



Intelligence Report

May 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 **May 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 **May** we visited **27** locations, where we gathered experiences from the public.

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

- Adult Social Care
- Community
- Primary Care
- Secondary Care
- Children and young people
- Mental Health

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

- HU1 (Hull City Centre)- 5
- HU2 (Central Hull)- 1
- HU3 (Central Hull)- 7
- HU4 (West Hull)- 1
- HU5 (West Hull)- 2

- HU6 (North Hull)-3
- HU8 (East Hull)- 2
- HU9 (East Hull)- 3
- HU16 (Cottingham- Castle Hill Hospital)- 3

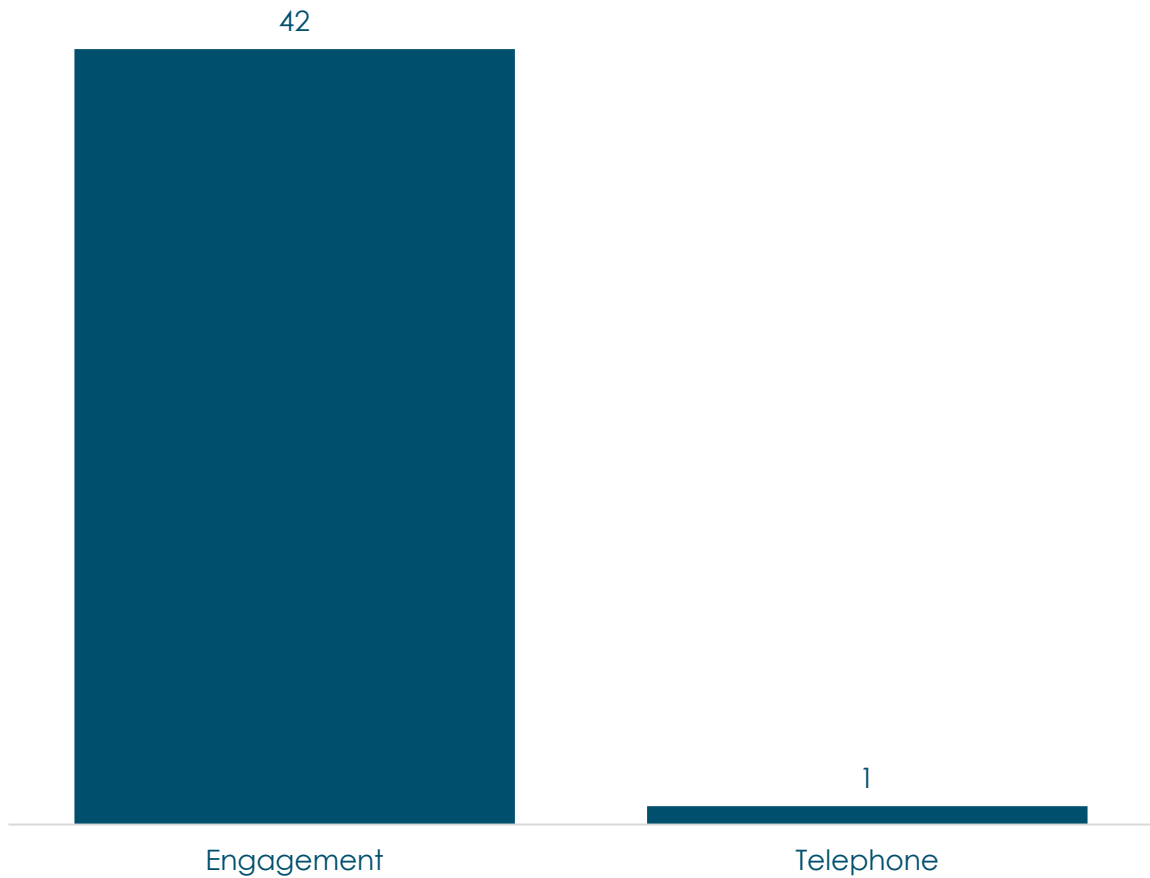
The focus of our engagement programme is to find out what people in the local community feel and think about the healthcare services they use. Each month we look to build a picture of the landscape of health and social care in the area and highlight what is working well, what challenges people are facing 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 **43** 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 May 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 **36** experiences.

The total amount of experiences this month, via contacts and research is **79** made up of **98** negative comments and **165** 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 May, looking at both positive and negative comments.

