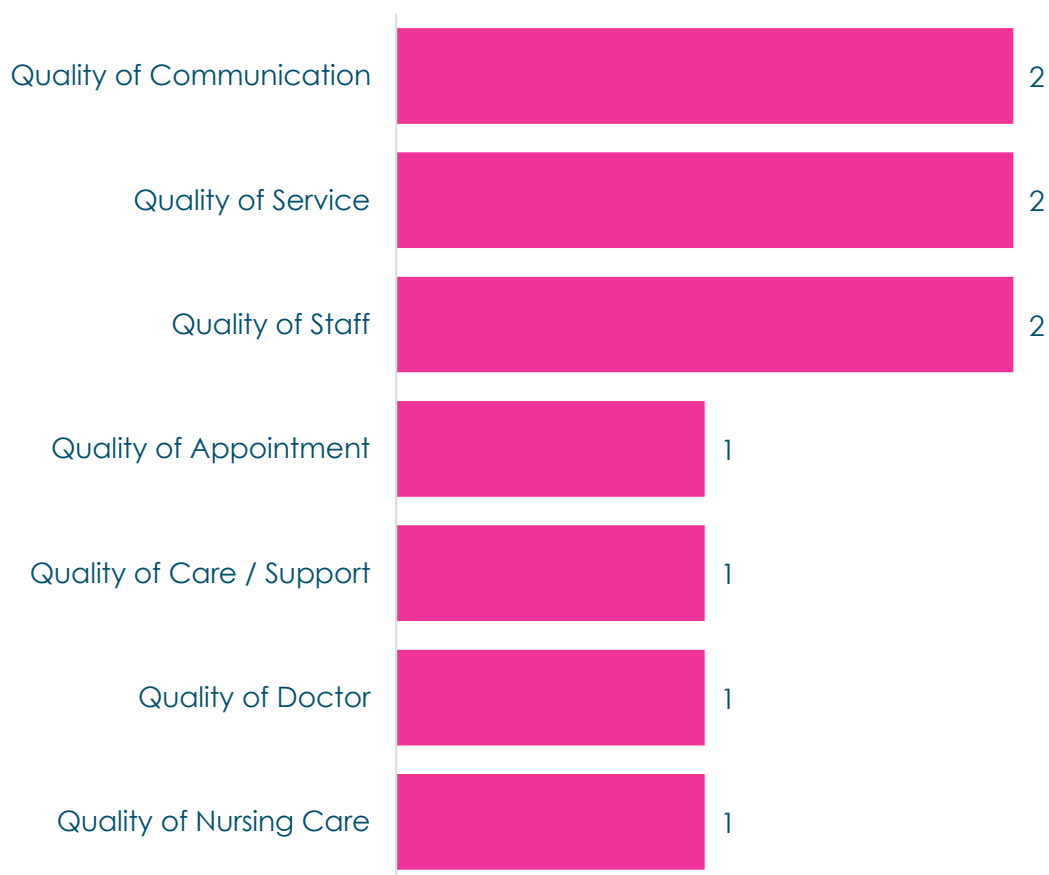
5. GP Surgeries - Experiences Breakdown

This month, Healthwatch recorded a total of **37** negative comments for GP's and **10** compliments from **20** experiences.

GP Surgery - Intelligence



GP Surgery - Compliments



During **June** access to services, booking appointments and communication between staff/providers and patients, were the most negative comments we received.

In June quality of staff and quality of care/support and quality of communication were highlighted as the most positive experiences.

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:

Hull Family Practice PCN, Morrill Street : "Today was the first time I have used the new appointment system of filling in the form. At first I thought it was very strange of not getting to speak to someone to explain the

problem but I went on the website and filled the online form in with all the details for my child and her problem. It didn't take very long at all for the surgery to contact me back and ask for me to bring her in for an appointment later in the day. The surgery itself was busy but we wasn't in the waiting room long either. There was a slight problem with the GP not been able to send prescriptions electronically but one of the receptionists from the back office was very helpful too and got it sorted for us. Overall quite impressed with the new way of working for the surgery. Will be happy to use this service again."

ACCLAIM PCN, Clifton House Practice:

"Patient informed us he had been with the practice since childhood and whilst the practice and NHS services have changed dramatically during his time as a patient, he is happy with the service he currently receives from Clifton House. The patient referred to receiving appointments promptly and also informed us of the efficient appointment he had that day with a nurse".

Negative experiences:

MARMOT PCN, James Alexandra Practice: "Patient informed us that they receive communications from GP surgery often via text which will provide links to the internet for patient feedback and information. Patient is unable to access or use links to due not been able to access the internet (digital inequality)".

