



Intelligence Report

July 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 **July 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 **July** we visited **33** locations, where we gathered experiences from the public.

The service area locations, we visited 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:

- HU1 (Hull City Centre)- 6
- HU2 (Hull City Centre)-2
- HU3 (Central Hull)- 10
- HU5 (West Hull)-2
- HU6 (North Hull)-2
- HU7 (North Hull)- 3

- HU8 (East Hull)- 1
- HU9 (East Hull)- 3
- HU10 (West Hull Villages)- 1
- HU16 (Cottingham- Castle Hill Hospital)- 3

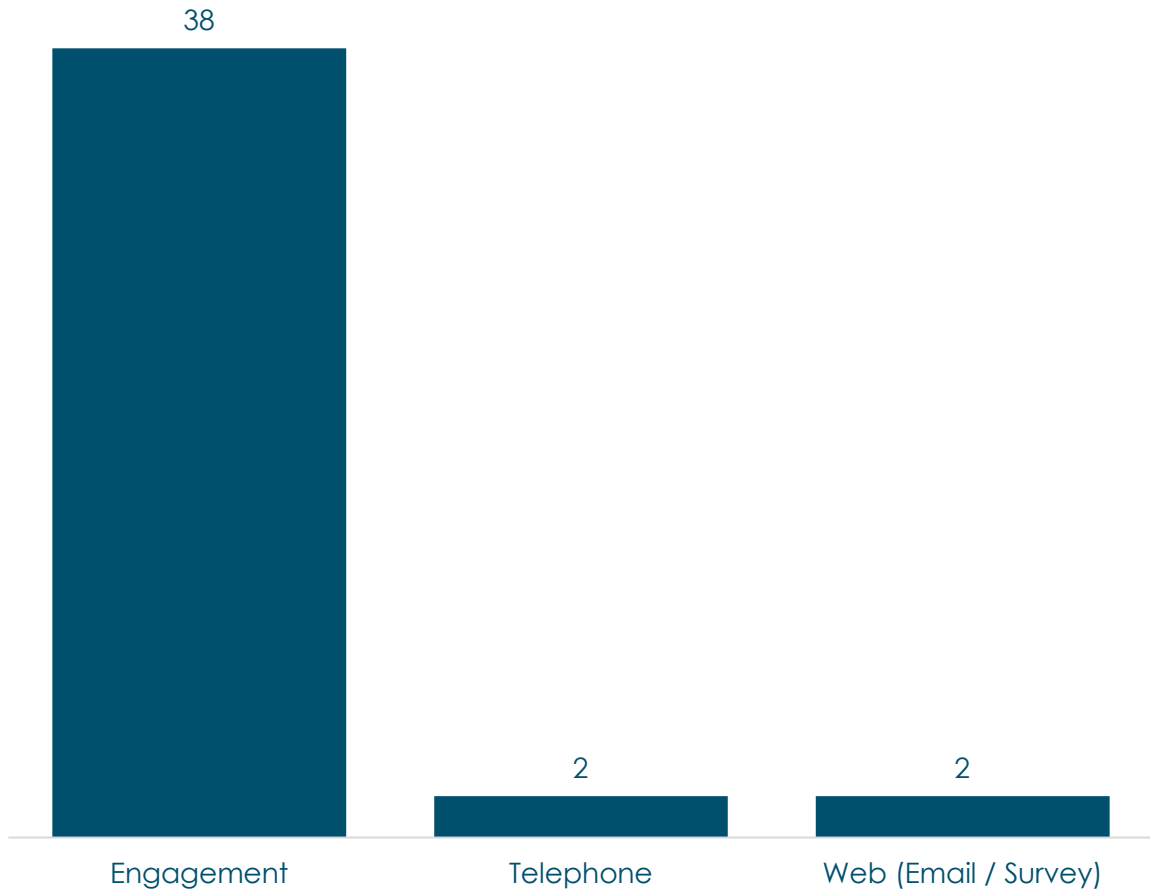
The focus of our engagement programme is to find out what people in the local community feel and think about the healthcare services they use. Each month we look to build a picture of the landscape of health and social care in the area and highlight what is working well, what challenges people are facing 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 **42** 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 July 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 **39** experiences.

Research Data



The total amount of experiences this month, via contacts and research is **79** made up of **82** negative comments and **148** compliments.

