



# Intelligence Report

## September 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 **September 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 **September** we visited **22** locations, where we gathered experiences and feedback from the public.

The service area locations, we visited are outlined below;

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

Postcode area breakdown for the locations we have visited:

- HU1 (Hull City Centre)- 3
- HU2 (Hull City Centre)-2
- HU3 (Central Hull)- 4
- HU6 (North Hull)-4
- HU7 (North Hull)- 1
- HU8 (East Hull)- 2
- HU9 (East Hull)- 3

- HU10 (West Hull villages)- 1
- HU16 (Cottingham- Castle Hill Hospital)- 2

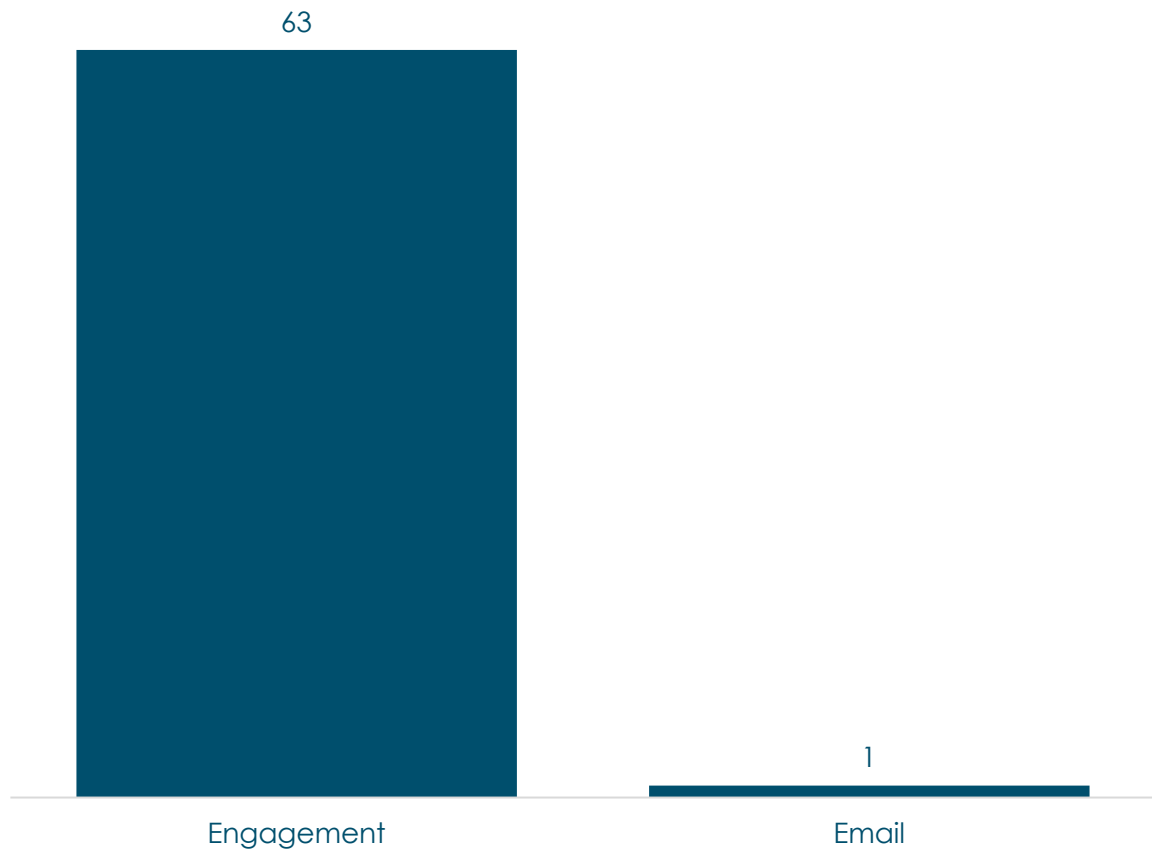
The focus of our engagement programme is to find out what people in the local community feel and think about the healthcare services they use. Each month we look to build a picture of the landscape of health and social care in the area and highlight what is working well, what challenges people are facing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

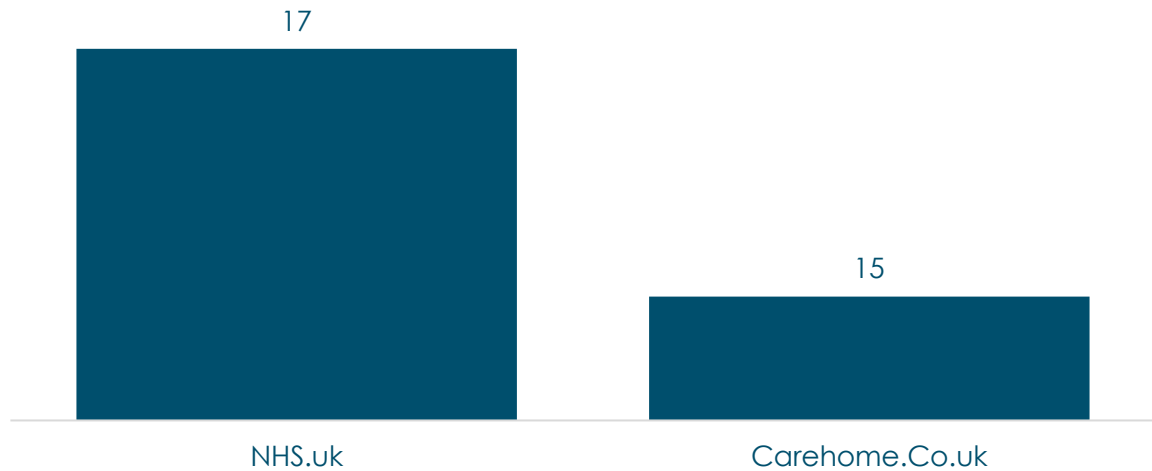
In total **64** people made contact with Healthwatch. The figures below show that Engagement is the most popular method that people use to contact us.

## Method of Contact



For September 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 **32** experiences.

## Research Data



The total amount of experiences this month, via contacts and research is **96** made up of **121** negative comments and **179** compliments.