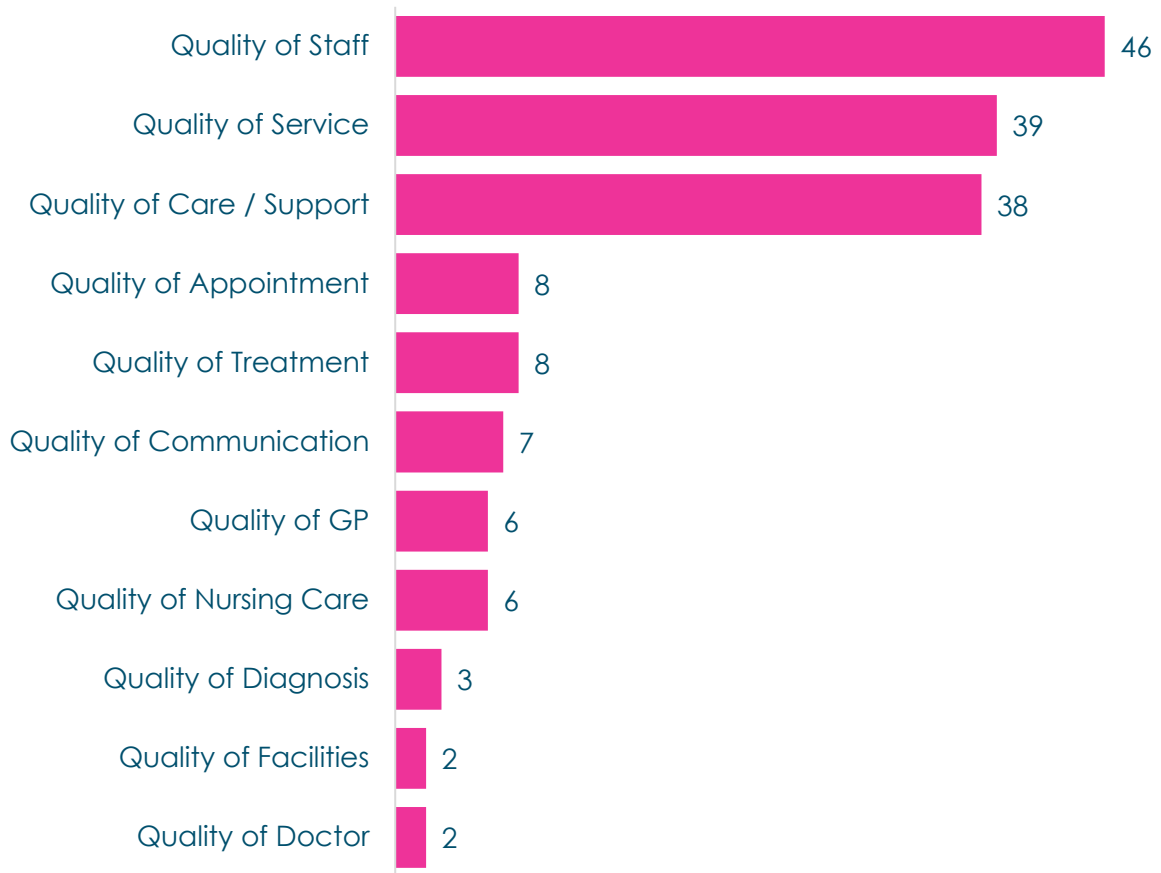
Please note: these figures differ from the amount of experiences gathered, because one experience can result in multiple negative and positive comments.

We recorded **98** negative comments and **165** compliments in total across all healthcare services from **79** experiences.