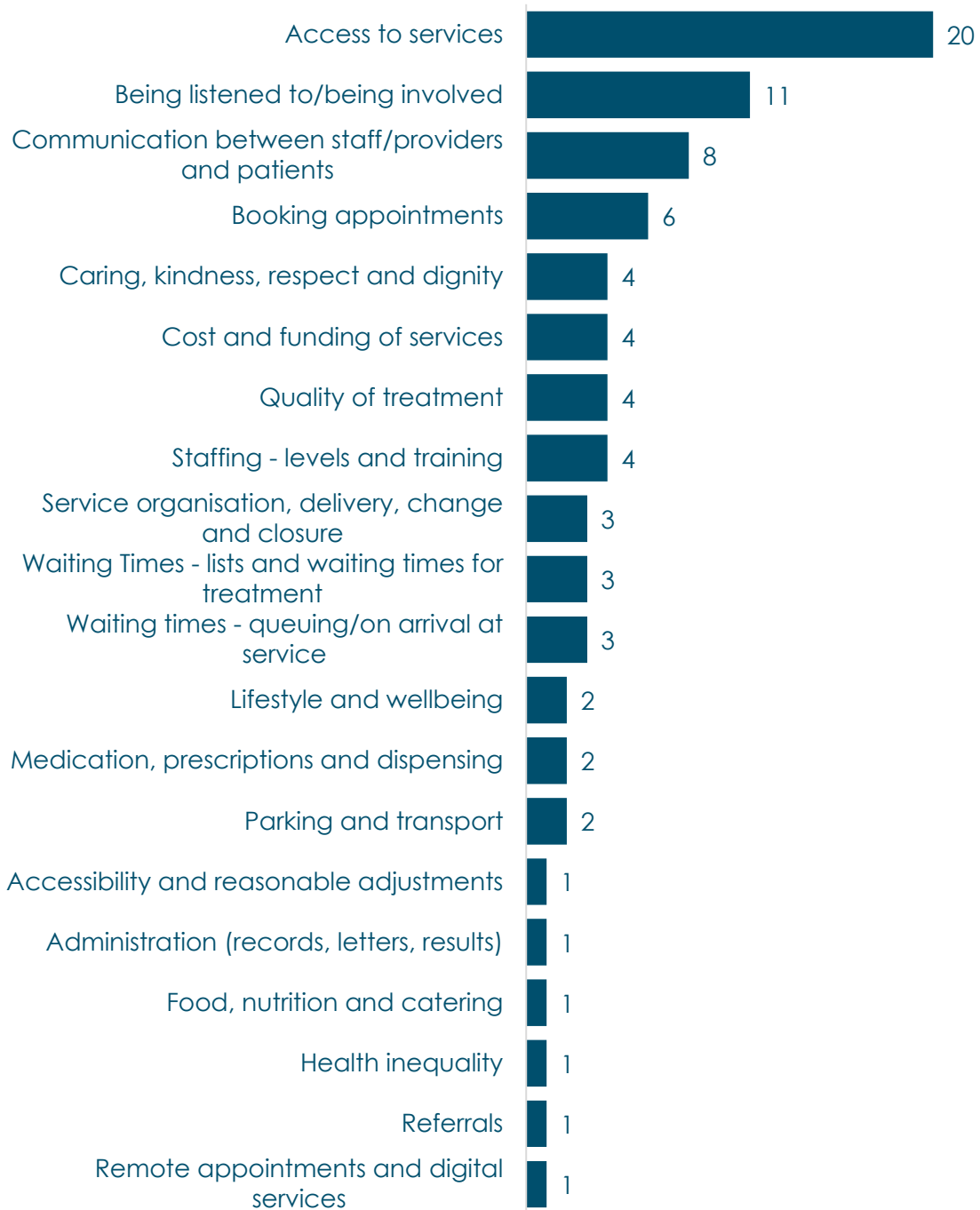
4. Overall Experiences Breakdown

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

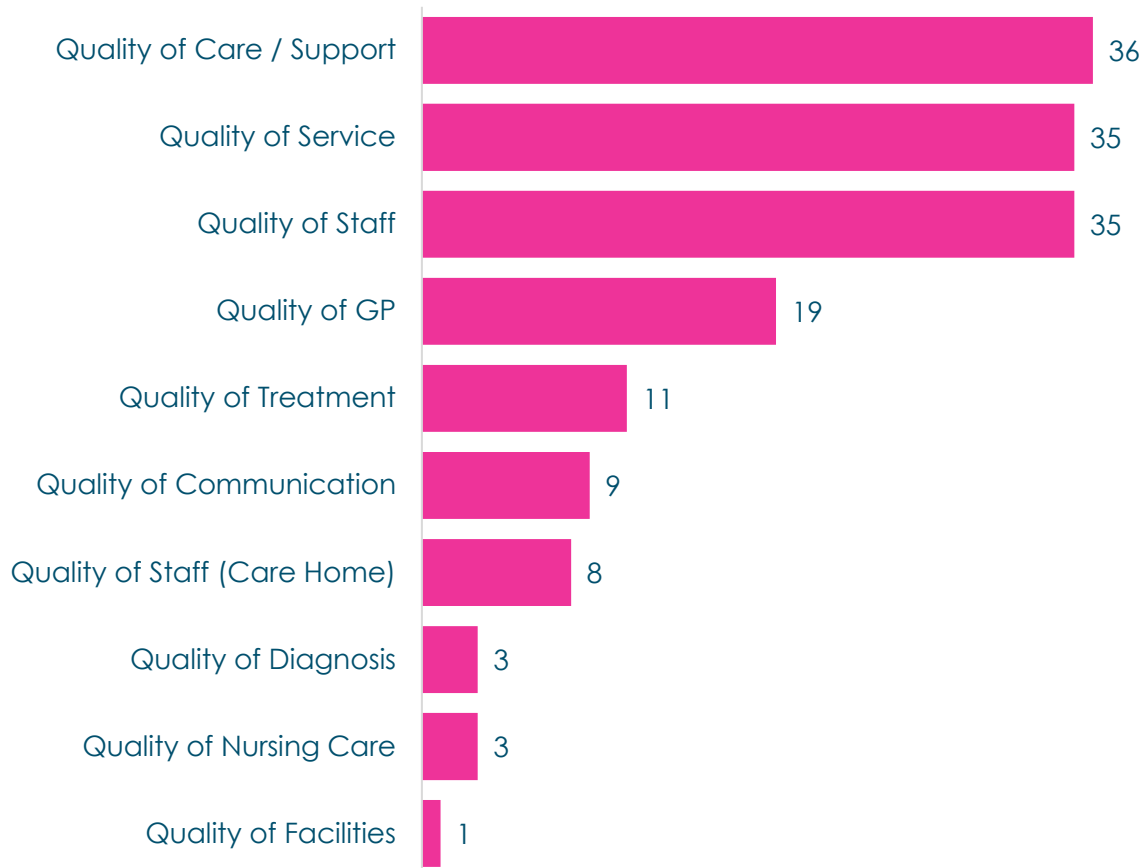
Please note: these figures differ from the amount of experiences gathered, because one experience can result in multiple negative and positive comments.

We recorded **82** negative comments and **160** compliments in total across all healthcare services from experiences.