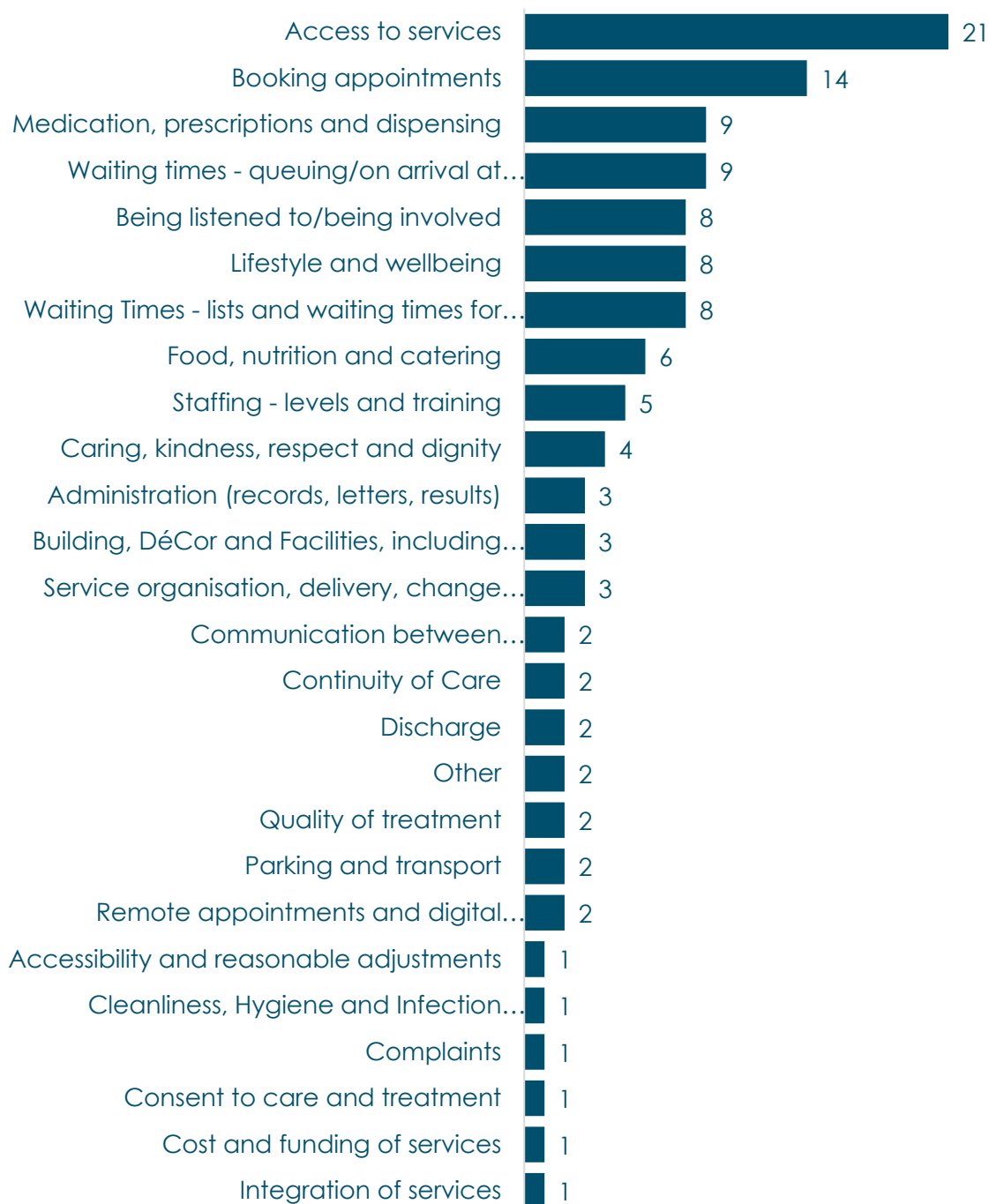
### 4. Overall Experiences Breakdown

The charts below detail the breakdown of what the public have been saying about primary, secondary and social care services in Hull for September, 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.**

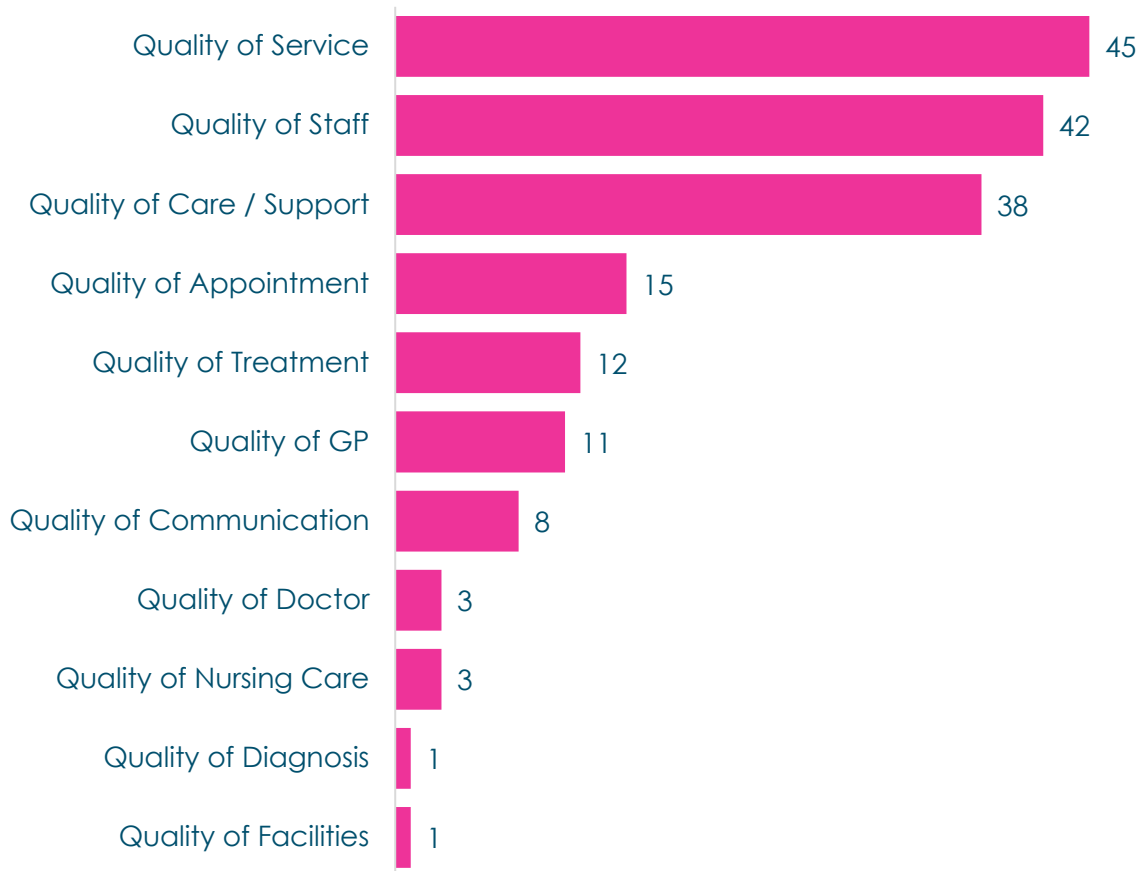
We recorded **121** negative comments and **179** compliments in total across all healthcare services from experiences.

