



Intelligence Report

March 2024

healthwatch
Kingston upon Hull

1	Introduction	3
2	Engagement Activity	4
3	Contact Statistics	5
4	Overall Experiences Breakdown	6
5	GP Surgeries - Experiences Breakdown	10
6	Dentists - Experiences Breakdown	12
7	Yorkshire Ambulance Service- Experiences Breakdown	13
8	Care Home - Experiences Breakdown	14
9.	Children and young people	15
10	Hull Royal Infirmary - Experiences Breakdown	16
11	Castle Hill Hospital - Experiences Breakdown	19
12	Mental Health Services	20
13	Independent NHS Complaints Advocacy	21
14	Who we share our report with	22

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 **March 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 **March** we visited **29** 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)- 4
- HU2 (Central Hull)- 1
- HU3 (Central Hull)- 13
- HU4 (West Hull)- 1
- HU5 (West Hull)- 2
- HU7 (North Hull)- 1
- HU8 (East Hull)- 1
- HU9 (East Hull)- 3
- 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.

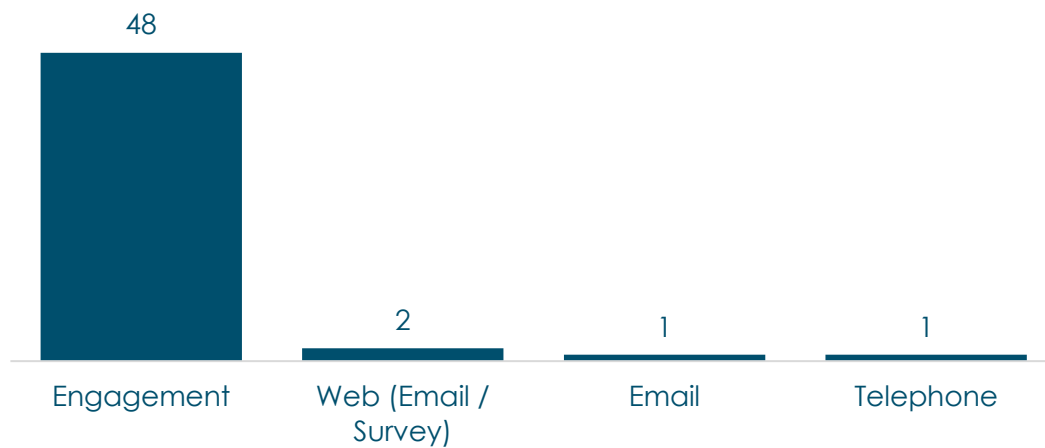
3. Contact Statistics

In total **52** 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 March 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.

Method of Contact



The total amount of experiences this month, via contacts and research is made up of **78** negative comments and **135** 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.