Theme - Intelligence

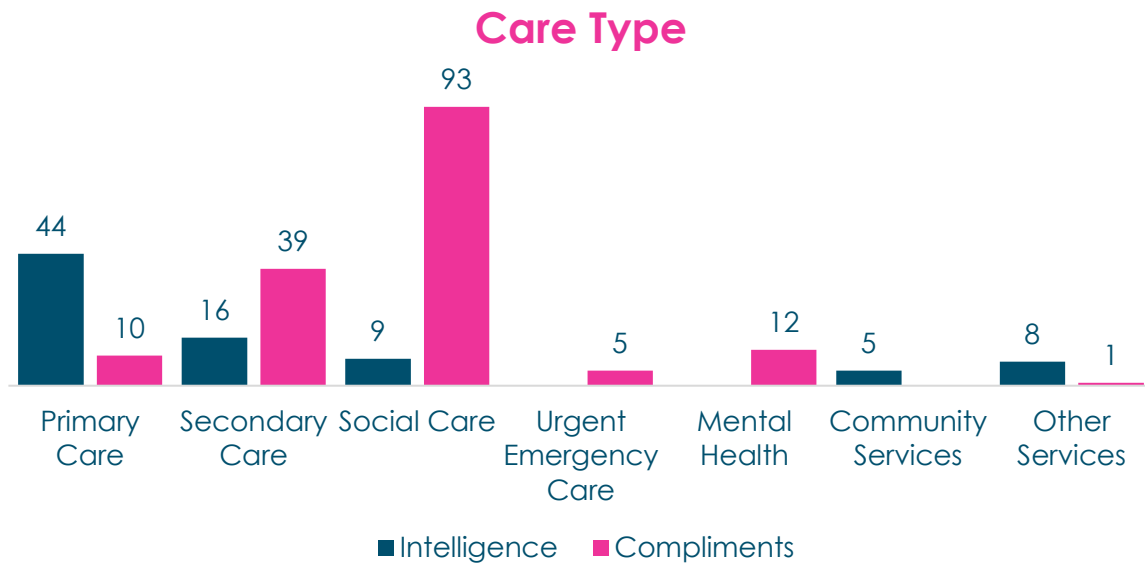


Theme - Compliment



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

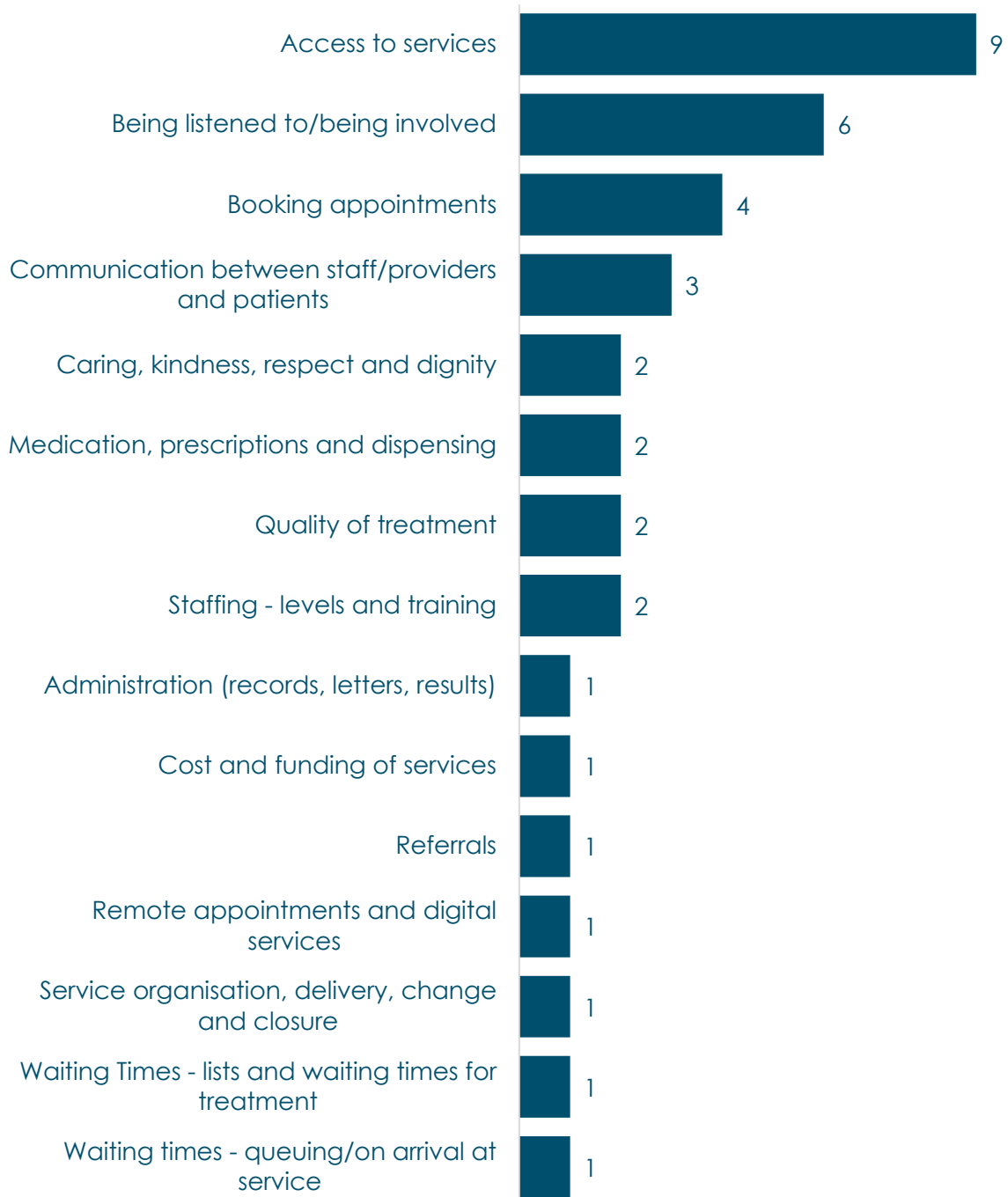
Social Care received the most comments for the month of **July** followed by Secondary Care.