## Theme - Intelligence

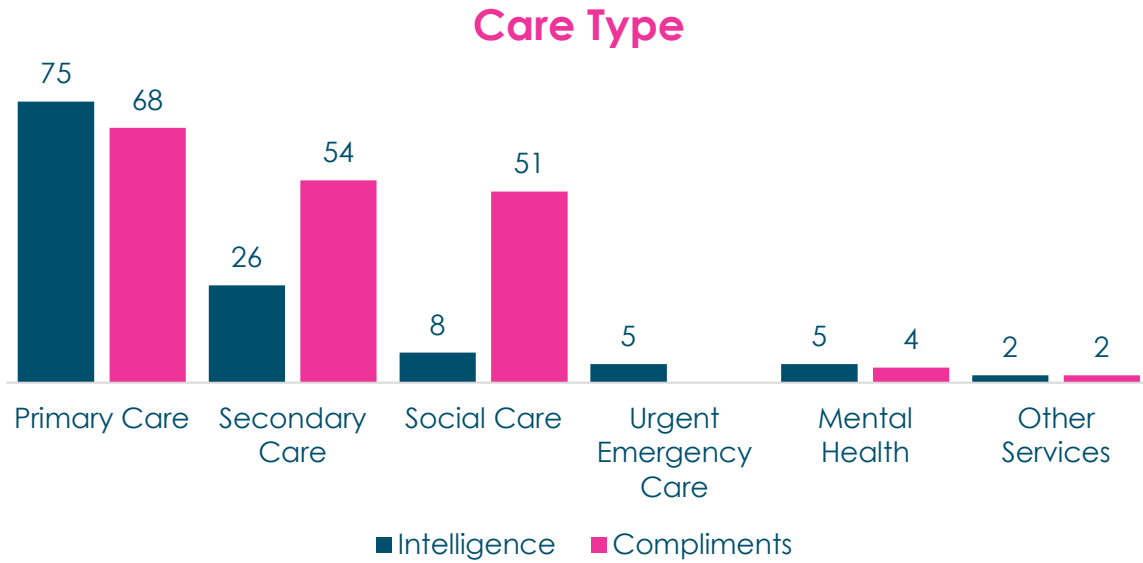




## Theme - Compliment



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

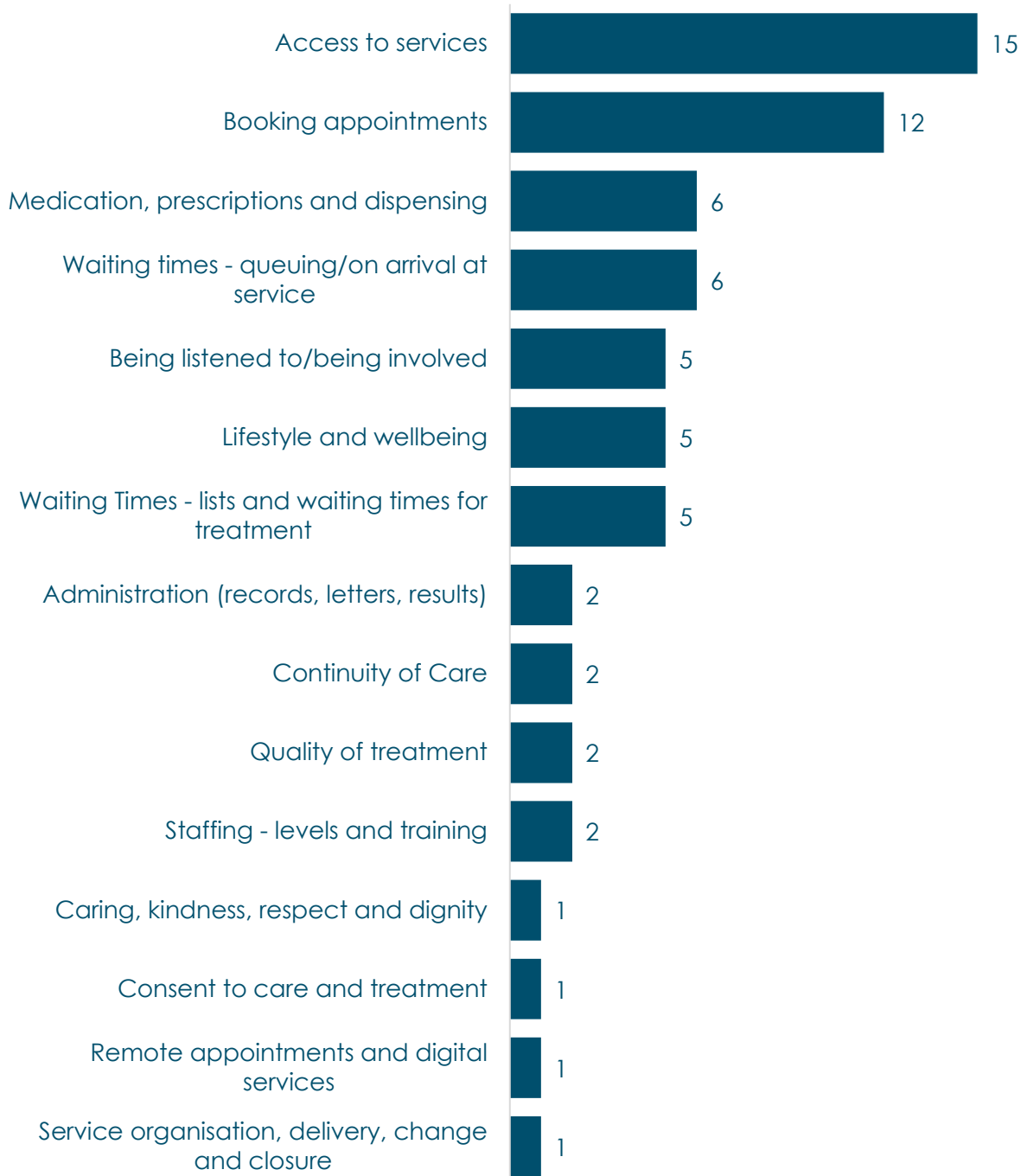


Primary Care received the most comments for the month of **September** followed by Secondary Care.

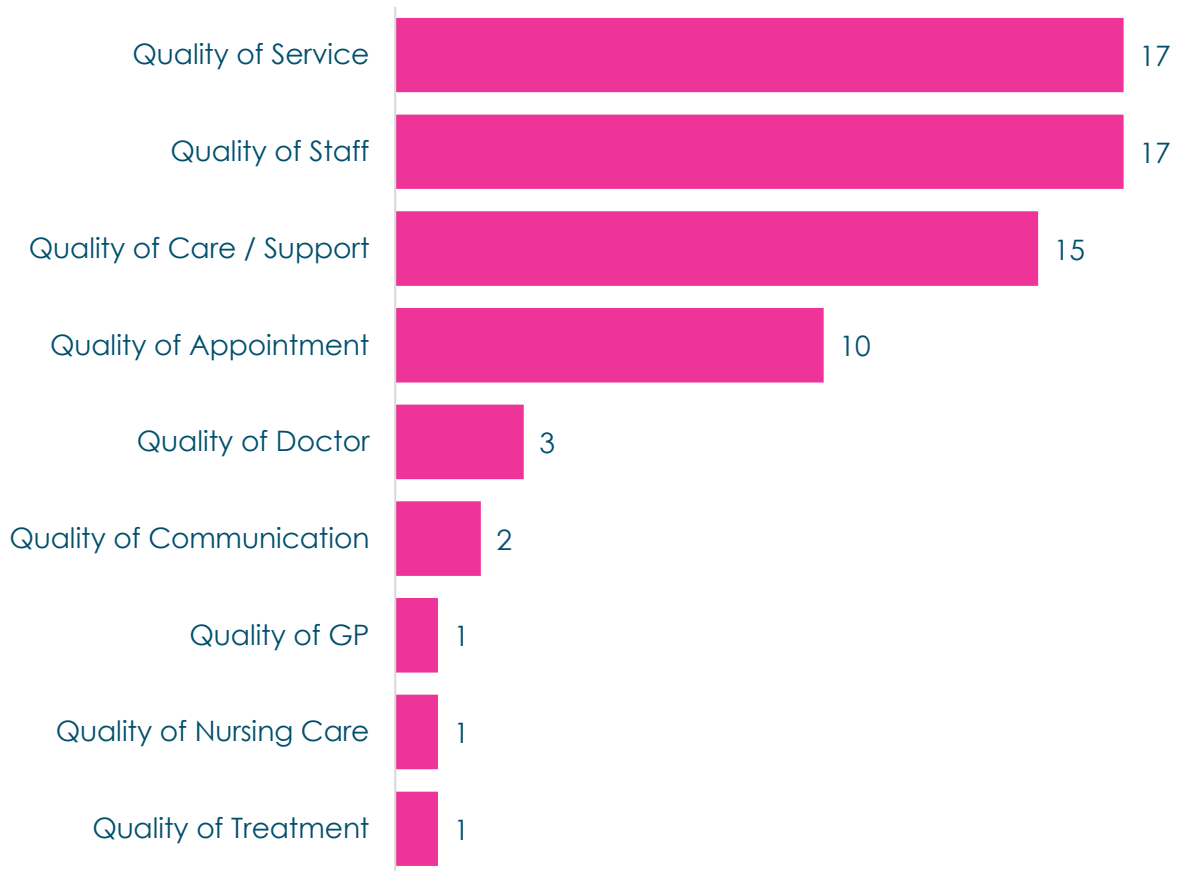
## 5. GP Surgeries - Experiences Breakdown

This month, Healthwatch recorded a total of **66** negative comments for GP's and **67** compliments from **30** experiences.

## GP Surgery - Intelligence



## GP Surgery - Compliments



During **September** access to services, booking appointments and medications, prescription and dispensing were the most negative comments we received.

In September quality of service, quality of staff and quality of care/support 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 have had issues with medications, prescriptions and dispensing, the quality of staff, quality of service and quality of care/support they are receiving when they have an appointment is good.