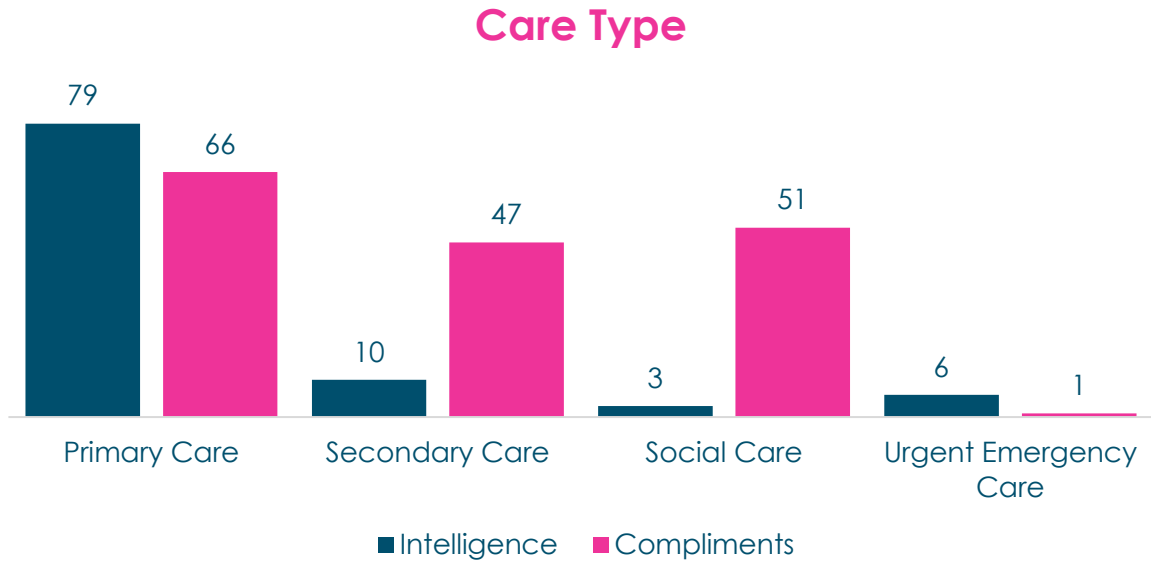
Theme - Intelligence



Theme - Compliment



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

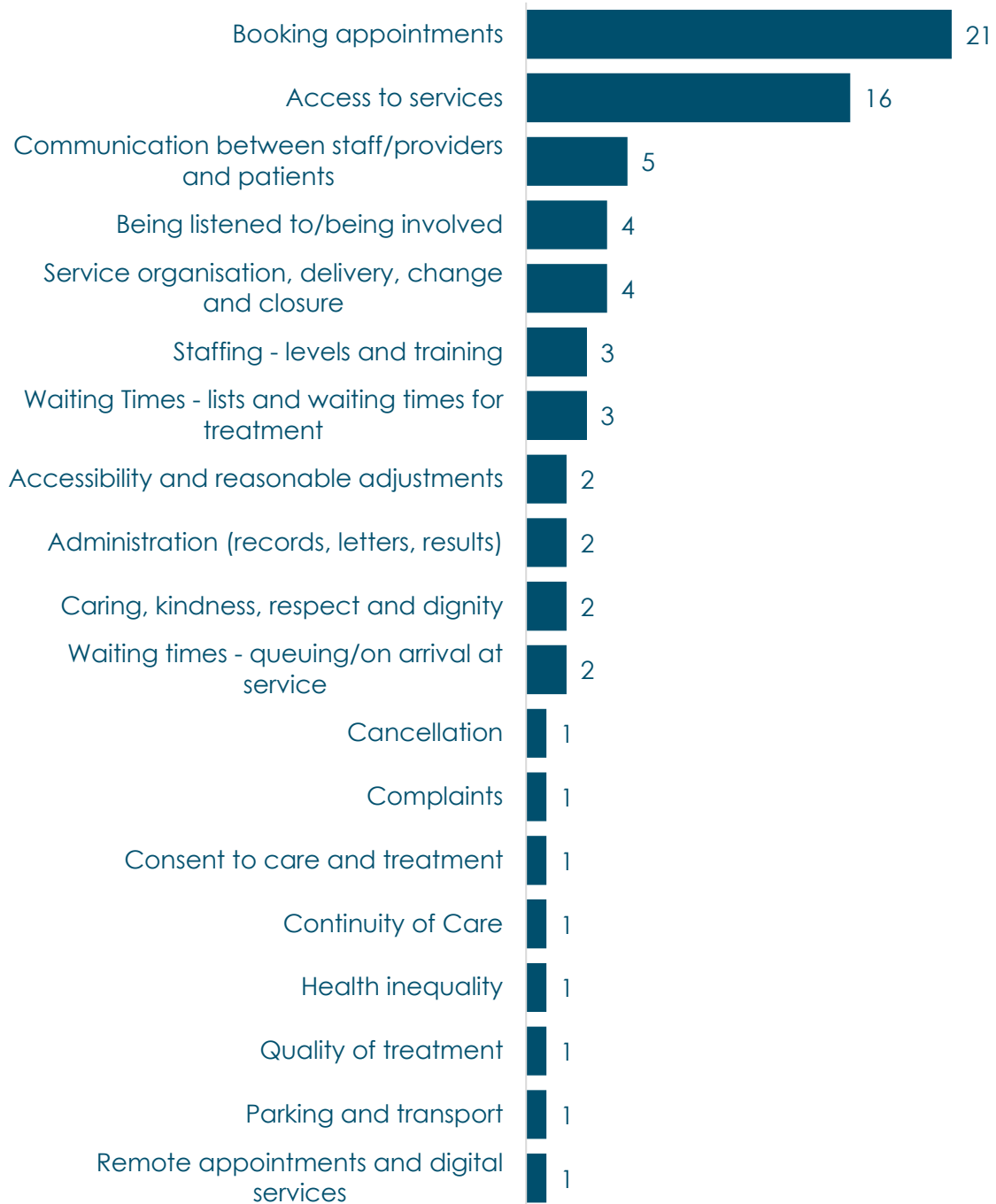


Primary Care received the most comments for the month of **May** followed by Secondary Care.