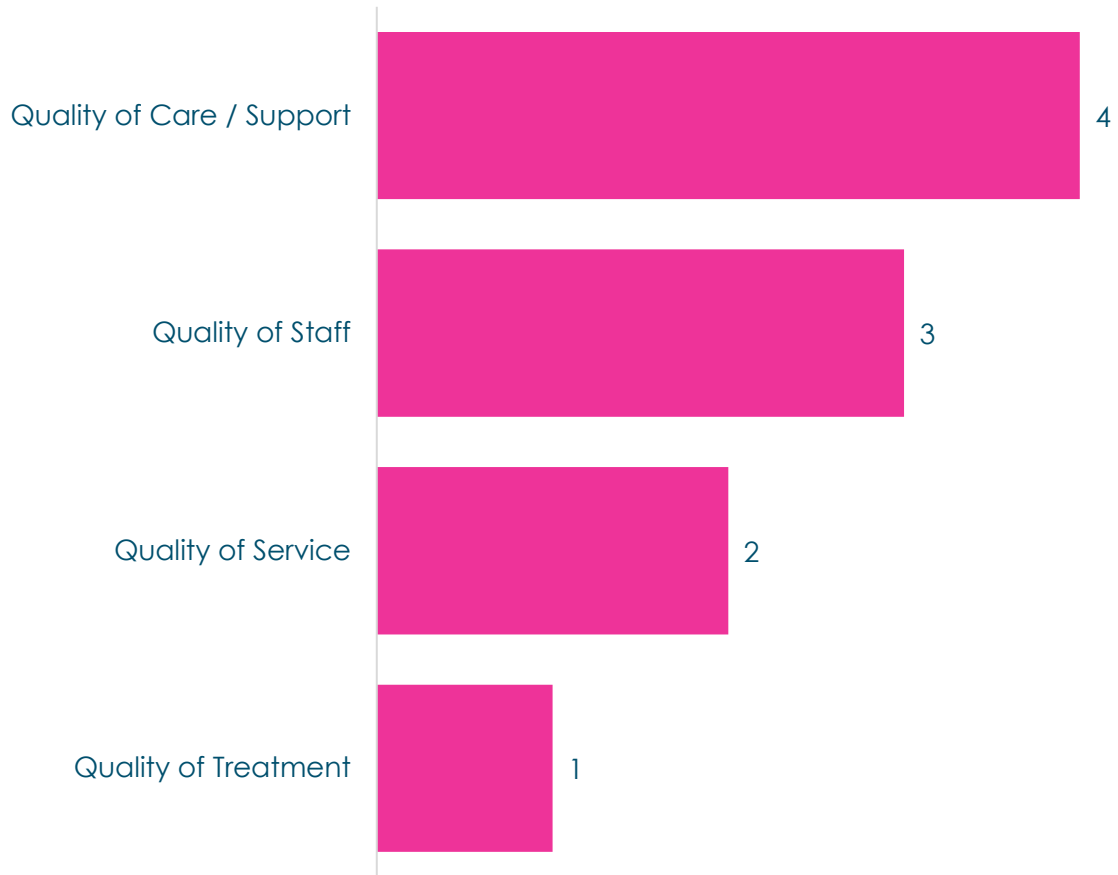
5. GP Surgeries - Experiences Breakdown

This month, Healthwatch recorded a total of **37** negative comments for GP’s and **10** compliments from **16** experiences.

GP Surgery - Intelligence



GP Surgery - Compliments



During **July** access to services, being listened to/ being involved and booking appointments, were the most negative comments we received.

In July quality of care/support and quality of staff 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, accessing services and do not always feel listened to/involved, the quality of staff and quality of care/support they are receiving once they have an appointment is good.

Positive experiences:

HASP PCN, Kingston Health, Wheeler Street: *"The reception staff at this practice are amazing. They definitely go above and beyond, I've been struggling with depression and only recently started going to doctors about it but rather than just booking me an appointment they actually made me laugh and took their time to help me and gave me so much help they were truly fantastic".*

ACCLAIM PCN, Avenues Medical Centre: *"I have just had 11 stitches removed by the most wonderful and caring nurse . She took time to explain and put me at ease. I was expecting some pain but it was painless due to her expertise. Thank you".*

Negative experiences:

Hull Family Practice PCN, Morrill Street: *"The new online system to request appointment, is very frustrating. I completed the form at 8am for an appointment. I phoned the practice 3 times, the receptionist were lovely but due to the new system to online form goes to a hub who then review and GP screens. However, this form was submitted first thing 8am and at 2pm they still have not looked at it. It is frustrating and worry I am still waiting for an appointment for my poorly daughter".*

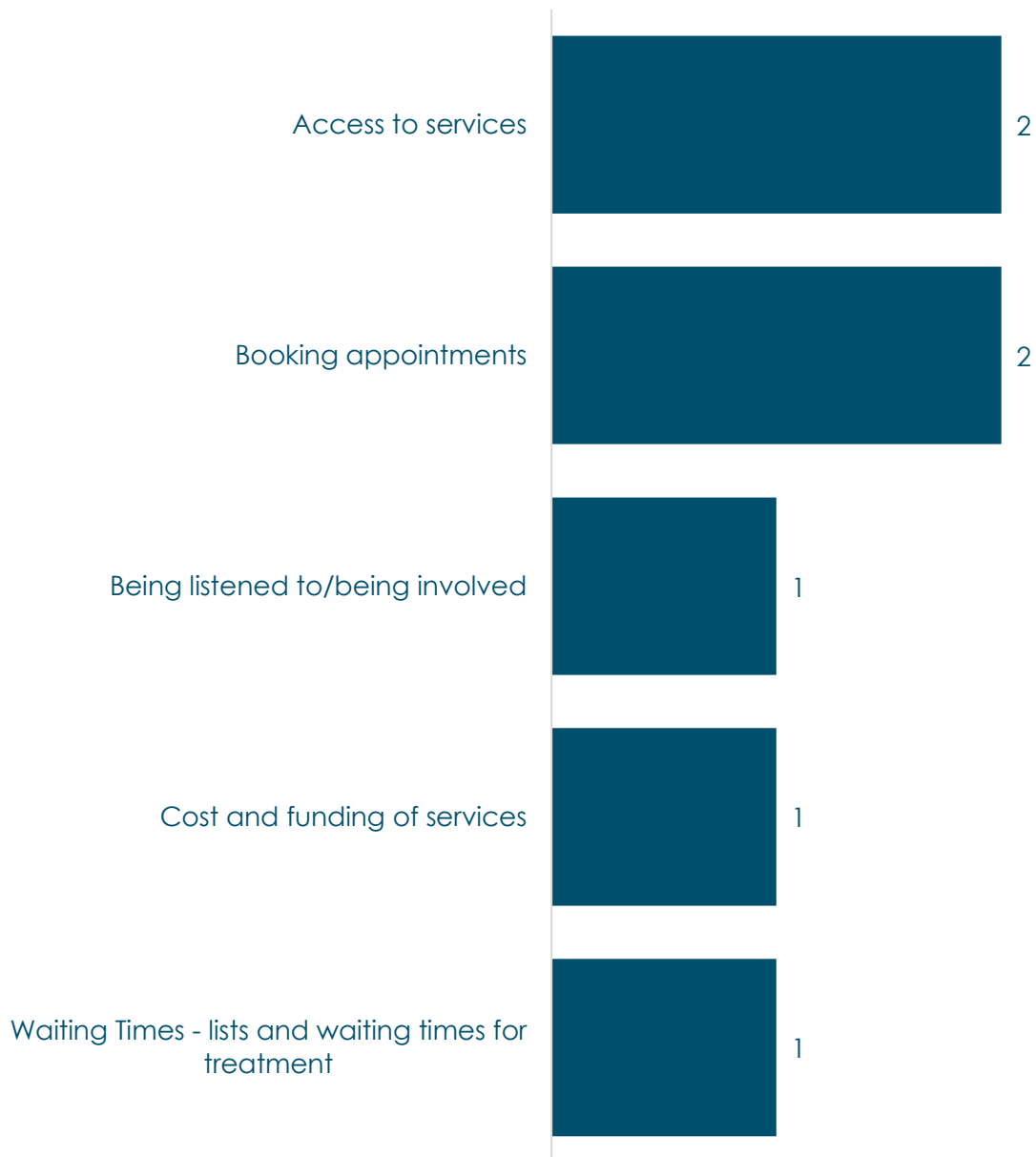
MARMOT PCN, James Alexander Practice: *"While the receptionists are mostly pleasant to talk to, when requesting prescriptions, they maybe only put them through 50% of the time. The training of the clinicians is questionable, firstly 2*