ACCLAIM PCN, The Avenues Medical Centre: "Got a call from the practice as the nurse needed to talk to me. Bearing in mind this wasn't a booked appointment so I missed it but called back about 10 minutes later only to be 'caller number 6'. I hung up as I was still busy at work. I got another

call that I was unable to answer again. Again, I called back and this time I was caller number 2. I decided to keep hold and eventually it started ringing. The phone rang for more than 30 minutes and not a single person answered! I was incredibly frustrated and angered by this as this isn't the first time this has happened! Every single time I call I'm always waiting absolutely ages and sometimes have to hang up as nobody answers. I ended up hanging up this time round as well. I called back on Monday so that I could arrange a telephone consultation with the nurse. The queue was so big that I wasn't even given a position in queue and was given the option to be called back. I chose the call back option and, lo and behold, I never received a phone call! Really fed up with the calling system this practice have in place. It needs to improve!"

6. Dentists – Experiences Breakdown

Healthwatch did not receive any comments in regard to dentistry during June, however we will continue to support people using the services and will look to increase the awareness of our organisation within dental services so that we can provide the best possible support to the community.

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.

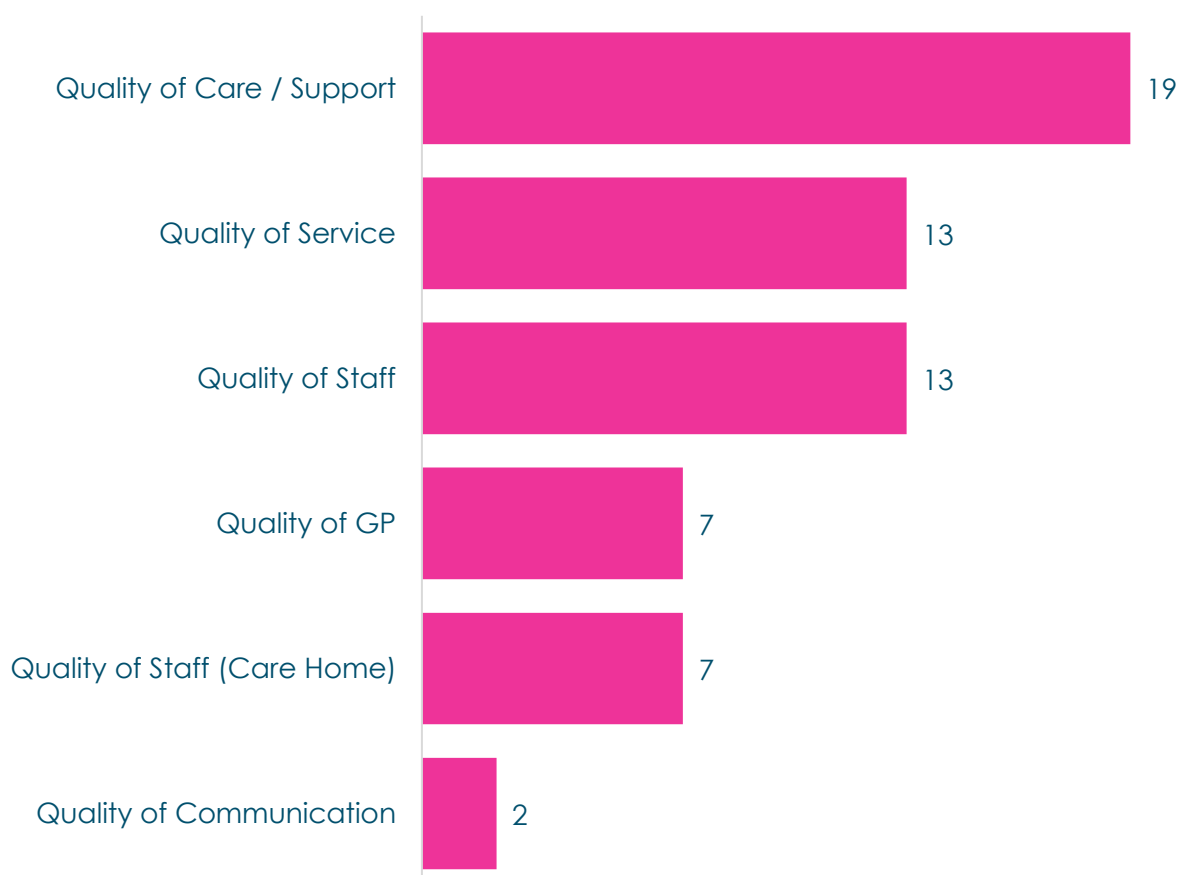
Physical barriers to accessing NHS 111 and Patient Transport Service such as lack of mobile phone access.

