



Intelligence Report

November 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 **November 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
- Sexual Health Services

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 **November** we visited **23** 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
- Sexual Health services

Postcode area breakdown for the locations we have visited:

- HU1 (Hull City Centre)- 9
- HU2 (Hull City Centre)-1
- HU3 (Central Hull)- 1
- HU5 (West Hull)-4
- HU6 (North Hull)-1
- HU7 (North Hull)- 2
- HU8 (East Hull)-3

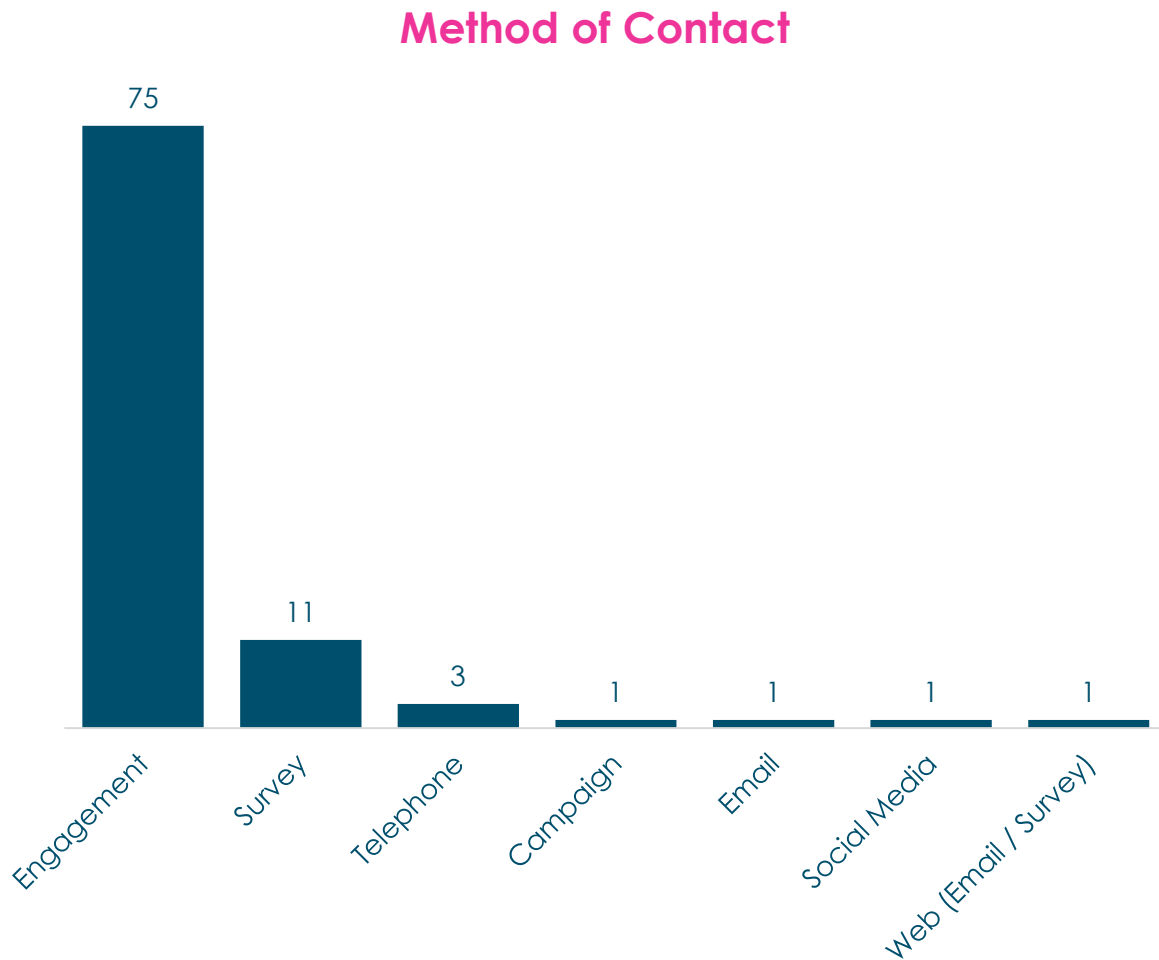
- HU9 (East Hull)- 1
- HU16 (Cottingham- Castle Hill Hospital)- 1

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



The total amount of experiences this month, via contacts and research is **101** made up of **145** negative comments and **193** compliments.