clinicians saw my 3 month old son who said there was nothing wrong with him other than a cold, 24 hours later he's in hospital with bronchiolitis struggling to breath and dropping oxygen levels. In addition to this my partner was seen by a clinician back in May regarding ear issues, his health records show he has long term damage, called today to ask about his referral to the ear specialist he was promised there's no record of this ever being said and they called me a liar. Issues have resurfaced so called to make an appointment specifically asked not to see the same person, turns up for his appointment and what a surprise its the same person. Partners ears are leaking mucus looking discharge and blood, and he is in excruciating pain, told there was nothing wrong with them and that this was normal. He's now also sat in urgent treatment centre hoping to see someone who is actually trained. This gp practice is the entire reason Bransholme health centre is so busy as people get fobbed off by the untrained clinicians so have to attend to actually get some help. The practice needs a complete revamp or better still shutting down".

6. Dentists – Experiences Breakdown

Healthwatch received **2** comments in regard to dentistry during July, consisting of **7** negative comments and **0** compliments.

Dentist - Intelligence



Experiences received in regard to dentistry in July:

"You can get a private appointment with a dental nurse at £75, a private appointment at £49, £25 for a 3 year old. However, apparently there's nothing on the NHS. When you call, as a new patient, apparently you can have an NHS appointment. Not if you existing patient. Terrible practice now, sadly".

“I am writing in hopes of being able to find some help with finding a dentist. Due to suffering with severe Crohn’s Disease and strictures, narrowing within my bowel and malnutrition, I have been on a meal replacement liquid diet on and off for a number of years which has caused a lot of damage to my teeth. Because of this and other factors, I am constantly suffering with reoccurring infections and abscesses in numerous teeth which are not only unbearable painful but causing my jaw to lock. I am taking frequent doses of antibiotics purchased online due to the difficulty of getting an appointment with a practice or via 111 but I am now at a point nothing is helping and the pain is just not subsiding. Due to the severity of my Crohn’s, I am supposed to be taking biologic injections to treat and prevent further symptoms and narrowing but as these are known to be immunosuppressive and carry a high risk of exacerbating any infections, I am no longer able to have this treatment safely nor any others that would treat the disease. This has been a cycle I have been stuck in for over a year now and with constant flare ups, blockages and oral infections I am in constant agony and it is now at the point my day to day life has been impacted so much I have been hospitalised following a suicide attempt. I have reached out to many practices in the last year with no luck following two closing without warning to be I advised this morning by a practice that the minimum wait I am facing after being on their waiting list for a year could be as long as three years and allegedly every practice is the same. I cannot afford private costs as I am a single mum who cannot work due to my Crohn’s symptoms and quite frankly, I may not be here in the next three years as my Crohn’s and mental health is deteriorating so rapidly. Without being able to get on top of of the issues with my teeth I cannot treat my Crohn’s and in leaving it to worsen, I am at risk of bowel perforations, mega toxic colon and many other issues and on top of the mental health aspect, I am struggling to cope. I’m very sorry to reach out in this way as I understand the pressure dentistry is facing right now and I know that there is many more in similar situations but I am at such a point of desperation now that I do not know what else to do. Please let me know if there is anyone that can help”.

The patient got back in touch with Healthwatch to inform the team that they had also sent the email to a number of dental practices and that they have had a practice reach out this morning although they can’t see me

immediately, they have registered and booked in my daughter so I can then register as her family member following the appointment.

7. Yorkshire Ambulance Service

Healthwatch Hull have completed work 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.

Healthwatch Hull recommended several changes to Yorkshire Ambulance Service to address these challenges, including having someone who works as a specialist to understand rough sleepers, technology for signposting advice, and improving staff training on issues related to homelessness and trauma. Better communication between the ambulance service and other services was also recommended.

The final report and responses to recommendations were published earlier this month. The report has gained attention on both a local and national scale. The full report can be accessed here: [VOICE-OF-THE-STREET-REPORT-FOR-PUBLISH-1.pdf \(healthwatchkingstonuponhull.co.uk\)](https://www.healthwatchkingstonuponhull.co.uk/VOICE-OF-THE-STREET-REPORT-FOR-PUBLISH-1.pdf)