The final report and responses will be published in July 2024.

8. Adult Social Care- experience breakdown

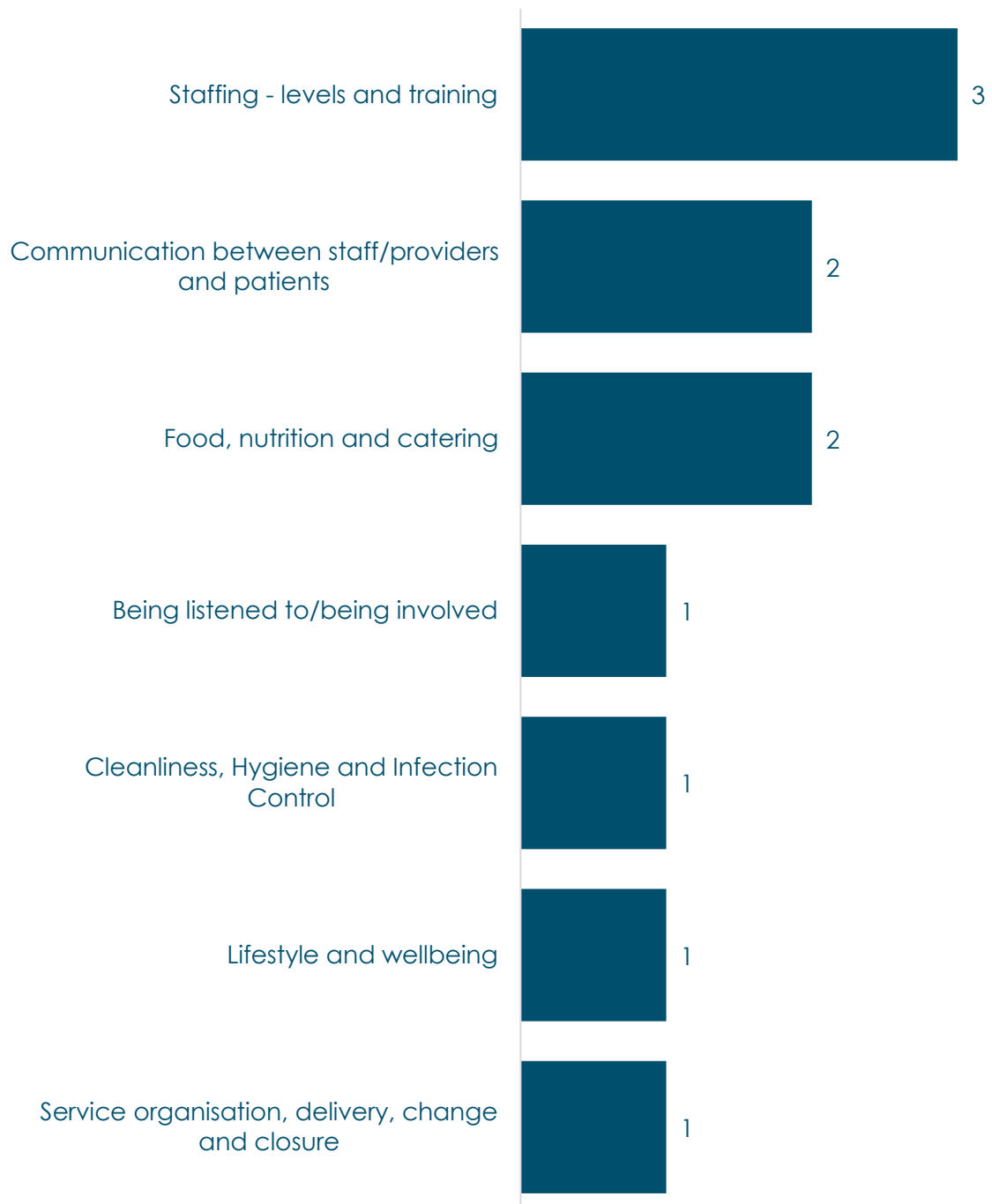
Healthwatch received **19** experiences from engagement for June compiled of **61** compliments and **11** negative comments.

Care Home - Compliments



Quality of care/ support received the most positive comments for the month of June followed by Quality of Service and Quality of Staff.

Care Home - Intelligence



Staffing- levels and training, communication between staff/providers and patients and Food, nutrition and catering received the most negative comments.

Example of positive and negative experiences.

Examples of a positive comments:

"I have been here 4.5 years and have really enjoyed being here. I have done things I wouldn't have dreamed of. I like it when the animals come here. I particularly enjoy the bingo. The food is alright and the staff are ok. They did take me to the doctors when I needed to go".