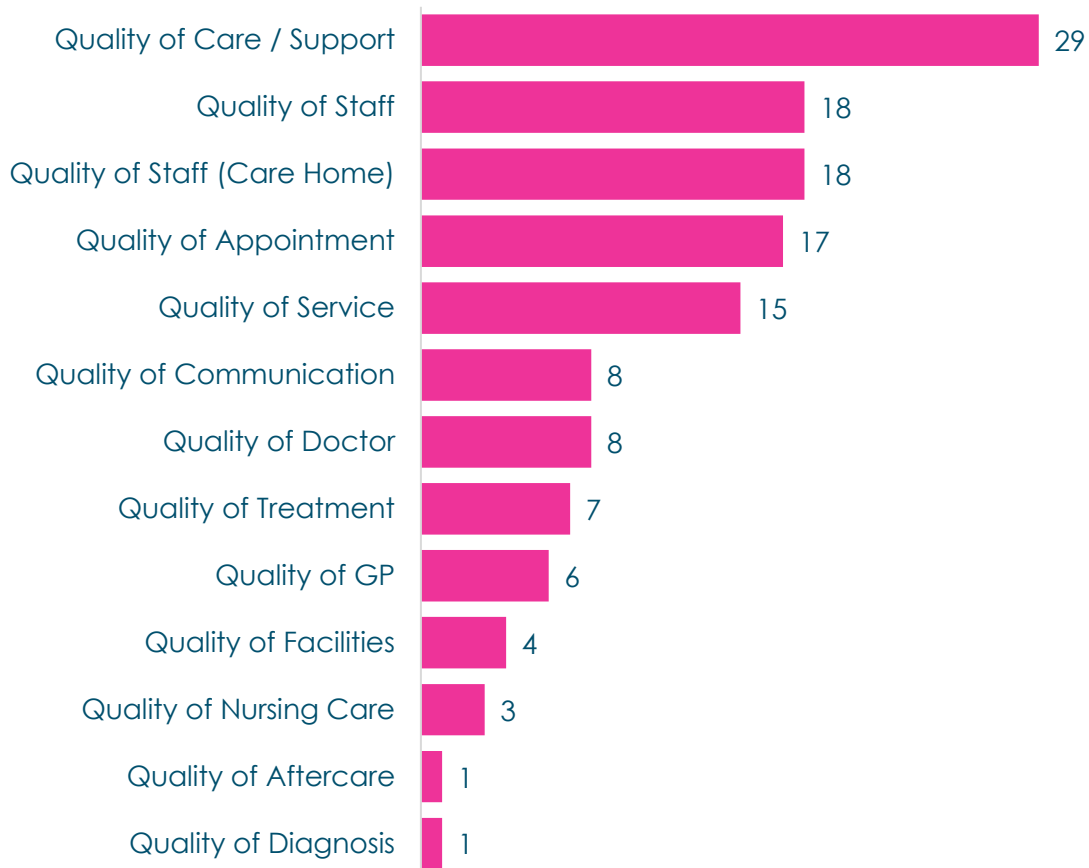
We recorded **78** negative comments and **135** compliments in total across all healthcare services from **76** experiences.

Theme - Negative comments



Quality of treatment and service, organisation, delivery, change and closure were highlighted as the main concerns for the month of March. Quality of Staff and Quality of Care/ Support are the areas which have received the most compliments during March.

Theme - Compliment



Secondary care received the most comments for the month of **March** followed by primary care.

5. GP Surgeries – Experiences Breakdown

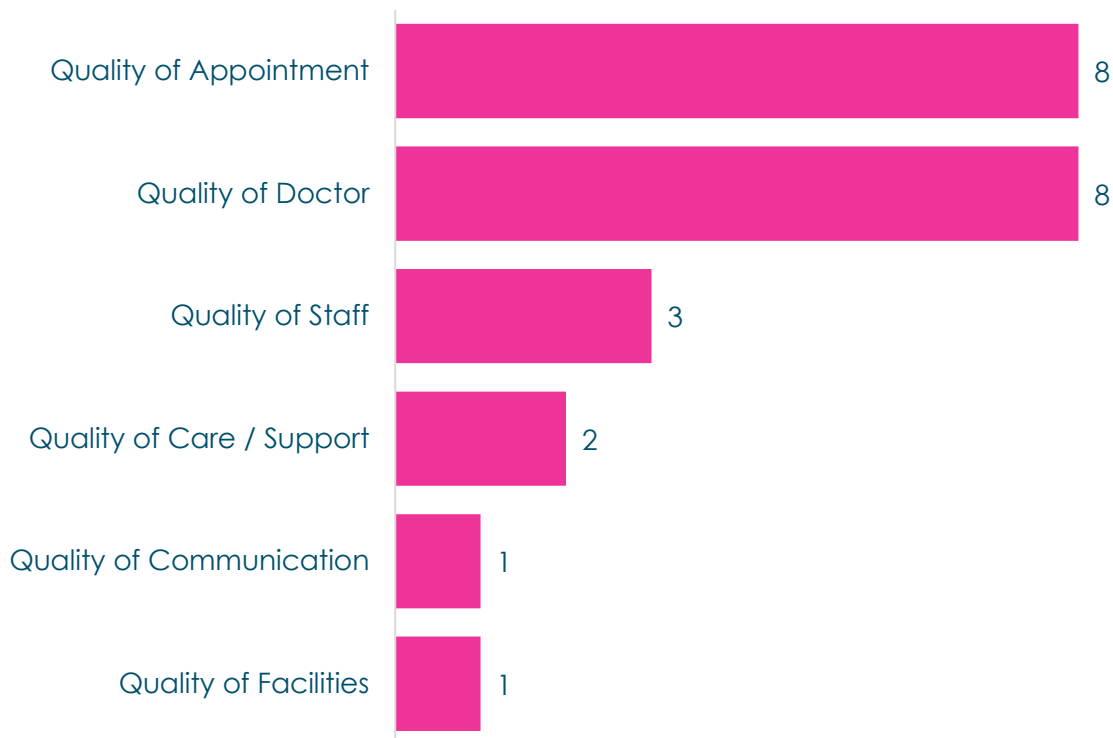
This month, Healthwatch recorded a total of **22** negative comments for GP's and **23** compliments from **14** experiences.