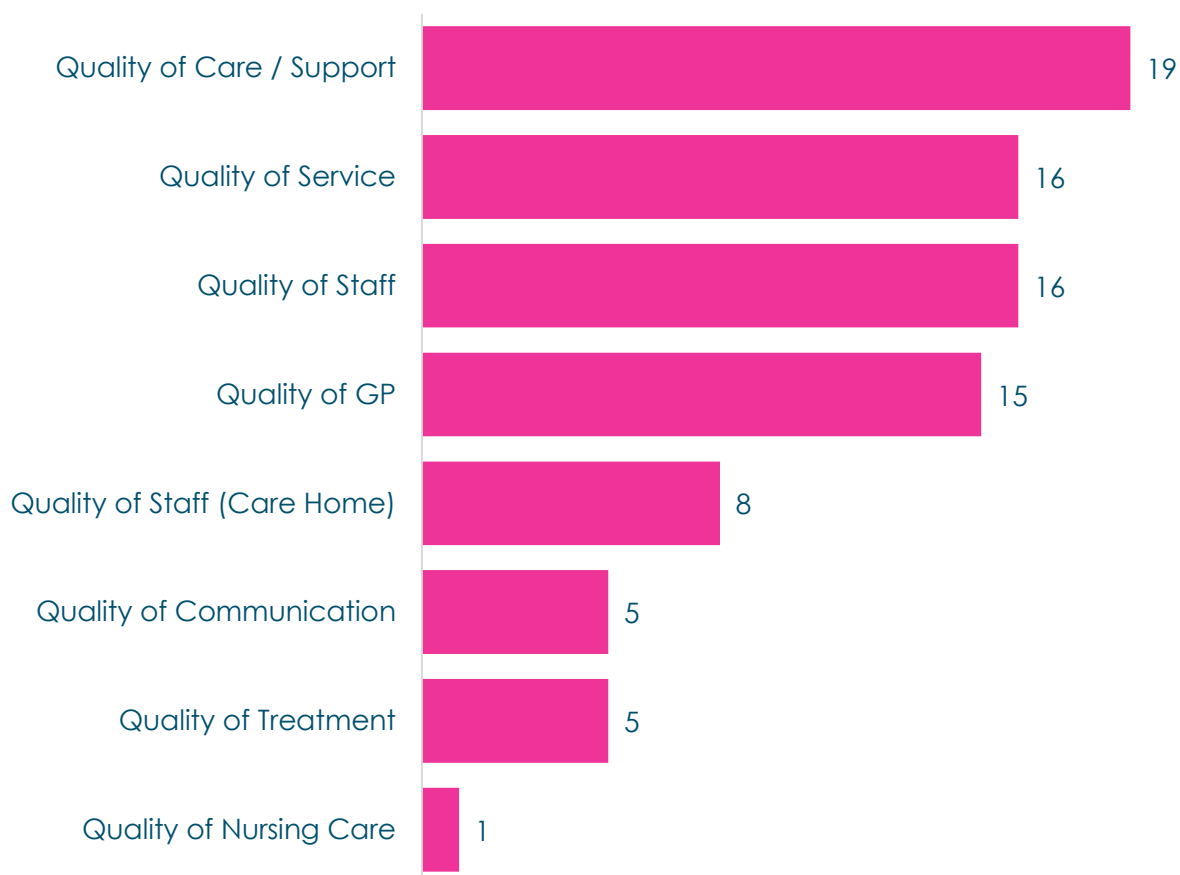
8. Adult Social Care- experience breakdown

Healthwatch received **26** experiences from engagement for July compiled of **85** compliments and **4** negative comments.

Care Home - Intelligence



Care Home - Compliments



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

Cost and funding of services received the most negative comments.

Examples of feedback received:

“Everything is reasonably good. I've been here around 3 years now. The building is fine. This new one is a bit like a hotel. The staff are very good. The bedrooms are fine and clean, the beds are made everyday and there's new towels.”

“I have been here 1 year and I'm doing level 2 caring. Yes, I've enjoyed it. It's a good care home and the facilities are good. They take the residents out in groups on little trips and the activities we do are good. The senior carers let you work around your appointments and are really helpful. Yes, I get enough breaks. I would recommend this care home.”

“Fantastic place didn't think my dad would settle but they made everything so easy for him that he decided to stay permanently. The staff are always friendly and knowledgeable and listen to any concerns either of us have, and I know they have my dad's best interests at heart and if I can't be there I know he is well cared for, if there's a problem no matter how small they will always ring and let me know, they always get everyone involved in activities and there's always a cup of tea available making it feel homely for everyone. I couldn't ask for a better place for my dad. The only reason I gave 4 stars for value for money as a private payee it costs 200 more a week which seems a lot but that is definitely not the staff's fault.”

“I've been here since November 2022. It's been alright, they are all very helpful. If I find anything wrong they see to it straight away. I'm happy with the care I receive, like if I don't want to do anything they leave me alone as sometimes I'd rather sit here and watch my TV. Some of the carers are alright, one or 2 are rough when moving me or when I'm laid in bed. They grab hold of my leg and wrench it around. I tell them to hold on as it's painful but that's only been on a couple of occasions. My medications are all managed well. The building and facilities aren't bad. When I go in my wheelchair, they have to be careful as it's quite narrow. On one occasion they caught my foot on the bottom of the radiator and I'm on blood thinners, but it got dressed straight away and it's heeled ok now. I would recommend this place”

9. CYP- Children and Young People

During July Healthwatch has conducted a series of Hub engagements speaking to young people across the city including Kids, St Mary's college, The Warren and Hull Kingston Rovers and Goodwin trust.

We spoke to children and young about health and social care and "What barriers they are currently facing when accessing services" and "where there could be further support given to CYP".

Over the course of these 10 engagements, we spoke to 93 young people.

Themes highlighted by young people:

- ***Mental health***
- ***Youth specific services***
- ***More spaces for children and young people to access***
- ***Youth specific staff***
- ***More advice pre & post diagnoses***

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 and many more organisations who support young people. 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

During July we also began our engagement with children and young people around the NHS 111 service. This work is to compliment a national campaign about NHS111 and to hear the local populations' views and experiences of using NHS111, the Engagement Team from NHS Humber and

North Yorkshire Integrated Care Board have been going out to speak to people across our area. They have been asking people about where they see or hear key information about NHS111 and if they know when or how it can be used. They have also been listening to where people turn to for help with urgent but non-threatening medical care.

They would now like to get a more in-depth understanding of any barriers groups of people and communities may face when accessing NHS 111 and what the NHS can do to reduce those barriers in the future. In May 2024 Healthwatch Hull were approached by the ICB to engage with young people aged 16–19 about NHS 111 and to feedback this information to the ICB to compliment their work.