Positive experiences:

**Hull Family Practice PCN–Park Health Centre, “Filled in form online and within 1 hour I had had a call confirming my appointment and within 3 hours had seen the practise nurse. All lovely people, can't fault this surgery, would highly recommend”**

**VENN PCN– Sutton Manor Surgery, “Overall experience of using this GP has been fantastic, they have always sorted everything out for me with prescriptions and appointments, brilliant! I book appointments over the phone and usually get through quickly, never had any issues accessing appointments. The staff are lovely and very courteous.”**

Negative experiences:

**ACCLAIM PCN– The Avenues Medical Centre, "It's very frustrating being in a queue for as long as these to then be told no appointments and to call back tomorrow. I called an was 27th in the queue, 1 hour 20 mins later I get through. I ask for an appointment and the lady said she will check, probably already knows it's a no. I'm then asked if it's an emergency. Of it's an emergency I'll go to the walk in or hospital. If I say it's not I will have to try again tomorrow but I also didn't stay on the call for 80 mins for the sake of it. Shockingly no appointments. Got one for the next day. I was in for about 90 seconds. Was told thanks and bye before I could ask a question, I asked the question and again, thanks and bye, so didn't ask for the cream I have been trying to get since sept 2022 but haven't been able to get an appointment. The question led to a blood test and was able to be seen within 5 mins. I have checked my NHS notes and they state against all areas of the test "patient informed". As the patient I can say I have in fact not been informed. If they are this busy why are they taking on new patients. I am not in a position to be able to call at 8am, to be on hold for 80 mins and potentially get an appointment that day. I start work at 8 I, I'm expected not to be on my phone and don't drive so if I was able to get an appointment it limits my availability. It's such a poor system”.**

**VENN PCN– Southcoates Medical Centre, "Can only get appointments at 8am each day, you have to queue outside to get an appointment on the day don't bother phoning. You cannot book appointments in advance**

***with this GP, they push online services but these do not work either. Refusing to issue prescription that was sent by diabetic specialist for me will not give a reason either, will not give me an appointment for a blood test that was also requested as well. Avoid at all costs, it's better to go to urgent care/walk-in centres or a pharmacy, at least there you will be seen. The NHS should be investigating this group for severe failure of services to the community and patients”.***

## **6. Dentists – Experiences Breakdown**

Healthwatch received **1** comment in regard to dentistry during September relating to an issue with accessing treatment and the cost of service.

## **7. Yorkshire Ambulance Service**

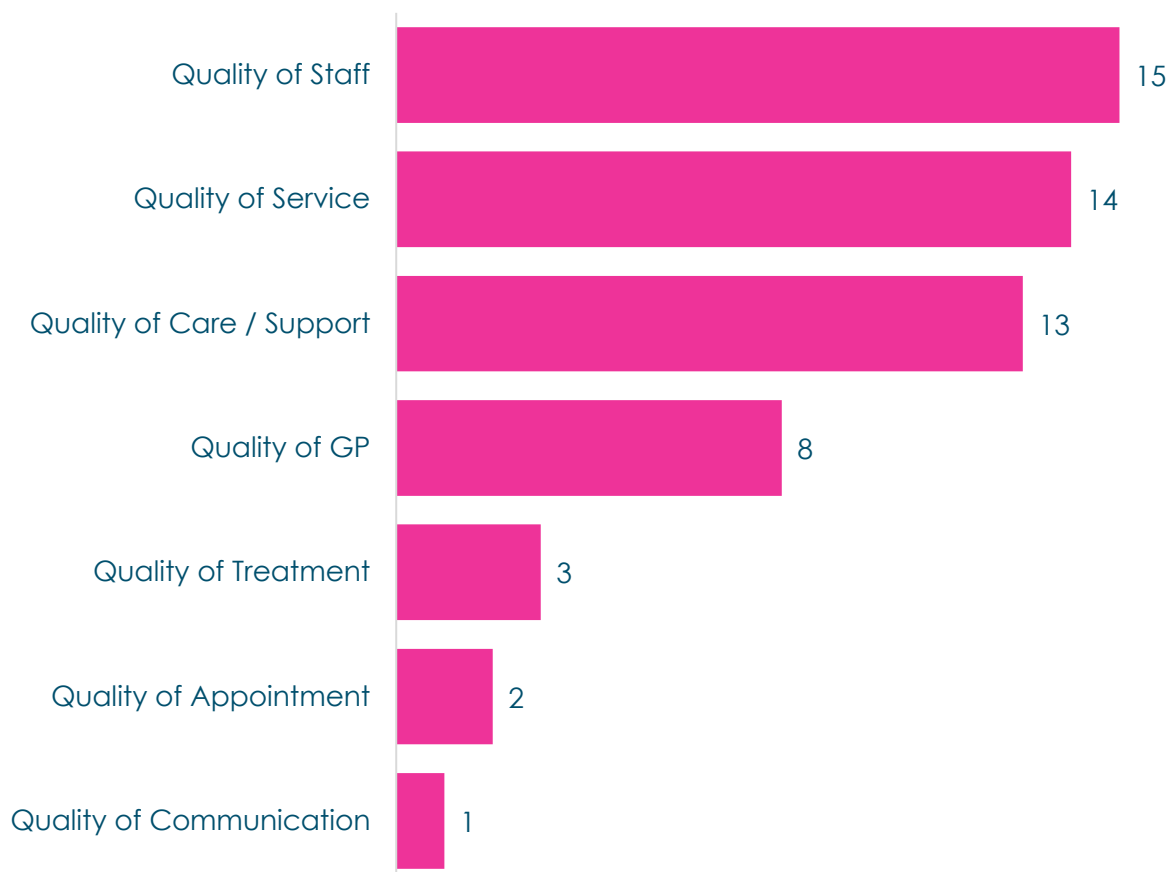
Healthwatch Hull have completed work on a project with the Yorkshire Ambulance Service (YAS) looking at accessibility for the rough sleeper and homeless community in Hull. The project spanned Emergency Ambulance Services, NHS 111 and Patient Transport Service. During this project we spoke to YAS staff members, stakeholders and the homeless community (rough sleepers and those in hostel accommodation) as well as those with lived experience. The final report with recommendations is now published and Healthwatch Hull will be meeting with Yorkshire Ambulance Service in the coming months to understand how these recommendations are being implemented and to be informed of progress and developments.

During September Healthwatch received **2** experiences from engagement. Complied of **0** compliments and **5** negative comments. The negative comments were related to waiting times for emergency ambulances.