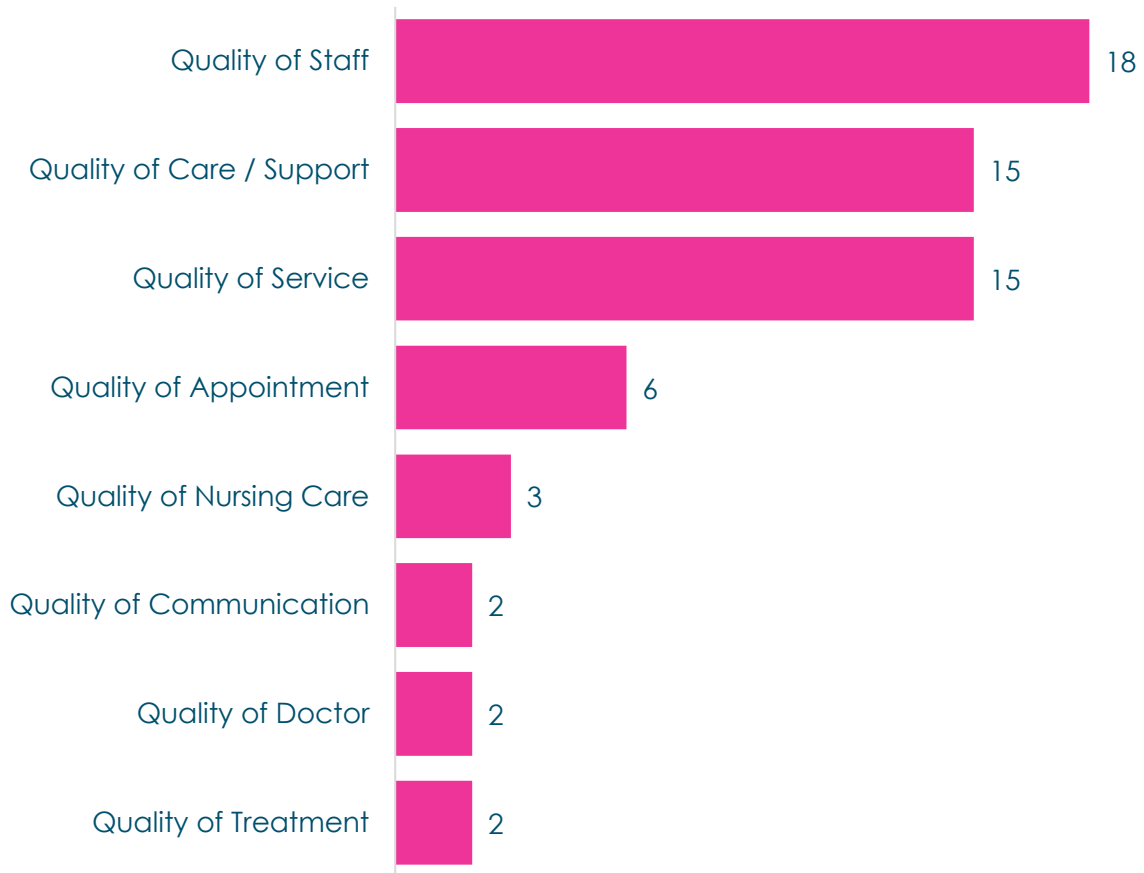
5. GP Surgeries - Experiences Breakdown

This month, Healthwatch recorded a total of **72** negative comments for GP's and **63** compliments from **41** experiences.

GP Surgery - Intelligence



GP Surgery - Compliments



During **May** booking appointments, access to services were the most common negative comments we received.

In May quality of staff and quality of care/support were highlighted as the most common positive experiences by the public.

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:

VENN PCN- Fieldview Surgery

“They are excellent, very friendly, nurses are wonderful when I go for diabetes check”.

ACCLAIM PCN- Campus Health Centre

Amazing, doctor goes above and beyond, always get patients in for an appointment when needed. Getting an appointment is effective.

Negative experiences:

ACCLAIM PCN- Avenues Medical Centre:

“Booking appointments is very poor, tried to book over the phone but couldn't get through so came in”.

ACCLAIM PCN- Marfleet Group Practice:

“Currently 10.40am, appointment was meant to be at 10.00am, I have work at 11.30am in Anlaby so can only hang around until 11. If I don't get seen I will have to go to work then start the appointment process all over again which will probably be another 2 weeks to wait to get seen”.

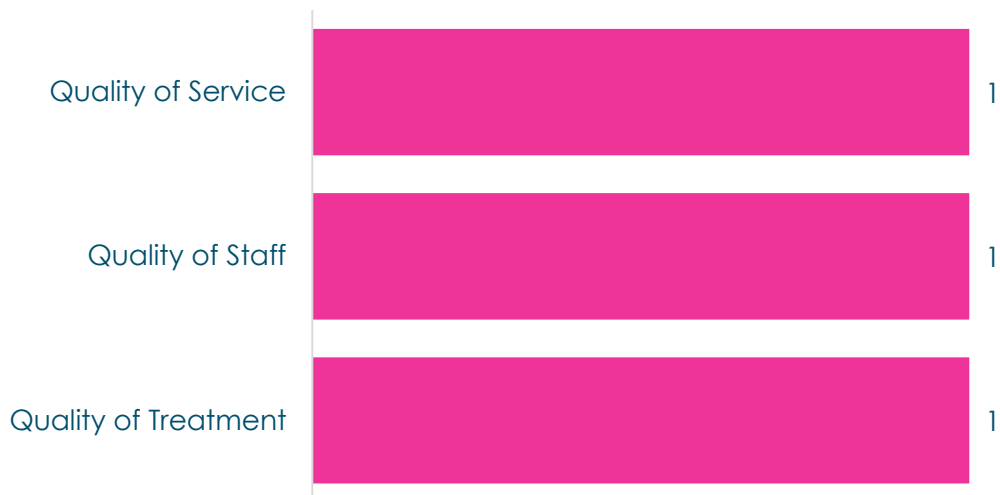
6. Dentists – Experiences Breakdown

Healthwatch received **3** experiences in regard to dentistry during May, those are made up of **3** compliments and **7** negative comments.