"Excellent care home, all the staff are so helpful. If there is anything you need help with, they go above and beyond with help. Dad is settling in well, slowly, but it's a bit of a change for us all. I know he is cared for and looked after so well thank you".

Example of a negative comment:

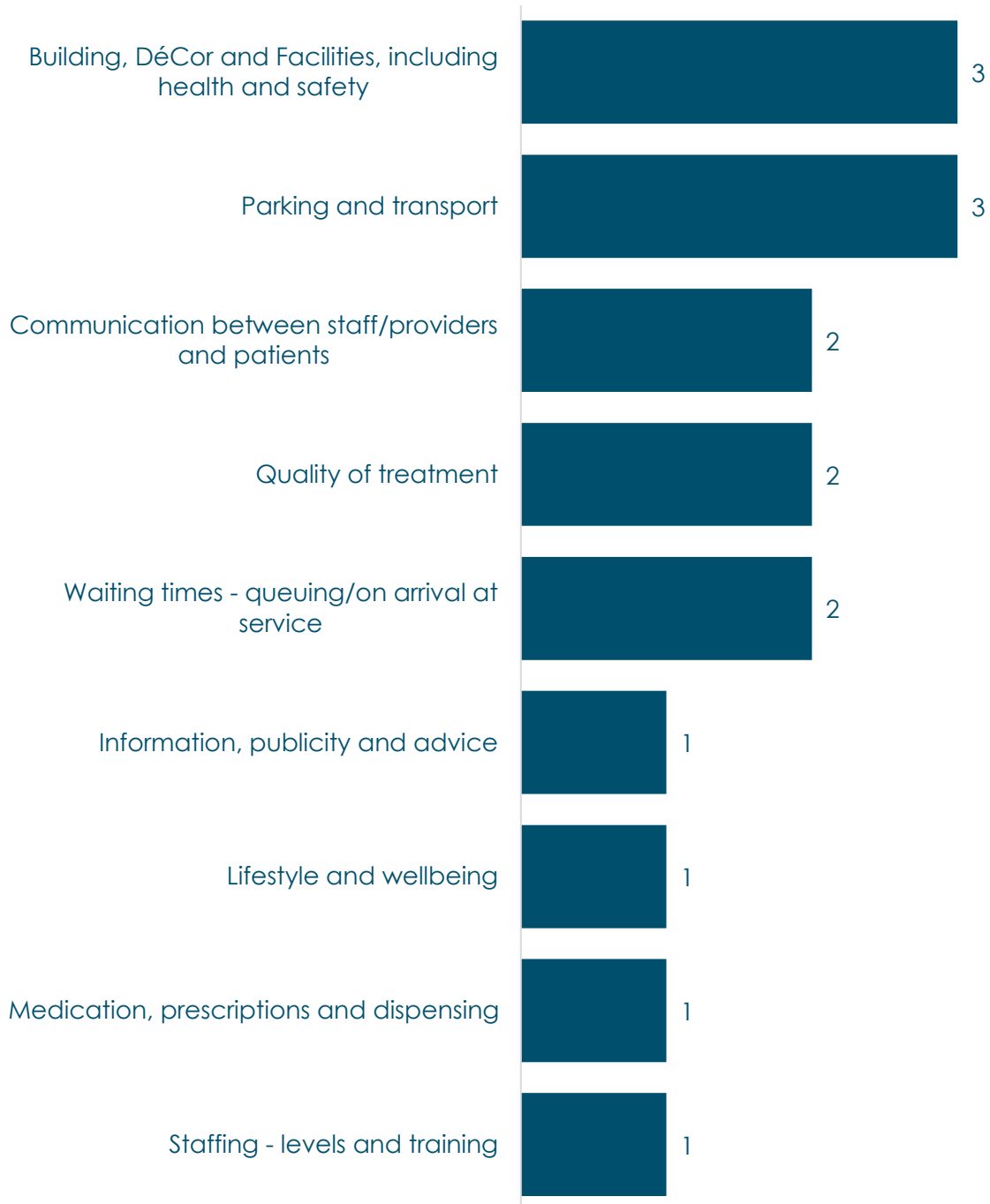
"I wish they would do more with entertainment in the home. I would like to be able to do more simple activities like crosswords and puzzles. The staff are very helpful and will support me with doing activities such as washing my clothes. I was upset once and the staff took me for a walk to the shops. The agency itself can be difficult and come across as being "in their own world".

9. Hull Royal Infirmary

Healthwatch Hull received **23** experiences for Hull Royal infirmary during June made up of **16** negative comments with **85** compliments received from engagement.