GP Surgery - Negative comments



During **March** booking appointments and being listened to/being involved were the most negative comments we received.

GP Surgery - Compliments



In March quality of appointment and quality of doctor 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 being listened, the quality of staff and quality of service they are receiving once they have an appointments is good.

Examples of positive and negative comments received.

Modality- Alexandra Health Centre- "It is my first time using this service and I like almost everything, booking appointments is good and I do it in person and it can take 30+ minutes. The staff is very helpful".

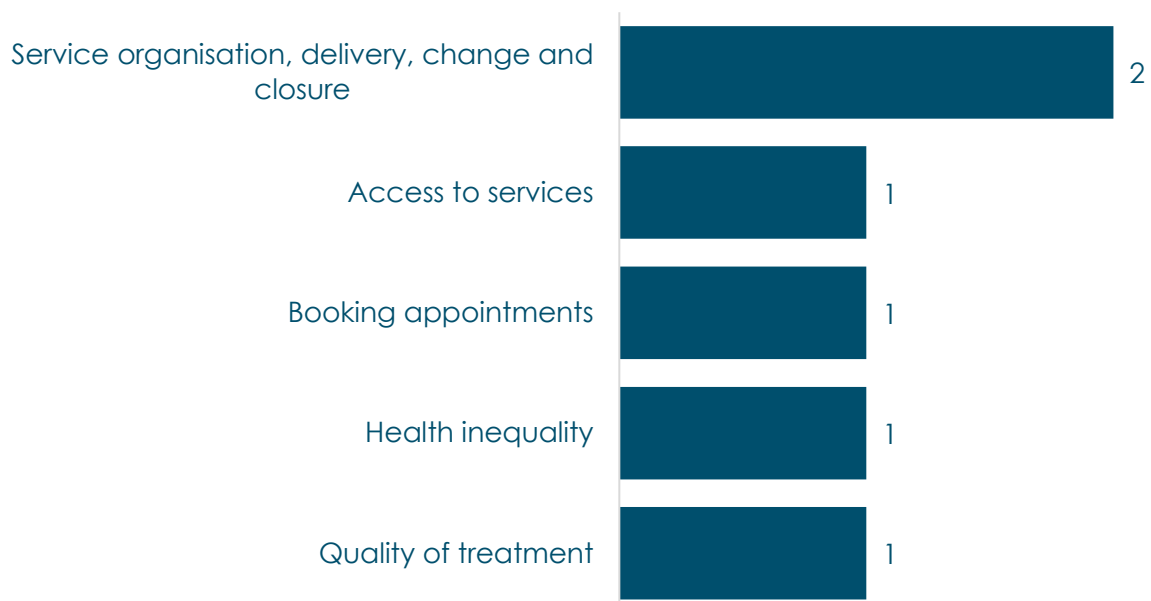
Haxby Kingswood Surgery- "The patient care at this practice has become non-existent you wait 2 weeks for a phone call from a specialist nurse that they arranged to receive a text saying they tried calling you twice and have rearranged a later date but you have no missed calls you ring them straight back reception obviously lets the nurse know and you then get the call problem is its regular nurse they have obviously booked you with who isn't qualified to deal with your issue and they tell you to contact the doctor knowing full well you

won't get an appointment any time soon even phone calls are now 2 or more weeks behind and that's when you don't have to chase for that as the call doesn't arrive this going round in circles with this practice just to get timely care for health problems is becoming all too regular not just for my partner but other members of my family too They have said they are having a lot of problems with staff and back logs but still taking on new patients which is very worrying when you have health issues that are already not being addressed"

6. Dentists – Experiences Breakdown

Healthwatch received **2** experiences in regard to dentistry from our engagement with the public during January, those are made up of **0** compliments and **6** negative comments.