Dentist - Intelligence



Dentist - Compliments



Example of a positive experience collected:

"I attended this week for a check-up and with some particular concerns over long-standing issues. I was welcomed by friendly and efficient reception staff and was seen promptly by the dentist who was very kind and reassuring. As well as a through routine examination, further tests were conducted to address particular concerns and the dentist patiently

answered my questions and discussed possible future treatment plans. I felt very happy with the level of treatment I received, have entire confidence in the dentist and would happily recommend this practice to friends and family”.

Example of a negative experience collected:

“Sad to be in the almost deserted waiting room several times over the past year listening to the excellent receptionists explaining to patients that they didn’t have any NHS dentists at the moment but they could pay first for an emergency appointment and then for treatment involving hundreds of pounds. How many can afford that?”

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.

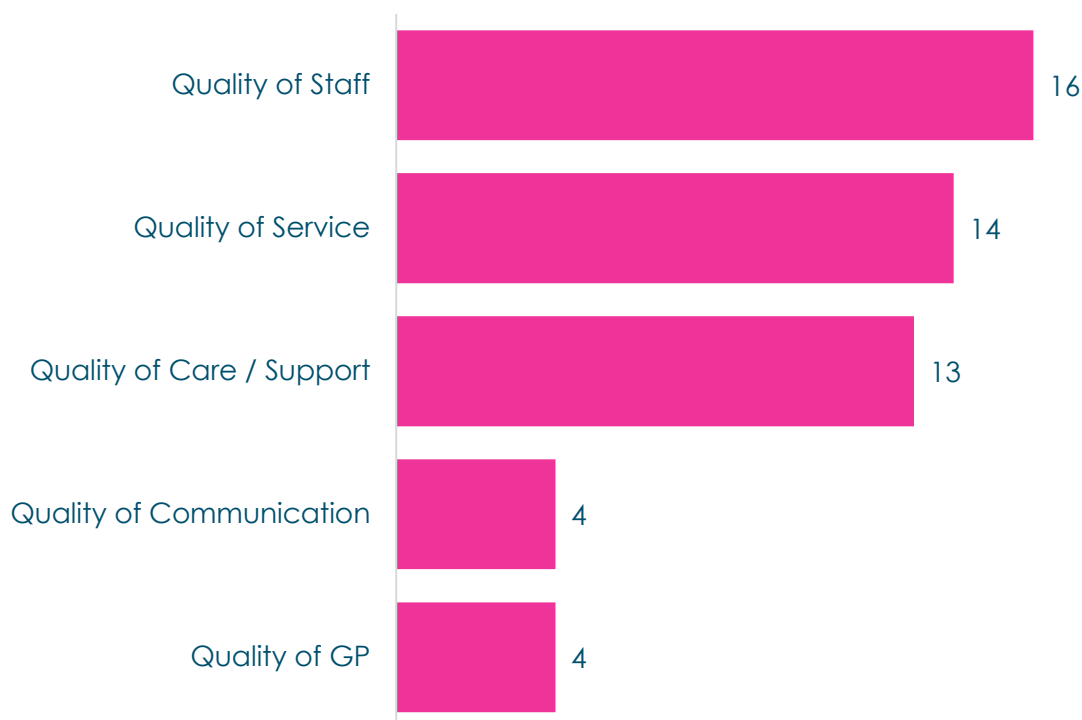
The final report has been completed and will be published imminently.

8. Adult Social Care- experience breakdown

Healthwatch received **18** experiences for May compiled of **51** compliments and **3** negative comments.



Compliments



Staffing levels and training received the most negative comments. Quality of staff, quality of service and quality of care/support received the most positive comments for the month of May.

Example of positive and negative experiences.

Positive comment:

"I expect that most people consider care home staff will look after the people they support. Without exception, the staff at St Andrew's Court go way beyond that expected care. Their kindness, respect, compassion and love for the service users and their families exceeds any expectations you might have."

From our initial visit we were warmly welcomed. My husband's room was spacious and kept spotlessly clean by the wonderful housekeeping staff.

Every consideration was given in getting to know my husband and throughout his time with them he was shown nothing but the utmost respect, love delivered with humour, and unfailing kindness. It's a tough time for everyone when a family member needs somewhere like St Andrew's but I can never adequately thank the wonderful carers, nurses, entertainment staff, housekeeping and managers for their constant support during those very tough times. Their support got me through with their friendship and love. Thank you all".

Negative comment:

"The overall care varies depending on the carers allocated. New carers need more training in English, how to use a microwave, the names of items of food e.g. eggs, and basic cooking. Allocated times are not always adhered to. My night call was always 9:30 pm the last few months it can varied between 8 pm and 10 pm. Few carers are very good and able to do things without being asked to."

9. CYP- Children and Young People

During May Healthwatch has conducted a series of Hub engagements speaking to young people across the city at Hull College, Kelvin Hall secondary school and Hull University

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 engagements, we spoke to 140 young people.

Themes highlighted by young people:

- ***A new website for advice, guidance and to talk anonymously***
- ***More awareness on vaping and smoking***

- ***More information provided on eating disorders***
- ***Offer better coping mechanisms for mental health***
- ***Drugs awareness and helping teens recover***
- ***More youth friendly support***

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.