Intelligence

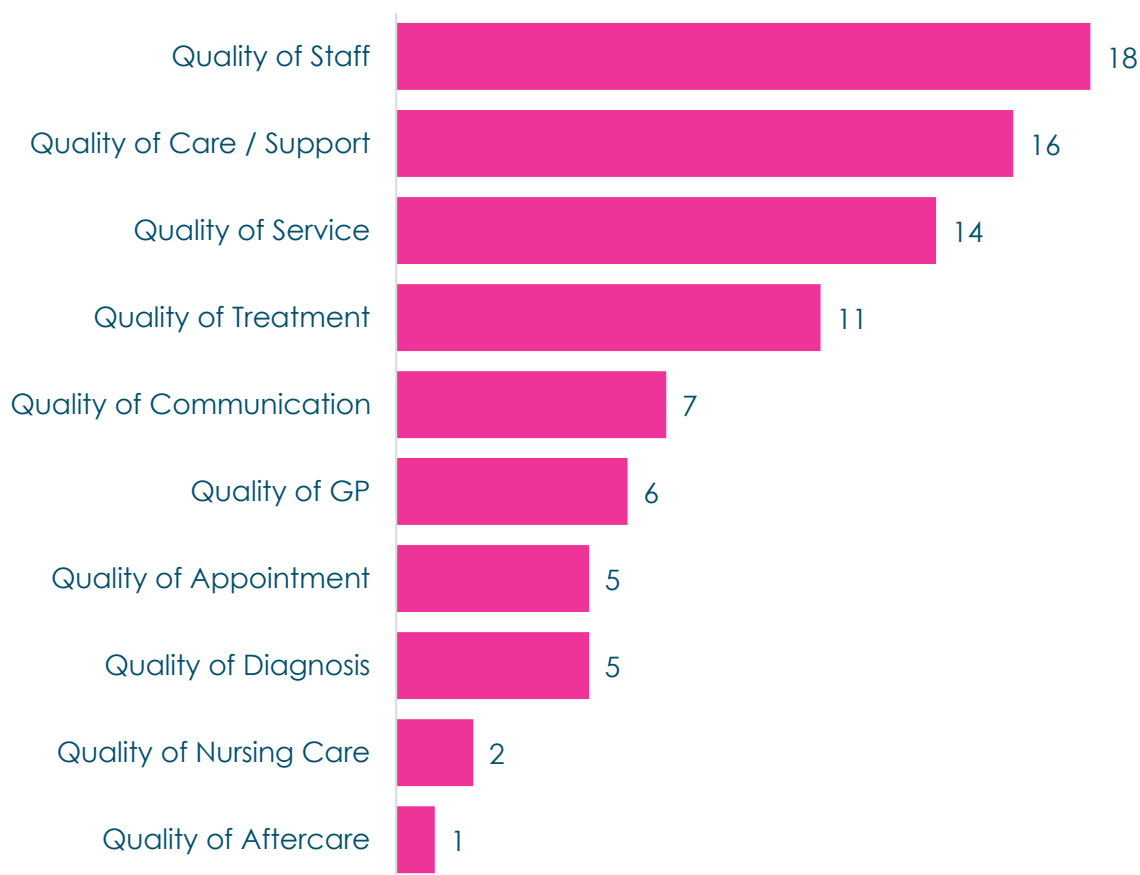
Hull Royal Infirmary - Intelligence



Health and Safety and Parking and Transport were the negative comment recorded the most during June, Parking continues to be a really high point of contention for Hull Royal Infirmary.

Compliments

Hull Royal Infirmary - Compliments



The quality of the Staff and the quality of care and support provided by the staff at Hull Royal Infirmary have received the most compliments in June.

Examples of Positive feedback

“10 year old patient – Attended ED on the 24th which resulted in a referral to the eye clinic for a scan. Mum had to ring to make the appointment following the referral from ED. Had a scan done and a urine test, the nurse came during the engagement to say she was checking to see if they could get a blood test for him today to save them making the trip back on Monday. The nurse who did his scan was lovely and walked him through everything. Mum said they were hoping not to wait too much longer as they had already been here 3 hours. The staff have been really good.”

“10 month old girl, had been in since Monday (engagement on Friday). Has a lung infection. All of the staff have been amazing, this is our third admission since November 2023. The staff genuinely care about their patients and their parents. They are so welcoming they really can't do enough for you. They keep you really informed, at no point did we not know what was going on with her care.”