Themes highlighted so far are:

- Some young people are unaware of what the NHS 111 service offers
- Some are unaware of what NHS 111 can help with and therefore they would not be likely to use the service
- Some CYP stated they would feel anxious about calling NHS 111 however may use the online service
- Others have told us they have used the service and found it to be helpful

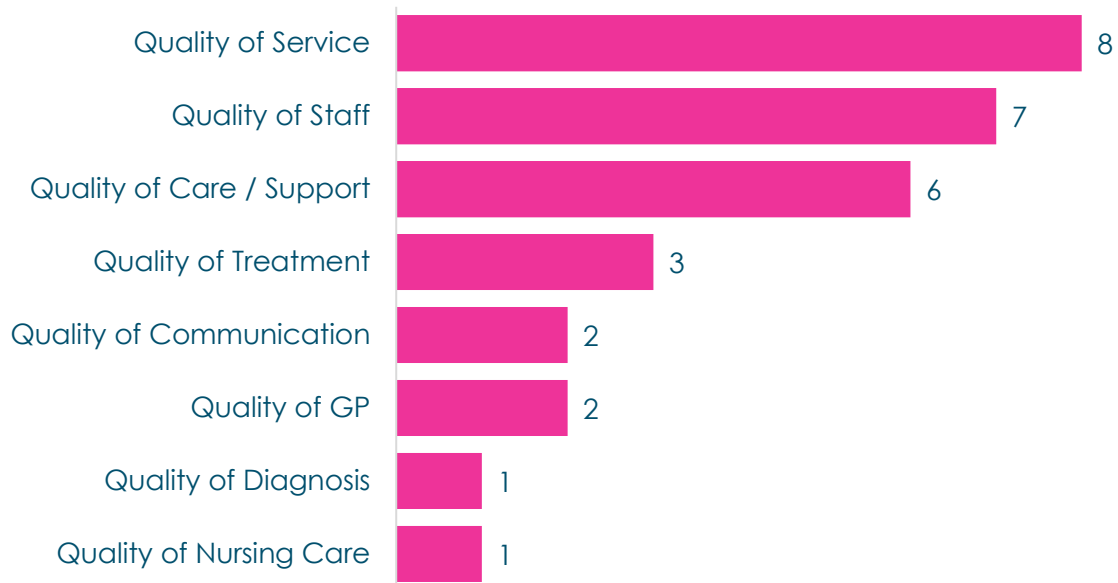
Healthwatch Hull will feedback this information to Humber North Yorkshire ICB as part of their work around NHS 111.

10. Hull Royal Infirmary

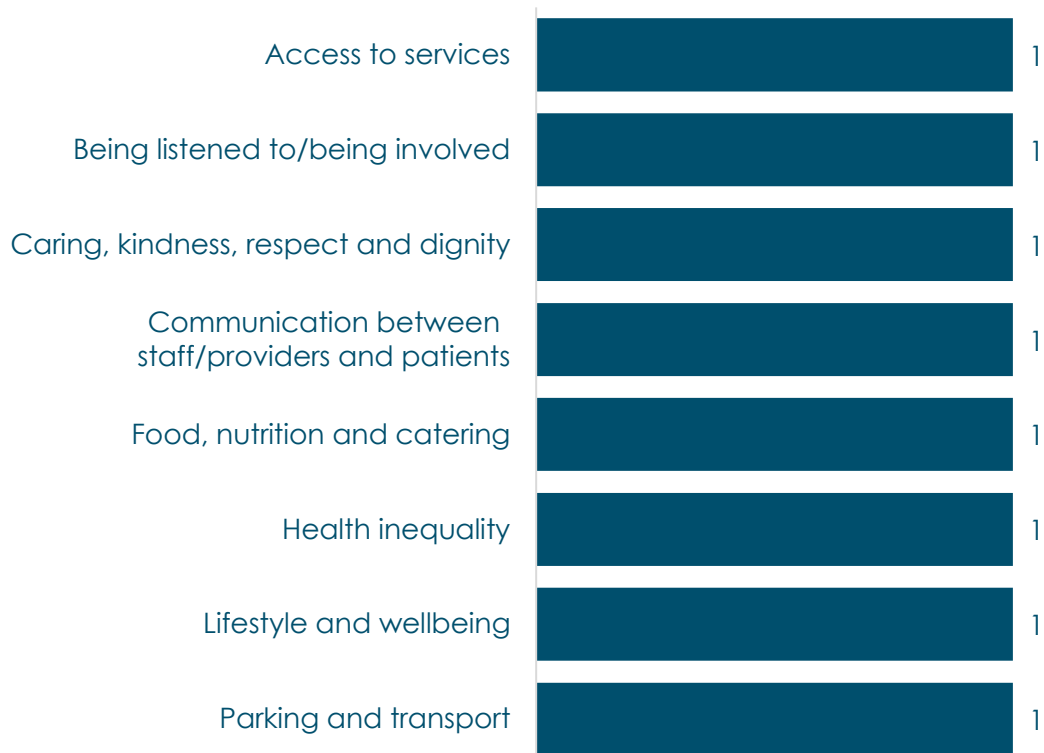
Healthwatch Hull received **10** experiences for Hull Royal infirmary during July made up of **8** negative comments with **30** compliments received from engagement.

Compliments and Intelligence

Hull Royal Infirmary - Compliments



Hull Royal Infirmary - Intelligence



The compliments we received the most for Hull Royal Infirmary and their Staff throughout the month of July surrounded the Quality of the Service and Staff at the Hospital, followed closely by the Quality of Care and Support provided by those Staff members.

The comments surrounding areas that Hull Royal Infirmary can improve upon was very even across the board, including how patients access services and the communication between staff and patients.

Examples of Positive feedback

“18 month old girl - In with a viral chest infection with a wheeze. We've been in overnight, the treatment overnight has been good, there was a bed provided for dad to stay with her, they've been popping in and checking regularly. She's had a few checks this morning from the nurses, were just waiting for the doctor to come and check her over now. She's having an inhaler every 2 hours, which is much more than she has it at home. The staff have been great, we've had no worries at all with anybody.”

“Nurse from the alcohol support team at Hull Royal raising awareness: 'I love my job, I've been doing it for 2 years now I feel like I really make a difference to that patients experience at the time.’”