Dentist - Intelligence



Service organisation, delivery, change and closure received the most negative comments during March.

Example of a negative comment received:

Mydentist-Newland:

"Not taking on new NHS patients as advertised on here. Called up numerous times in the last few years to be fobbed off and told they're only doing emergency appointments. Called today to try and book an appointment, to be told I am no longer a patient. I was never informed I was no longer a patient. I asked to be registered again as an NHS patient but they said they cannot, but can if I was private. But then couldn't get me in for a month! Also my husband has had a lot of trouble with treatment here, snapped a tooth in his head and sent him on his way in agony with no pain relief, had to go back for a root canal weeks later and is still in pain, his tooth was fine and pain free before they touched it. Reception staff are rude and unhelpful".

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. 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.

This month the main themes which have been identified by the homeless community, 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).

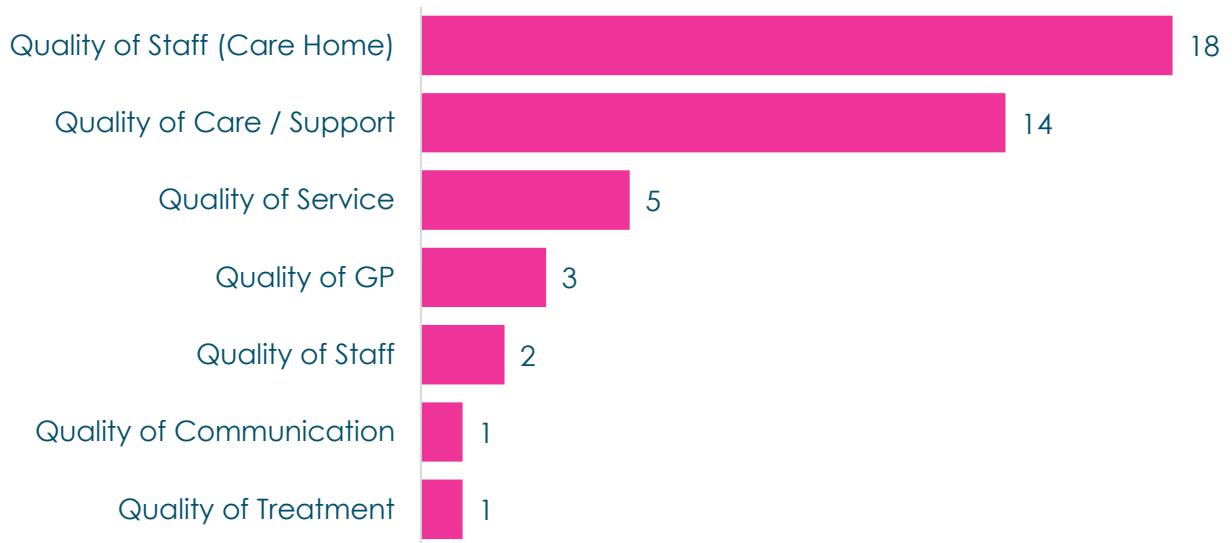
- Wait times for ambulances can cause challenges for services such as hostels which may have limited staff and can cause frustration for patients.
- Challenges around assessing an individual's capacity.
- Patient transport services and III are services which are not used very often by rough sleepers as these services often do not work for them in terms of appointment bookings, communication and travel distances.
- There is an inequality in access to services for those who are rough sleeping and those who are staying in hostel accommodation- those in hostels are far more likely to access services than rough sleepers.

8. Care homes/ Adult Social Care- experience breakdown

Healthwatch received **22** experiences from engagement for March compiled of **44** compliments and **1** negative comments.

Service, delivery, organisation, change and closure received the only negative comment for this.

Care Home - Compliments



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

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 experience any mental health condition or symptoms of such.

Example of a positive experience:

“Resident of 3 years in the home, likes it because it is quiet and that is what he likes, food is average and likes to stay to himself”

9. CYP- Children and Young People

Healthwatch in February conducted a series of Hub engagements (3) speaking to young people across the city

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 2 engagements we spoke to **20** 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**

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.