## 8. Adult Social Care

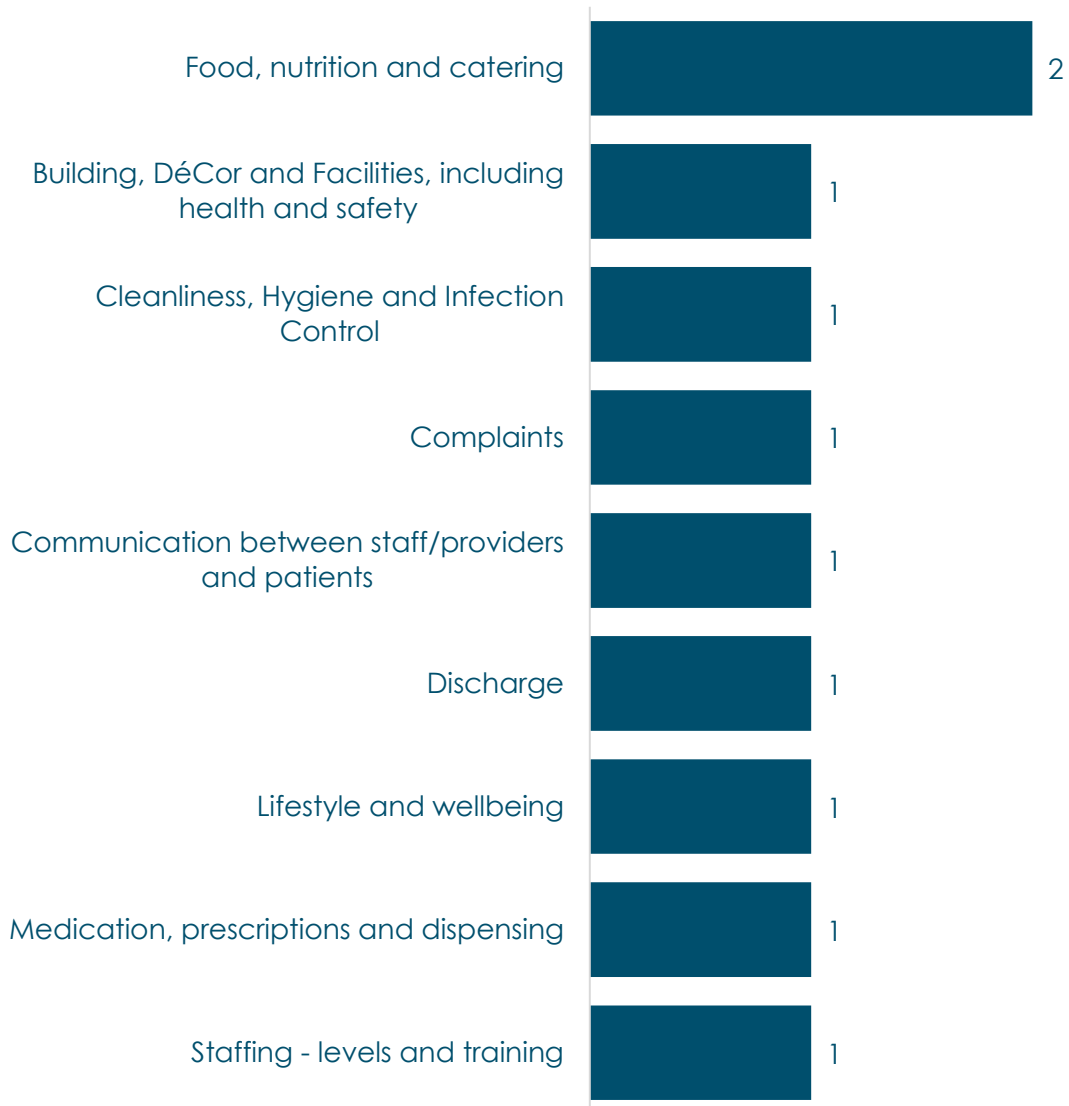
Healthwatch received **17** experiences from engagement for September compiled of **56** compliments and **10** negative comments.

### Care Home - Compliments



Quality of Staff received the most positive comments for the month of September followed by Quality of Service.

## Care Home - Intelligence



Food, Nutrition and Catering received the most negative comments, and 8 other areas received 1 comment each.

### **Examples of Positive Feedback –**

***“The staff here are amazing. They are kind, caring and helpful to residents and families alike. The new home 'the big house' is beautiful. The food is amazing with plenty of variety to choose from. The activity***



***staff are always doing things with and for the residents. Thank you everyone."***

***"I felt visiting the home was the right one, clean and bright, staff friendly and professional, very organised and work together as a team. Always feel a warm welcome when visiting my husband. The care given is excellent, always ready to support and encourage the residents."***

***"I broke my hip and my wrist. They took the pot off but now I've been told I cannot use it and I've lost all the grip strength in my hand. I've been walking with the physios up the corridor and back. You really get fed well here and the staff are all lovely. I've been falling with no warning signs or dizziness so I'm just having tests for that before I can leave."***

#### **Examples of Negative Feedback –**

***"The staff, be they nurses or carers, were not trained for autonomic dysreflexia and the simple lack of knowledge can lead to death. Lack of continuity in daily care. Food is slop and boring. Prescriptions – items (e.g. night bags) can be taken for others leaving a shortage. Dangerous for a paraplegic to not be spotlessly clean. The list is endless."***

## **9. CYP– Children and Young People**

During September we attended 2 Freshers week events, 1 at Hull College, the 'Hullraisers' Freshers Event and one at Hull University. Over the course of the 2 events, we spoke to **111** young people about their experiences of health and social care, about Healthwatch, who we are and what we do and about our volunteering opportunities. We also provided signposting advice to a further **84** young people.