Examples of negative feedback

“26 year old, in A&E since 10.55pm last night. Took an overdose. Fed, watered and looked after. Last night was horrendous, sending people home as it was that busy. 10hr drip, sat in a chair, should be in bed but there is no beds. 3.5 hours left on a drip. Still not in a bed haven't slept. DOC to be seen in 12 hours told it'll be just when a bed is available. Chairs are better than they used to be. This morning everyone was furious. Most of the staff now are really nice, staff last night were rude. Should've had blood tests within 4 hours and it took 6 hours. Nurse couldn't find a vein for IV, bruises are awful. Had to wait another hour for doctor.”

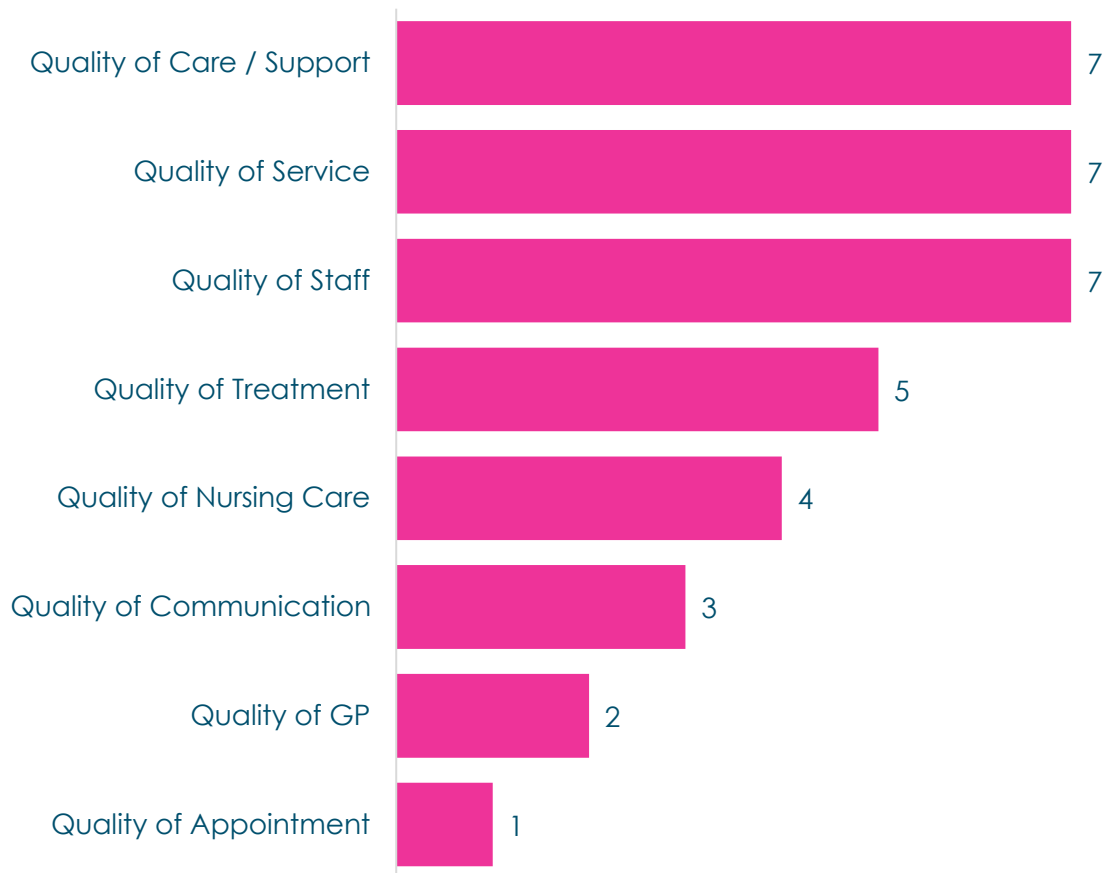
We are continuing our patient engagements at Hull Royal Infirmary into the month of July to ensure the patient voice is being heard. Healthwatch Hull expresses sincere gratitude to the Staff and Patients of Hull Royal Infirmary

10. Castle Hill Hospital – Experiences Breakdown

Healthwatch Hull received **9** experiences for Castle Hill Hospital consisting of **36** compliments and **10** negative comments.