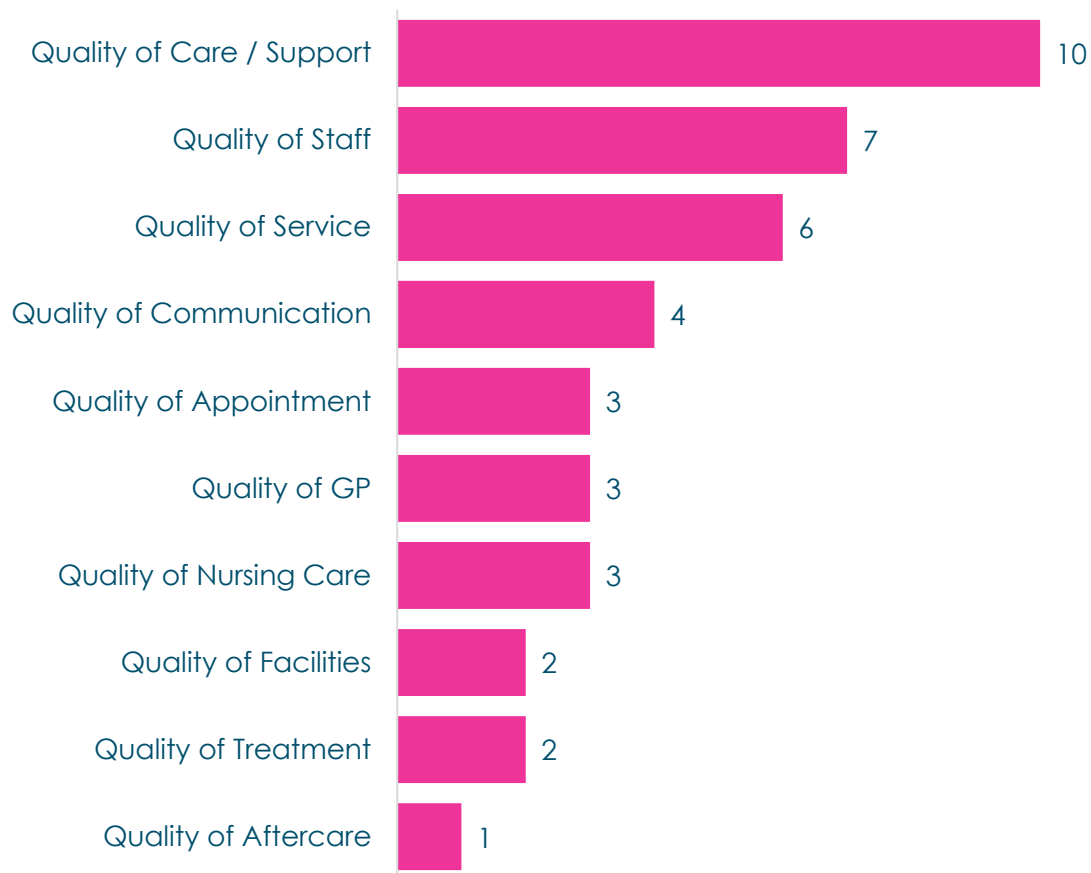
A more detailed report of the hubs from Hull College is available, contact the email below to be provided with a copy.