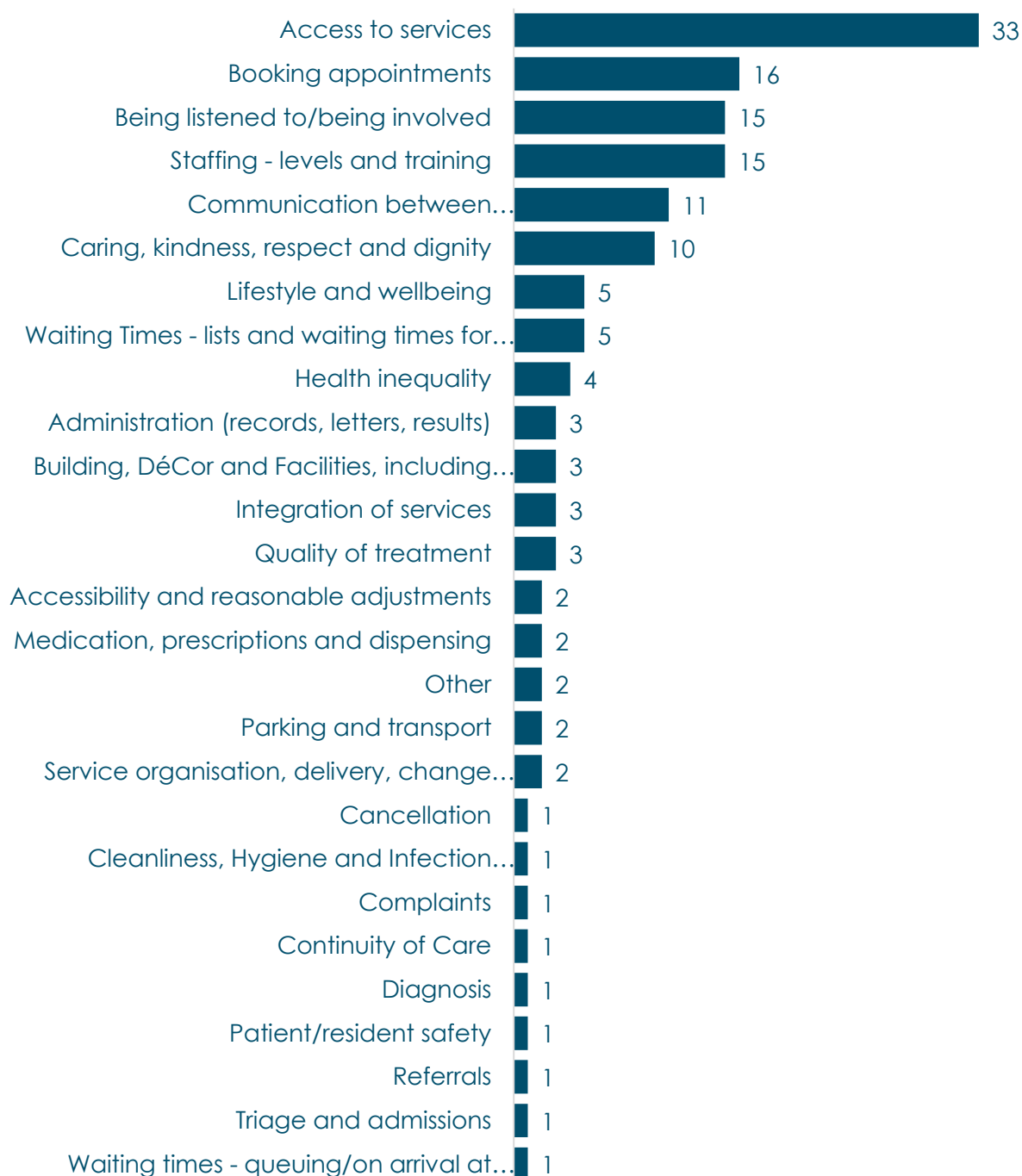
4. Overall Experiences Breakdown

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

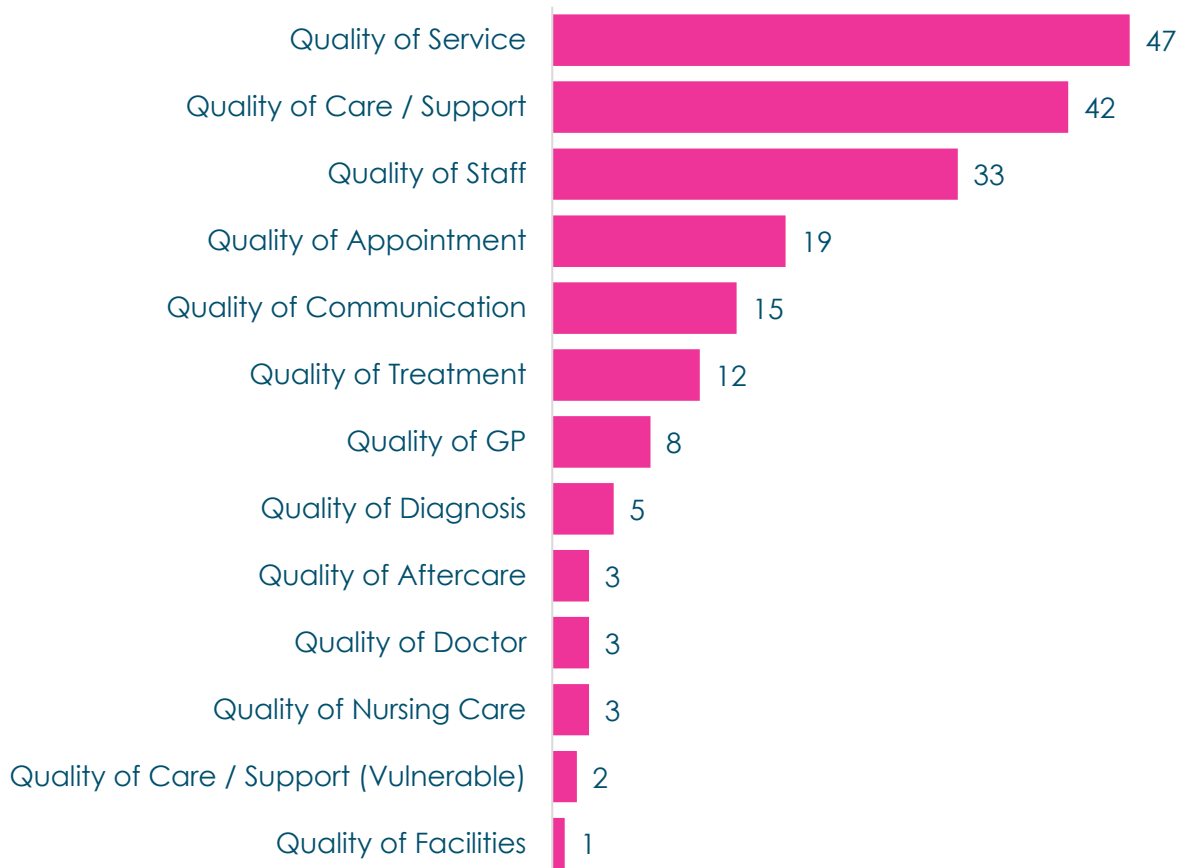
Please note: these figures differ from the amount of experiences gathered, because one experience can result in multiple negative and positive comments.