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

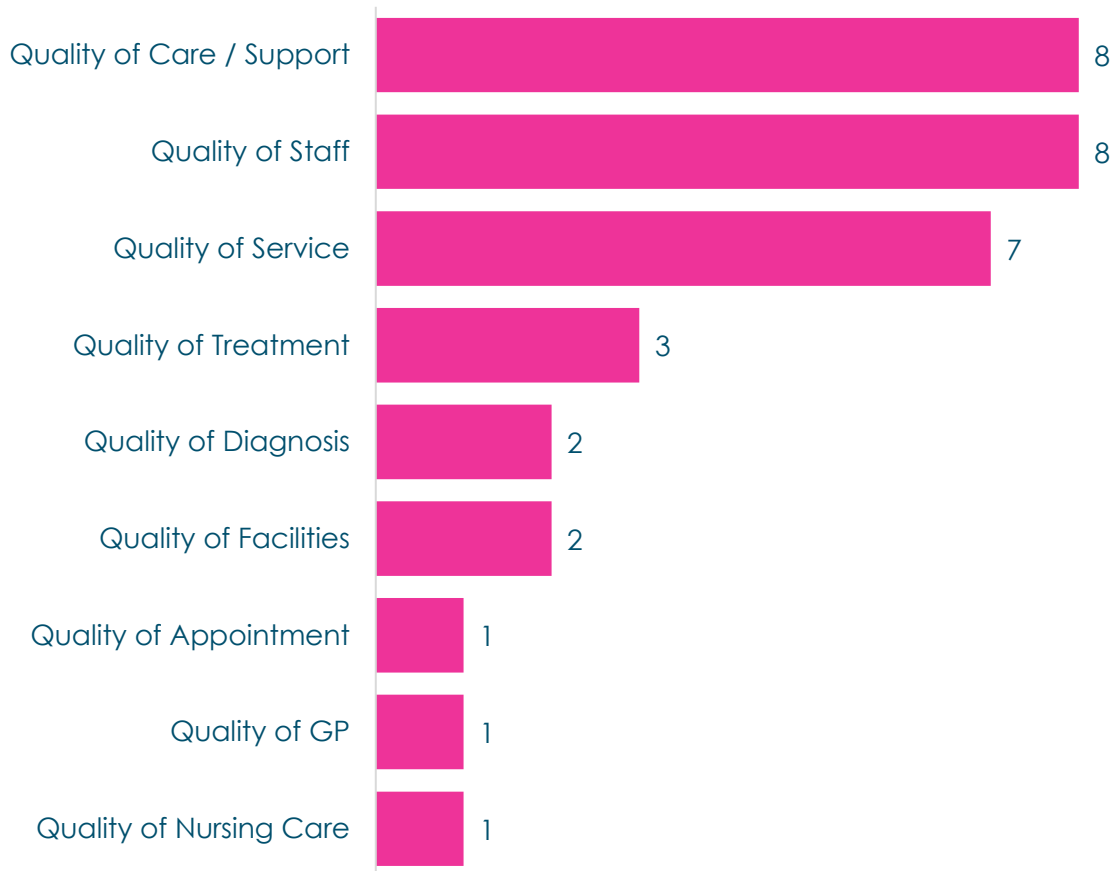
mboast@healthwatchkingstonuponhull.co.uk

10. Hull Royal Infirmary

Healthwatch Hull received **27** experiences for Hull Royal infirmary during May made up of **8** negative comments with **19** compliments received from engagements across the month of May

Compliments

Hull Royal Infirmary - Compliments



The two types of feedback we received the most was surrounding the Quality of Care and Support provided by staff at Hull Royal Infirmary as well as the Quality of the Staff.

Feedback from Eye Clinic

"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!”