Our Healthwatch Hubs in schools, colleges and university have restarted following the summer holidays. We have hosted Healthwatch Hubs at Hull University, Hull College and Wilberforce College during September. The Healthwatch Hubs are an opportunity for young people to share their experiences of using health and social care experiences within Hull as well

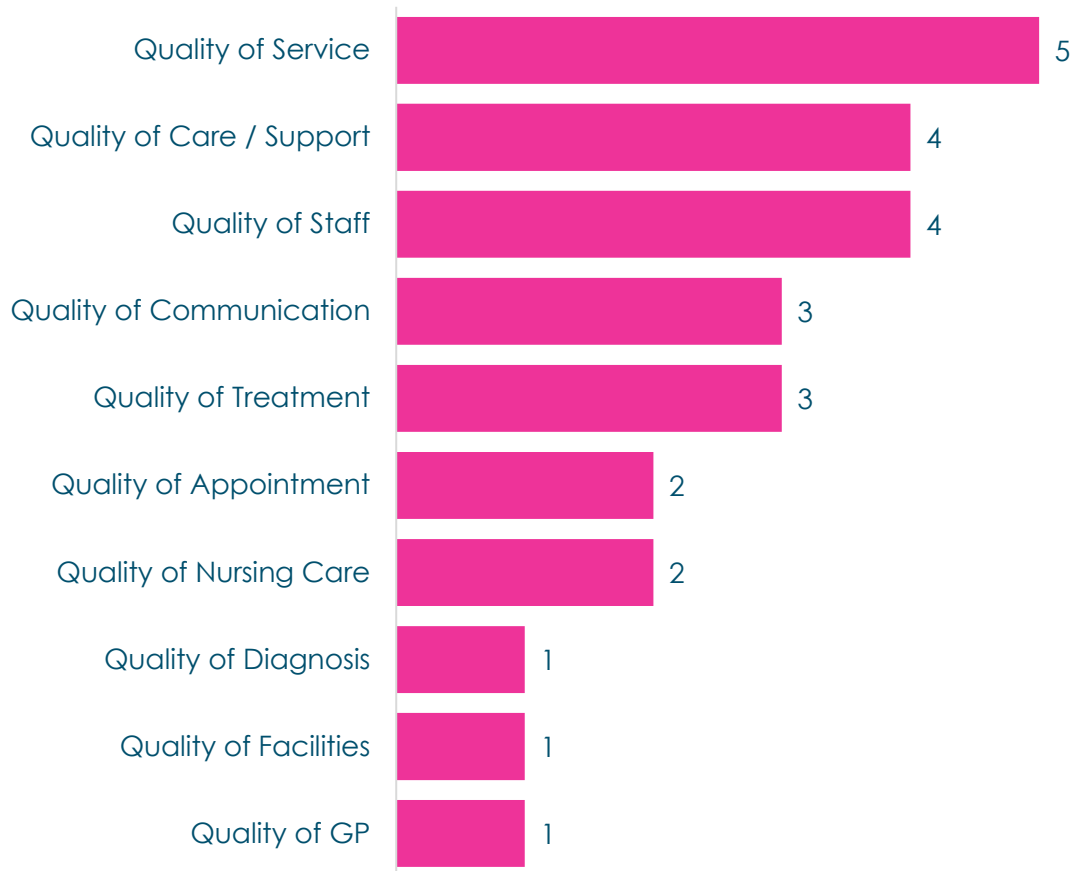
as feeding into the Core 20 Connectors project. Information about Young Healthwatch volunteering opportunities is also available in the Hubs. Over the 3 Healthwatch Hubs we have spoken to young people. The themes identified this month have been:

- **Mental health-** access to services and long waiting times have been raised.
- The need for more spaces for young people to access.
- **Long waiting times across services;**  
**GPs;** waiting times on the phone to book an appointment, long waiting times for appointments.  
**Dentists;** very long waiting lists to register with dentists.  
**Ambulance wait times;** long waits for ambulances when they are called.  
**A&E wait times;** long wait times in the Emergency Department.