We recorded **145** negative comments and **193** compliments in total across all healthcare services from experiences.

Theme - Intelligence



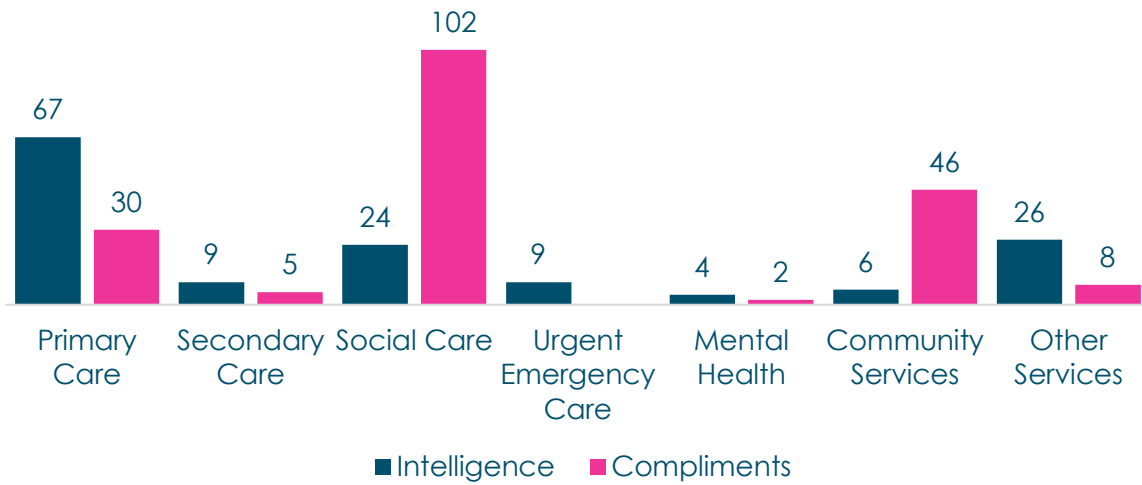
Theme - Compliment



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

Social Care received the most comments for the month of **November** followed by Primary Care.