mboast@healthwatchkingstonuponhull.co.uk

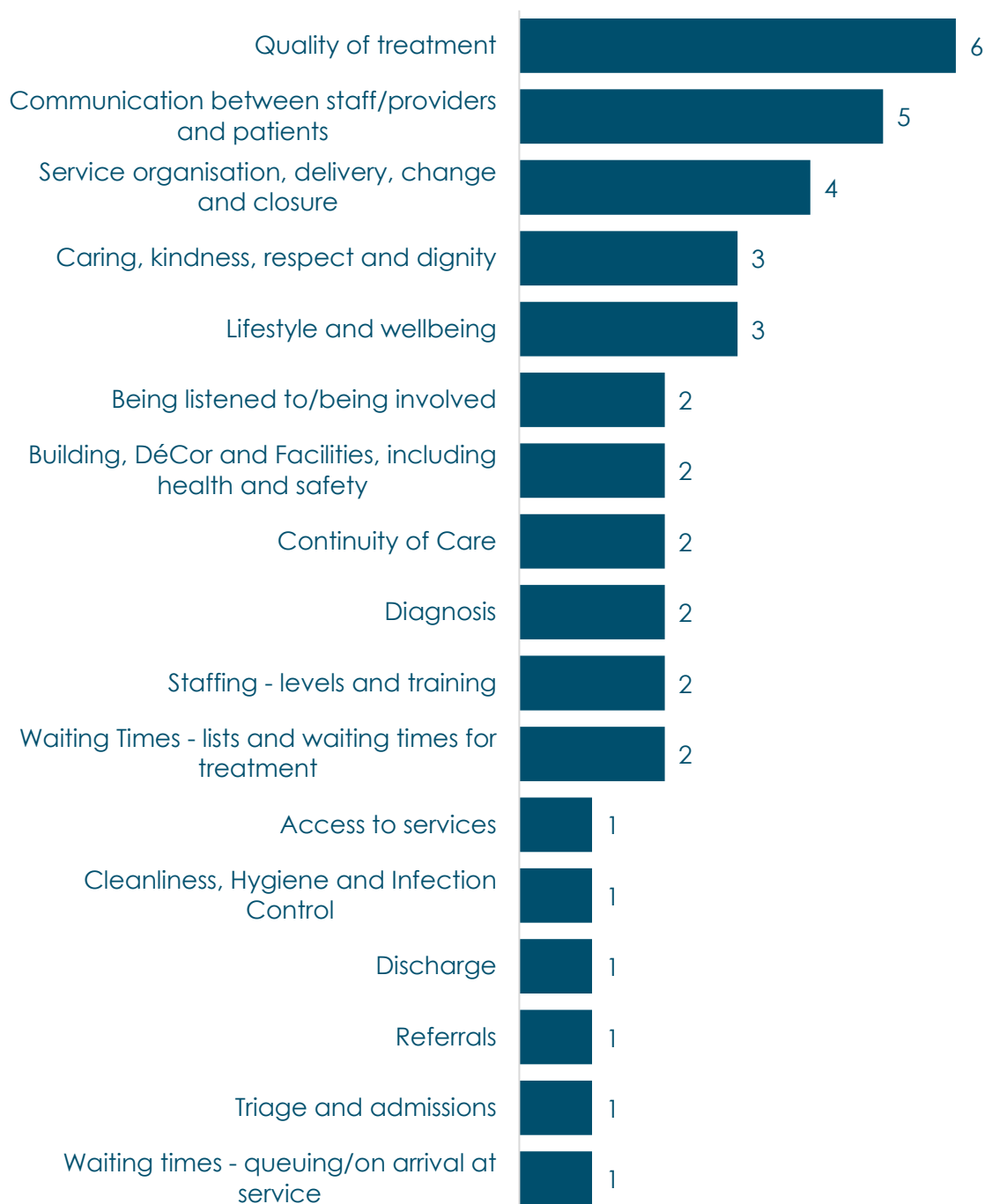
10. Hull royal infirmary

Healthwatch Hull received experiences for Hull Royal infirmary during made up of 39 negative comments with 41 compliments received from engagement our events within the community during March.

Hull Royal Infirmary - Compliments



Hull Royal Infirmary - Intelligence



Quality of treatment, communication and service organization are the areas of intelligence that are the most highlighted across March engagements, the quality of care and support supplied by NHS staff at Hull Royal Infirmary continue to be the themes of or positive feedback.

Examples of Positive feedback

'Transferred into majors from ward 39 this morning after receiving heart medication that didnt work, had SVT (irregular heart beats) since she was a child. Said the staff were absolutely brilliant, couldnt fault them, she had been offered food but was waiting to eat until she had seen a doctor. Paramedics were also fantastic, they gave her an ECG because her heart rate was low, there was talks in the ambulance of a pacemaker, said she was excited to become a bionic woman.'