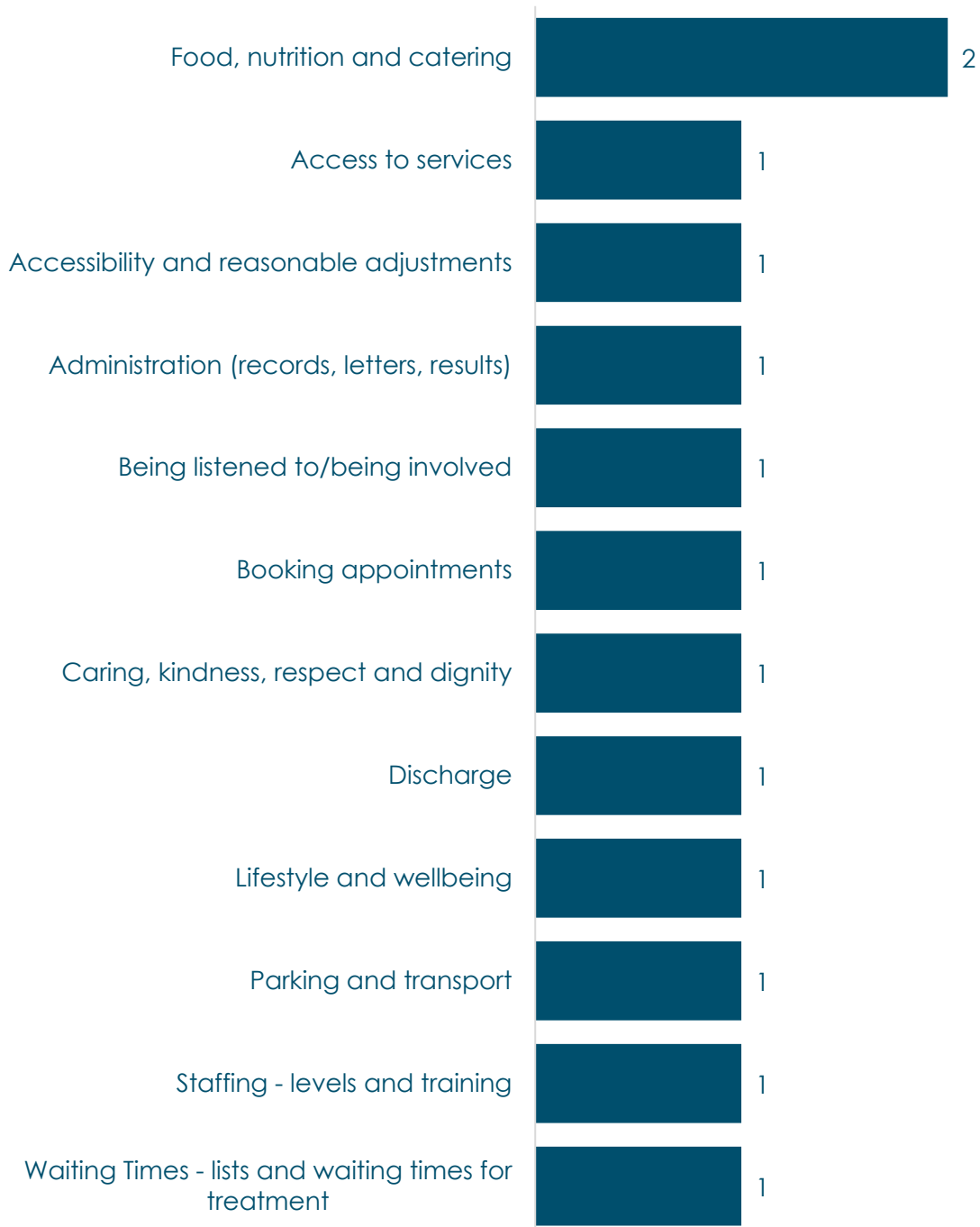
## **10. Hull Royal Infirmary**

Healthwatch Hull received **9** experiences for Hull Royal infirmary during September made up of **13** negative comments with **26** compliments received from engagement.

## Hull Royal Infirmary - Compliments



## Hull Royal Infirmary - Intelligence



The compliments we received the most for Hull Royal Infirmary throughout the month of September 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 during September included food, nutrition and catering. With the other areas for improvement all receiving the same number of comments.

#### Examples of Positive feedback

One example of positive feedback we'd like to highlight this month comes from one of our volunteers, who attended Hull Royal Infirmary with the help of his seeing eye dog. He reported this of his experience.

***'Our volunteer attended Hull Royal Infirmary for a chest infection scan. When he arrived at HRI a staff member spotted him and directed him to where he needed to be which he noted was very helpful. When he arrived at the area to book in for his scan he informed us that the receptionist asked him if he was able to fill out the form on his own or if he would like assistance, he told us that this was a really nice way to phrase the question, as usually he doesn't receive that type of grace and it is assumed that he can sort things himself. He informed the receptionist that he wouldn't be able to complete the form himself, and the lady went out of her way to ensure that he had enough privacy and support to complete the form. Our Volunteer also appreciated that the Doctor performing the scan gave him the option of his seeing eye dog being with him for the scan or the doctor himself would stay with the volunteer so his seeing eye dog could be protected from the radiation. Our volunteer appreciated being given the choice, and also appreciated that a member of staff took the time to explain the quickest lifts to get in to be able to directly leave the hospital.'***

#### Examples of negative feedback

***"My mum was admitted to hospital in May onto Ward 9. She had a room on her own, which wasn't such a bad thing. Mum has delirium which at the time we didn't know, but she was in and out of these states. First of all, her hearing aids were lost in the frailty unit. When I asked where they were she said she always takes them out and puts them on her pillow, which when I asked the health care assistants who were changing***

***bedding, they claimed they hadn't seen anything. Their attitudes were awful though. Then, when she was in this room, she had a board above her bed which stated dairy free, so when they brought lunch round, she asked what the options were. The staff nurse serving said they don't have dairy free. Bearing in mind my mum weighed 37.2kg! So they were quite happy to let her miss a meal. The staff nurse in the end, said she would go see what she could find and came back with an Alpro yoghurt with fruit in. However, my mum doesn't eat fruit because of her bowel issues and that was all they could offer her."***

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

## **11. Castle Hill Hospital – Experiences Breakdown**

Healthwatch Hull received **1** experience for Castle Hill Hospital consisting of **3** compliments and **1** negative comment.

### Feedback Example

***'Gentleman on Ward 26; I'm being treated for a heart condition, informed my doctor about my smoking and drinking habits, (3 cigarettes a day, 3 pints a day). The Consultant on the ward has no bedside manner. Approached me with 'you're the bloke that smokes and drinks too much' and also remarked to someone else on the ward that while they were being discharged today 'they'd be back soon anyway' I don't think it exactly fills someone with confidence being told that as they're about to leave hospital'***

We plan to continue to engage with patients at Castle Hill Hospital on a regular basis.

## 12. Mental Health Services

Healthwatch Hull continued our close working relationship with Newbridges Acute Inpatient Unit during the month of September, continuing to gather experiences. We received **3** experiences from those using mental health services in September, we have been in touch with other acute units within our area to make valuable connections with those services to gain more experiences.

### Mental Health Services - Intelligence



### Mental Health Services - Compliments



### Example of feedback received

***'I've worked as a Healthcare assistant for 3 ½ years now, I conduct several jobs during the day, I do the headcounts in the morning, I make sure everything is where it's supposed be to start the day. I cover the patients smoke breaks and do hospital cover if a patient has to attend the hospital for whatever reason. I think helping people is the best part, it's nice to see everyone's improvements, I don't think people understand were not here for the money. I'd like to see the overall facilities improved, I think if people are being brought here, particularly those brought not of their own accord, it should be a bright and welcoming space.'***

Healthwatch continues to appreciate the responses from people 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 **4** new cases and are supporting on a further **37** ongoing cases with **5** cases being closed.



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

### **1. Hull Royal Infirmary**

Unhappy with ongoing treatment for cancer including delays after being admitted to Hospital from A&E.

### **2. Hull Royal Infirmary**

Issues relating to delays in cancer treatment which may or may not have jeopardised the patient's prognosis and poor communication regarding patient subsequent palliative care status i.e.) patient's family not informed in a timely manner.

### **3. Hull Royal Infirmary**

Unhappy with Hospital's alleged failure to investigate source of abdominal discomfort.

### **4. Hull Royal Infirmary**

Client wishes to report dissatisfaction with her experience of NHS staff failing to recognise her mental health support needs when seeking medical attention for general health issues.

## **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>