Compliments

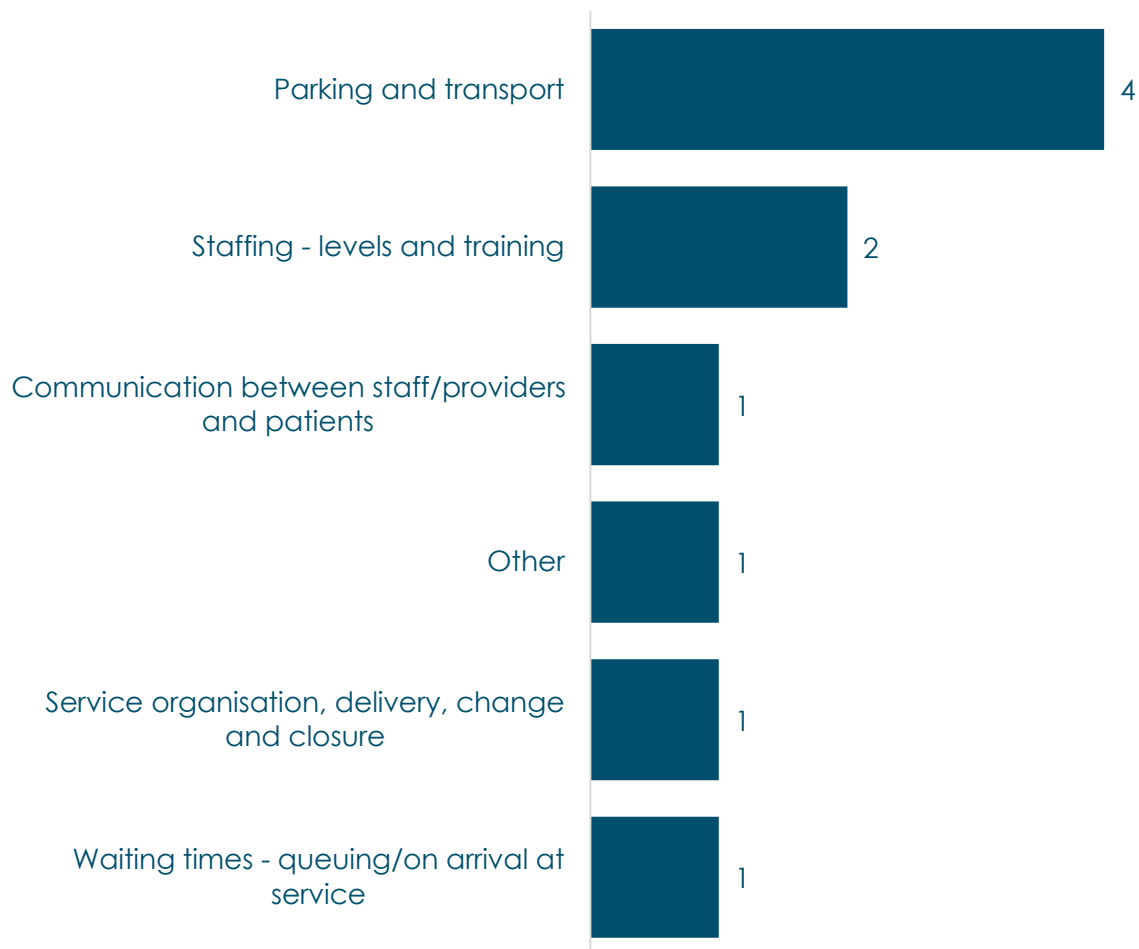
Castle Hill Hospital - Compliments



Patients of Castle Hill Hospital have highlighted the Quality of Care, Service and Staff as areas to Compliment in June.

Intelligence

Castle Hill Hospital - Intelligence



The complaint most received at Castle Hill Hospital was about the parking and transport provided by the Hospital. In June it was brought to our attention through feedback that patients can become extremely stressed by the parking at Castle Hill, this in turn affects their blood pressure levels which impacts the appointment they are attending, as staff have to then wait for the patients levels to return to their normal state before they can move on with the appointment.

Example of positive comments:

“79yo Male - I started treatment in October, I have lung cancer. I had pneumonia last June, which then turned into lung cancer. I'm having immunotherapy, it doesn't bother me. The staff are lovely, I've got no

complaints at all, I attend once a month. They always run on time, my wife is allowed to wait with me, I book my next appointment at the end of my treatments before I leave. I've started having my bloods done at my GP so I don't have to come in as often. The staff are brilliant I can't fault them, they talk to you during the treatment, makes you feel at ease."

Example of negative comments:

"I'm here for a medication checkup, I had a heart attack two years ago, and two months ago I was rushed in with a suspected secondary heart attack. Today they're just checking my medication and how I am. The staff are absolutely fine, brilliant, the communication is good. I think the issue is that there aren't enough beds for the amount of people the hospital are trying to process."

"I've been attending for 38yrs, the treatment is fine. The staff are beautiful, wonderful staff. The parking is terrible, always really stressful."

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.