'Have been on Ward 60 for 2 weeks, had part of stomach and bowel removed due to hernia strangulation of bowel. Treatment has been brilliant, came to A&E on 29th Feb and had operation the same day- A&E and all the ward 60 staff have been really good. There have been some issues with communication previously- was in last year for 6 weeks and only recently found out that I had sepsis at that time. I have learning difficulties and don't always understand what they are telling me, they need to tell my carer and shared lives who I am under. The consultant who does the ward 60 ward round is really good though and speaks to my carer directly so they know exactly what is going and and have the right information'.

Examples of negative feedback

"After waiting 3 months for the neurology 'hot clinic' after a referral from A and E my referral was declined as inappropriate. I was not informed why and I am still waiting more than 2 weeks if asking. I had a CT and MRI in A&E suggesting I have a brain lesion and demyelation. I already have blood cancer so my anxiety is off the wall. Due process has not been followed and I'm left in the dark. Its unacceptable."

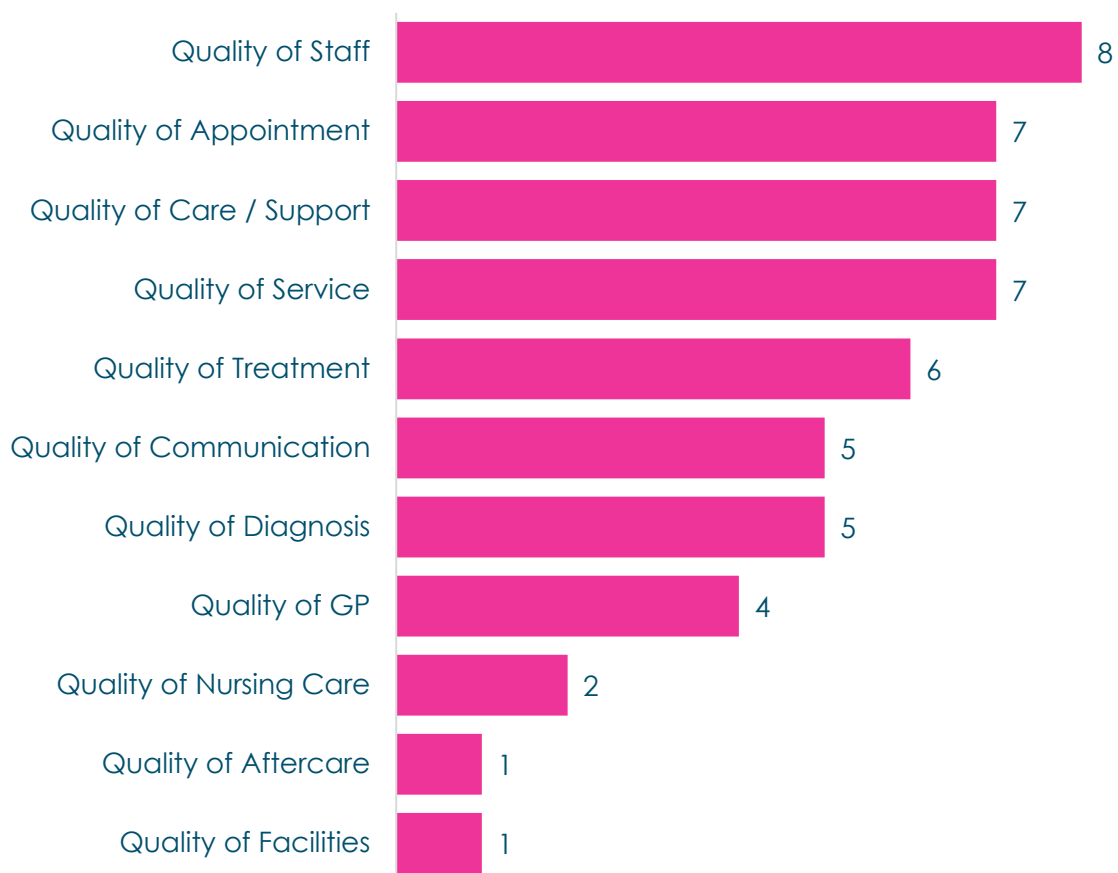
"The staff in there made me feel so dumb for not remembering a seizure I had. No sort of care what so ever! Having not been round from these parts I would recommend York hospital there better trained and better at understanding stuff like autism hull has no clue and should take a leave out of York hospital book honestly! Thinking getting ready checked out at York for what I've had as it would be a better call for me. Honestly what a joke"