Examples of negative feedback

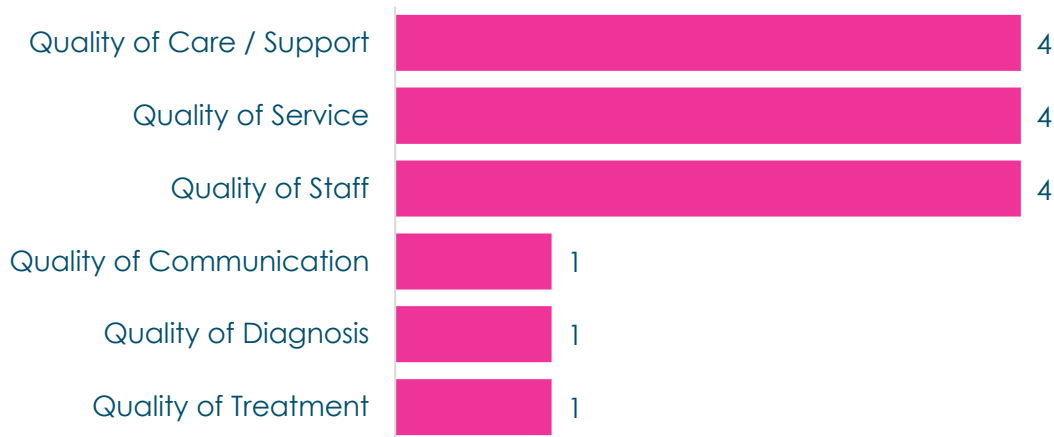
“Patient had a stroke, and her son is main carer while she was in hospital (HRI) he visited daily and it was discussed about her going into respite- while he was not with her the staff at the hospital had tried to get her to sign paperwork to go into respite. He said they were very pushy with her and mum was very upset about this.”

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

11. Castle Hill Hospital – Experiences Breakdown

Healthwatch Hull received **4** experiences for Castle Hill Hospital consisting of **15** compliments and **5** negative comments.

Castle Hill Hospital - Compliments



Castle Hill Hospital - Intelligence



The positive feedback received most for Castle Hill Hospital was the Quality of Care and Support provided by the Staff and the Quality of the Service. The Intelligence we received the most revolved around the Time that Service Users are waiting while using the service.

Example of positive comments:

'57 year old, had a heart attack 7 weeks ago 1st time at Cardiology. See results of ECG and MRI from a month's automatic appointments and in as cancellation. Think it was brought on by panic. Great in here, fantastic, can't fault it. I was looked after really well the 2 paramedics when I had my heart attack were great too they really kept me going and calm. Staff are brilliant at Castle Hill, really helpful. Couldn't get parked in the hospital and had to park in Cottingham. 24 hour appointments would be really helpful for those that work full time and have caring responsibilities.'

'71 year old, been coming here on and off since 2013. Here for preassessment for heart surgery to make sure everything is ok for valve replacement surgery. Service is great, nurse did really well with me today, nurse was really helpful, was here 3 weeks ago for an MRI and it took 8/9 goes to find a vein. Absolutely fantastic, really pleasant, confident, which I think is especially important when dealing with heart conditions. They can answer all questions I have. If I could improve anything it would be communication, transferred here from Spire and during that they lost my notes.'

Example of a negative comment:

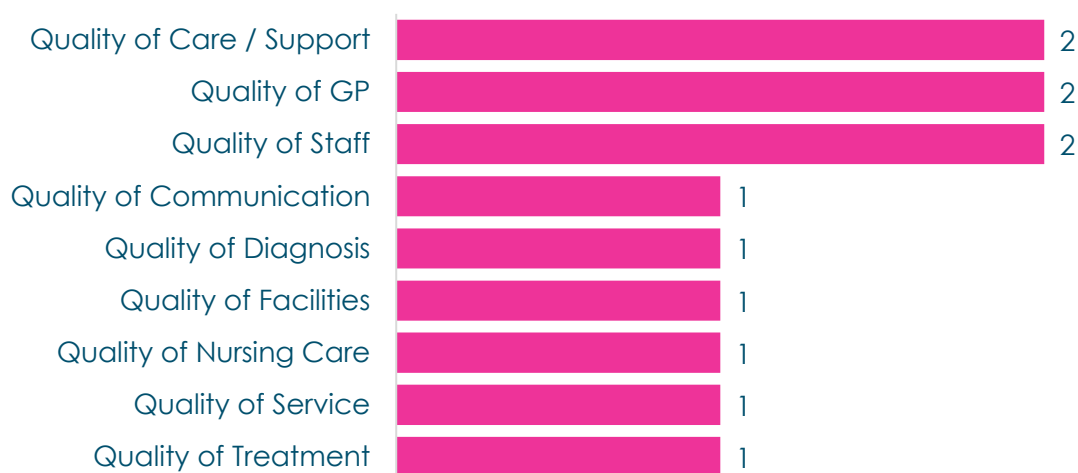
'77 year old male, 2nd time at Cardiology. Echocardiogram, monitor fitted for 6 days. Always get appointments through letters. Service ok, staff are very nice, always are. Only possible improvement would be waiting times for appointments. Son dropped me off.'

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.

12. Mental Health Services

Healthwatch received **2** experiences from those using mental health services in July, we have been in touch with acute units within our area to make valuable connections with those services to gain more experiences through August.

Mental Health Services - Compliments



Example of a positive comment

“33yo. Arrived on Wednesday, I came in two weeks ago, but discharged myself. I came back because I need the structure, when I wasn't here I wasn't eating or taking my medication and I wanted to feel healthier. The staff are the highlight here, they are so lovely. Some places have staff where it feels like they are just here for the money, here there is very much a family feeling. If anything, I'd suggest they improve the activity room, if (activity coordinator) wasn't here I don't think we'd have half as many activities. I'm looking forward to getting out of here and getting into my own routine and keeping up with it and keeping myself well to get better.”

Healthwatch continues to appreciate the responses from service users using Mental Health Services in Hull.

13. 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 **6** new cases and are supporting on a further **38** ongoing cases with **14** cases being closed.

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

1. Wilberforce Health Surgery

Unhappy with prescribed course of medication the financial cost of which was immediately deducted from patient's bank account without formal consent.

2. Hull Royal Infirmary

Patient suspects their symptoms are being dismissed as linked to Fibromyalgia.

3. Humber Teaching NHS Foundation Trust

General dissatisfaction with mental health support including query regarding formal assessment of patient's Mental Capacity.

4. Humber Teaching NHS Foundation Trust

Medication halted and promised to be replaced with an alternative by Consultant Psychiatrist. Patient then had to wait 6 weeks for new prescription.

5. Hull Royal Infirmary

Dissatisfied with outcome to stoma reversal.

6. Humber Teaching NHS Foundation Trust

Unhappy with status of support with ADHD diagnosis in adulthood. Query regarding status of referral to Consultant Neurologist. Alleged factually incorrect information contained in medical records.

14. 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>