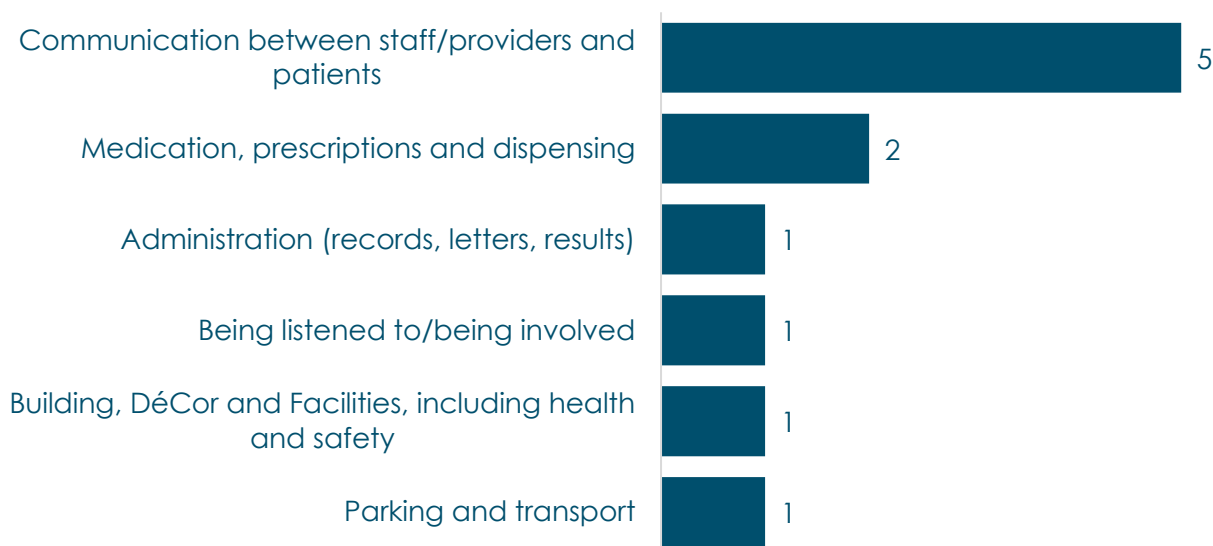
Feedback from Paediatrics

“Baby Girl – 9mths, had a viral infection and bronchiolitis with sickness and diarrhoea leading to a prolapse, called 999 who were amazing, informed mum it would be faster to travel herself than wait for an ambulance which she was happy to do. Mum can’t fault the treatment, everyone is so nice, just waiting for confirmation as to what was wrong. Nurse arrived while I was present, she was nice and supportive, very good listening and interacting with the baby, and mum had all her remaining questions answered by nurse.”

Intelligence

The intelligence we received the most often from Hull Royal Infirmary surrounded the communication levels between Staff/Providers and their Patients.

Hull Royal Infirmary - Intelligence



Feedback from ED

“Patient is 18 years old. Waiting for ECG results after GP sent her to A&E due to heart palpitations as they feel something may be wrong with heart. Been waiting for ECG results for 4 hours now, can't find her on the system. Went to nurse's desk to check if they have found them. Lady who did the ECG was lovely. They told her they had lost ECG results.”

Feedback from Paediatrics

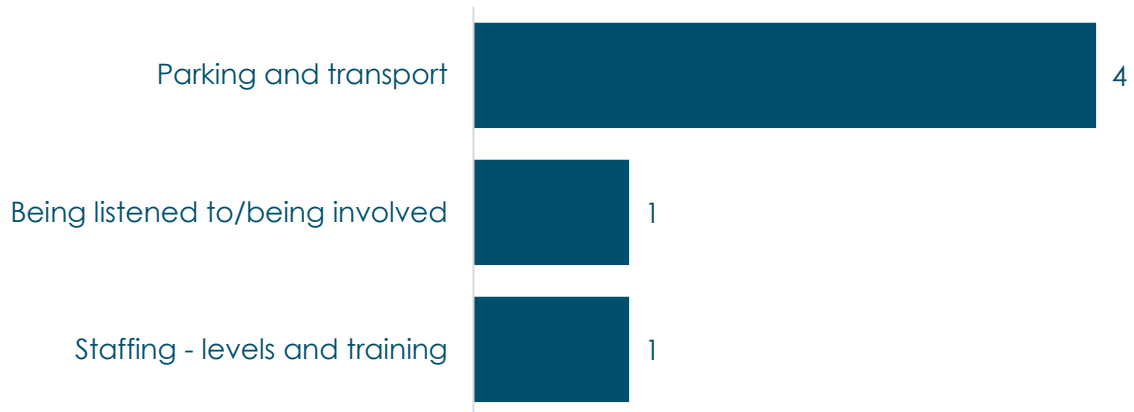
“Child is 11 months old, came in because he was poorly and had a stiff neck. He has swollen Lymph Nodes, we've been in for 3 days now. The staff are all really nice, I'd say this is the best paediatrics ward by a long way. He's had bloods taken, sometimes the results come back really quickly, and other times I think poor communication between the various medical staff gets in the way, for example he had to have some tests done several times because the Doctors haven't communicated properly.”

We continue to appreciate the level of cooperation from the staff and patients of Hull Royal Infirmary. Their input to our service is invaluable, we look forward to continuing the working relationship with the hospital in the months to come.