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

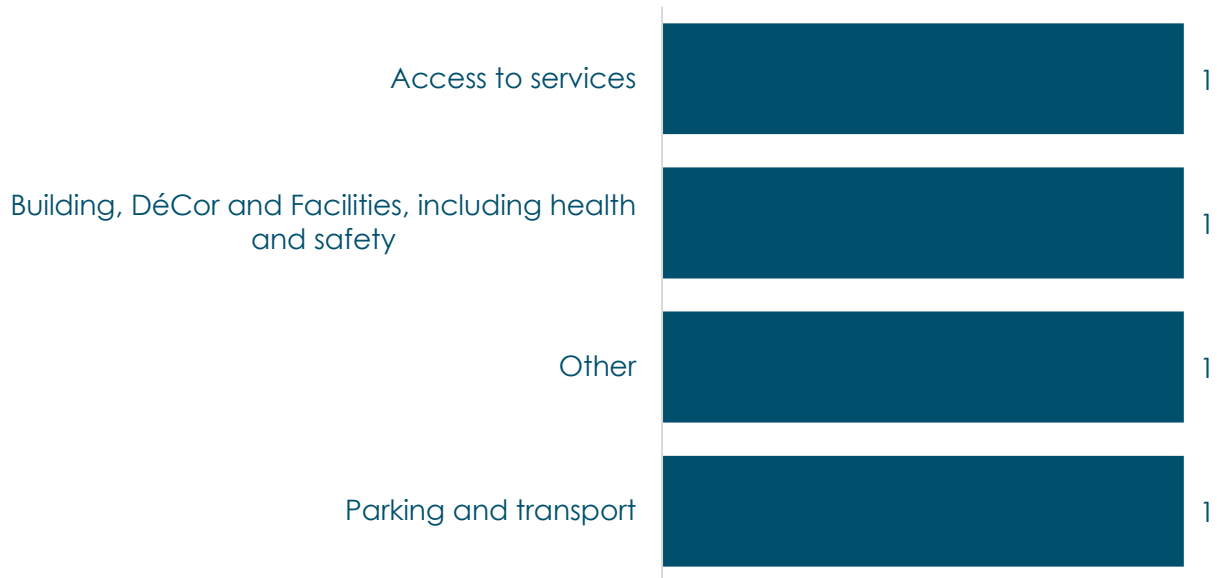
Castle Hill Hospital – Experiences Breakdown

Healthwatch Hull received **9** experience for Castle Hill Hospital consisting of **5** compliments and **4** negative comments.

Castle Hill Hospital - Compliments



Castle Hill Hospital - Intelligence



Example of a positive comment:

'I've been having 20 sessions of radio therapy, I've had 13 so I've got 7 left, the staff are fabulous, nothing is too much trouble for them. There's usually six of us around a table getting our treatments, it's nice to be with people who completely understand because they're going through the same thing'

Example of a negative comment:

'First diagnosed in 2008, I've been having the newest round of treatment for 2 years, service brilliant but there's more and more people coming. Getting home is the issue, sometimes I'm waiting 4 hours for anyone to come for me. The place just needs expanding to accommodate the amount of people. The pharmacy is excellent, always there when needed. I have my bloods taken on a Monday and get the products on the Wednesday. Staff are very helpful.'

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 0 comments regarding mental health services in March, we have been in touch with acute units within our area to make valuable connections with those services. We also attended the 'Nothing About us Without us' meeting to discuss how young people feel about accessing mental health services and how they would change those services to be easier to navigate and access.

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.

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 **3** new cases and are supporting on a further **54** ongoing cases with **2** cases being closed.

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

1. Castle Hill Hospital

Query relating to the maintenance and long term performance of an Implantable Cardioverter Defibrillator.

2. GP - Sydenham Group Practice & Hull Royal Infirmary

Multiple queries relating to diagnosis and treatment of thrombosis over the last 2 years. Patient also seeks to challenge GP Surgery's decision to remove them from the GP Patient Register.

3. GP - Alexandra Healthcare Centre & Hull Royal Infirmary

Dissatisfactory experience of treatment and control of pain relating to diagnosed Spinal stenosis.

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>