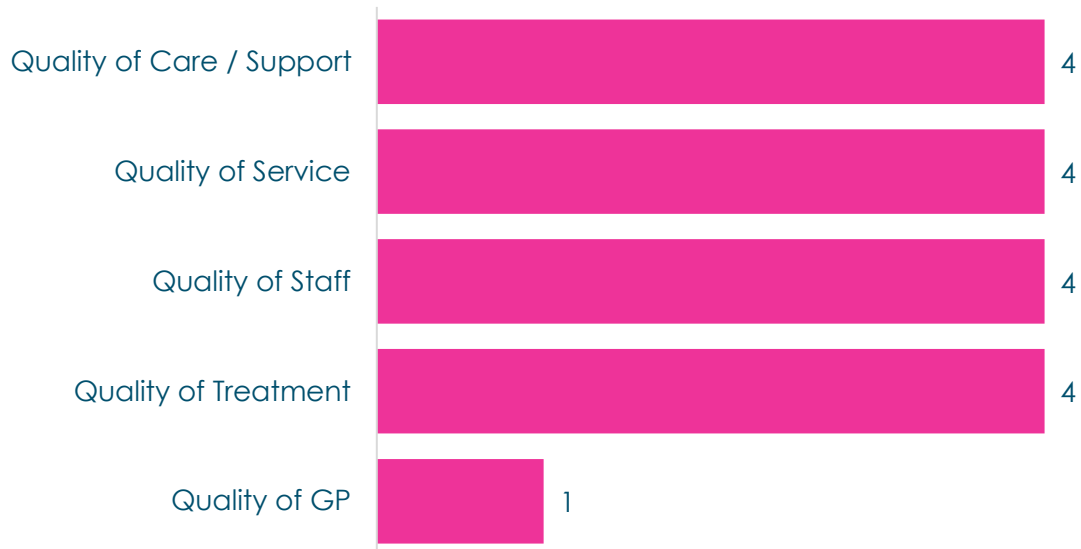
11. Mental Health Services

While Healthwatch received **17** positive comments and **1** negative comment regarding mental health services in June, we have been in touch with acute units within our area to make valuable connections with those services. June marked the start of an ongoing engagement opportunity for Healthwatch Hull with Newbridges Inpatient Unit. We now have a six-weekly engagement with Staff and Patients at this acute unit at their Coffee and Catch-up.

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.

Mental Health Services - Compliments



Mental Health Services - Intelligence



For the Mental Health Service we engaged with in Hull, the Quality of Care/Support, Service provided, Staff and Treatment provided were the positive comments of which we received the highest quantity.

The single negative comment we received was surrounding the effect that other patients have on one another while receiving treatment on the unit, not necessarily about the unit itself.

Example of a positive comment

“This will be my third and last time here, I’ve had a 4-5 week stint this time around. I’ve been really good this time around, I didn’t want to engage at all last time. This time, while I’ve still been keeping myself to

myself, I've been taking part in more activities and group occasions. I've made my room comfy and cosy for myself to give me somewhere that is purely mine. It's nice here because you have the freedom to do your own thing. I come and go as I please at the moment, I have my own flat and a new puppy, a son I have joint custody of. I've been engaging with my friends and family, slowly but surely I feel like I'm making my way back to normality. I've been using renew for my drug addiction and I'm planning to engage with Andy's Man Club. I know that I can always reach out to the team at Newbridges if I need to."

'I've been in around 2 weeks, I was in a really dark place when I first came. I've felt like I've been in a safe and secure place while I've been here, I didn't trust myself when outside and alone. I've been placed on a new anti-depressant and I've been feeling a lot better. My stay has been absolutely fantastic, all the staff from the domestic staff upwards have been excellent. I feel supported enough now to move onwards and upwards. I feel I need to get out more, it was the staying inside alone all the time that was effecting my mental state."

Example of a negative comment

"This is my second time here, I've been here for 4 weeks this time, the last time was the same. I barely lasted 5 days outside last time before I was back. It's been more stressful this time around, the treatments been good and the activities are really good but you never know who's in next, it's a constant roll of people so you never get too comfy. The majority are alright, but you get the odd one that just wants to rub everybody up the wrong way. I'm hoping to get my own place to get out and stay out this time. I'm going to try and keep off the drink because that's what sets me off."

Healthwatch Hull is very grateful for the opportunity to continually engage with Staff and Patients at Newbridges. We look forward to growing this

relationship as an important engagement resource for insight into the Mental Health Services in our area.

12. 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 **4** new cases and are supporting on a further **46** ongoing cases with **6** cases being closed.

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

1. Castle Hill Hospital

Alleged Urological injury during surgery.

2. Hull Royal Infirmary

Dissatisfied with medical assessment at A&E.

3. Hull Royal Infirmary

Alleged missed injury to male reproductive organs.

4. Hull Royal Infirmary

Unhappy with the delay in rescheduling of surgery after patient requested it to be postponed.

13. 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>