Castle Hill Hospital – Experiences Breakdown

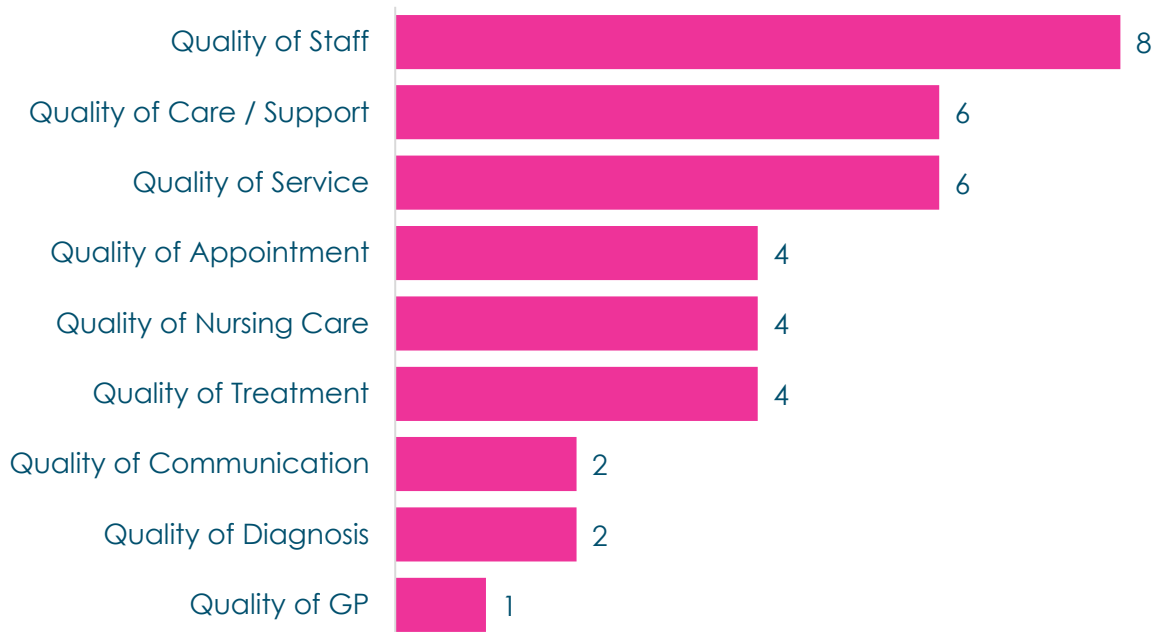
Healthwatch Hull received a total of **9** experiences for Castle Hill Hospital consisting of **37** compliments and **6** negative comments.

Castle Hill Hospital - Intelligence



The negative comments we receive the most often from Staff and Service users at Castle Hill Hospital was in regard to the difficulty many have parking at the hospital. A report we found particularly concerning was surrounding the use of double red lines at the Queens Centre, which indicates a 'no stopping zone'. The concern here of course is that when people park on these lines on the entrance to the car park the road transforms from a two-way road to a one way. This not only causes stress and frustration for patients, visitors and staff alike, but is also a concern with regards to any emergency vehicles trying to deliver a patient to the service.

Castle Hill Hospital - Compliments



The positive comments we receive the most revolve around the quality of staff present at Castle Hill Hospital. Followed closely by the quality of care/support and the quality of the service in general. Healthwatch Hull continues to appreciate the consistent cooperation provided by the staff of Castle Hill.

Example of positive comments:

“I've been coming here for a while now, I come for a heart check-up and my bloods. I've just been for a scan. I ring up to book my appointments. The staff are really great, last time I was here it was pretty empty and this time it is the same so I'm seen very quickly.”

“This is my second visit, I have arterial flutters. I've been for bloods this morning and I'm now waiting for a specialist nurse to take me for an ECG. On my first visit I had an ECG, I saw a specialist following an ICU incident in Scunthorpe. I had chest pains which turned out to be pneumonia around my heart. I can live with it but I'm having a procedure to remove it. I receive my appointments via automatic letters. The staff are polite,

helpful and explain really well what is happening in all my appointments.”

Example of negative comments:

“I've been coming for two weeks, I'll be here for 2-6 weeks with my daughter, and she is receiving treatment. In the entrance to the car park (the slope down to the main carpark) there are double red lines. These means that in no circumstances are people to park there, but people do, I understand the need to get parked to make your appointment in time but the parking on the double reds means that two lanes of traffic are reduced to a one way, one in one out system. This leads to absolute chaos and frankly it's dangerous. God forbid an ambulance responding to an emergency needs to get down, they'd have no chance. It needs altering and notices made to stop people parking there. The staff here are first class, we can't ask for more from them.”

“The parking is terrible, we come from over the bridge and we park for free with our blue badge when we can get spaces. I come with him because he is slightly deaf, but while I'm waiting the piano is beautiful.”

Healthwatch Hull looks forward to the expected continuous growth in relationship with Castle Hill Hospital.

Mental Health Services

Healthwatch made contact with staff at Newbridges Acute Inpatient unit on the 22nd May to arrange a rolling engagement with both the staff and service users attending the site. We have decided on an engagement strategy of attending a 'Tea and Chat' morning every 6 weeks to coincide with the average length of stay, we greatly look forward to our continued growing relationship with this and other mental health services in Hull.

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 **8** new cases and are supporting on a further **48** ongoing cases with **4** cases being closed.

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

1. Hull Royal Infirmary

Patient proven to have been discharged from A&E with undiagnosed internal injuries.

2. Hull Royal Infirmary

Dissatisfied with descriptive language included on A&E Immediate Discharge Letter. Patient feels the language used is factually inaccurate.

3. Hull Royal Infirmary

Query regarding debilitating health issues experienced immediately after undergoing nerve block injection in the head.

4. Kingston Health Hull (GP)

Query relating to diagnosis and treatment of suspected internal ear infection.

5. GP (to be confirmed)

Query after patient accessed their medical records and disagreed with some of the documented content.

6. Humber Teaching NHS Foundation Trust / Community Mental Health support services

Patient feels there has been missed opportunity to intervene and treat their mental health issues effectively, earlier.

7. To be confirmed

Issues relating to deceased family member's medical treatment.

8. New Hall Surgery (GP)

Query regarding decision to remove from the GP Patient Register due to alleged misdemeanour over 12 months ago.

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>