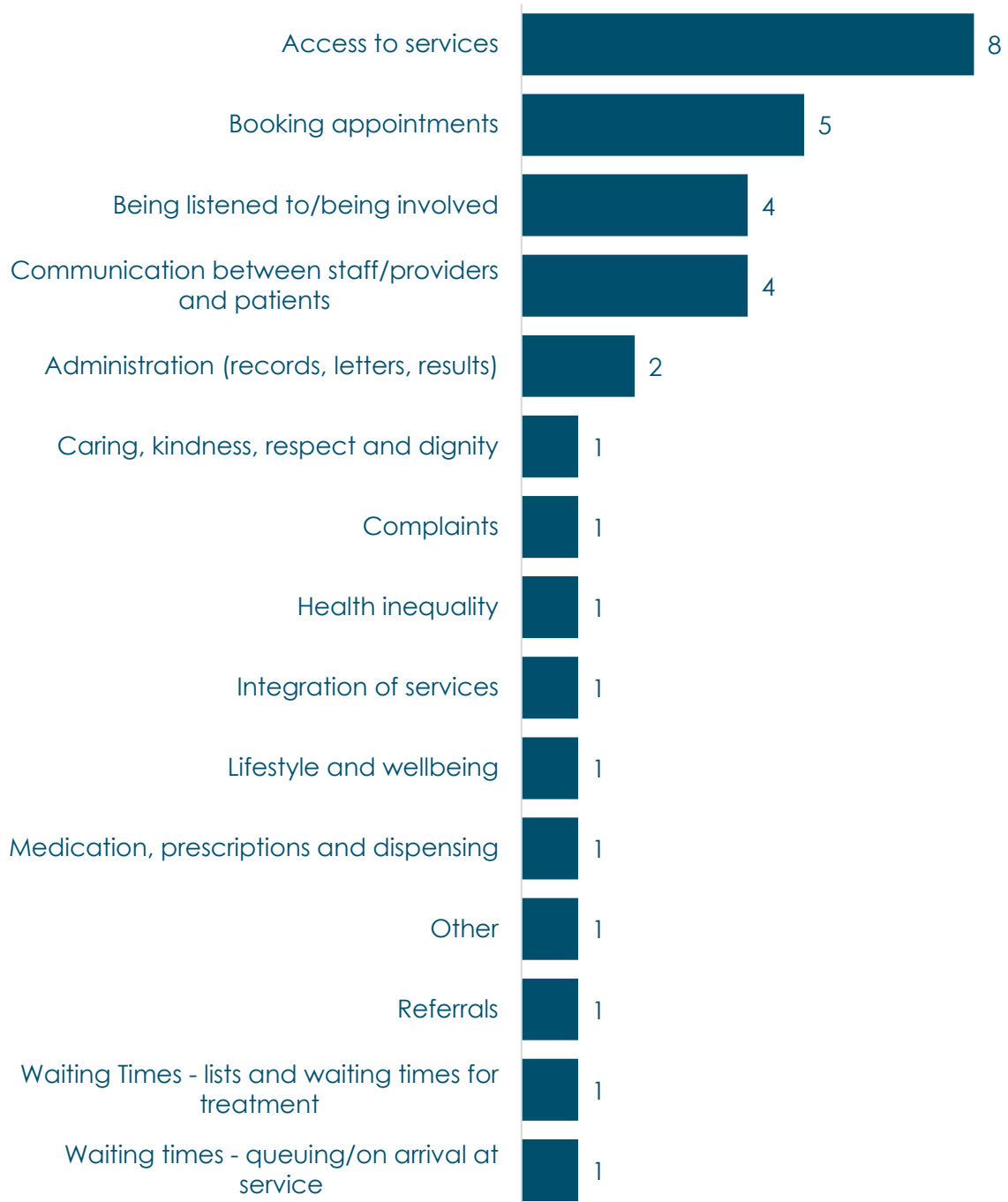
Care Type



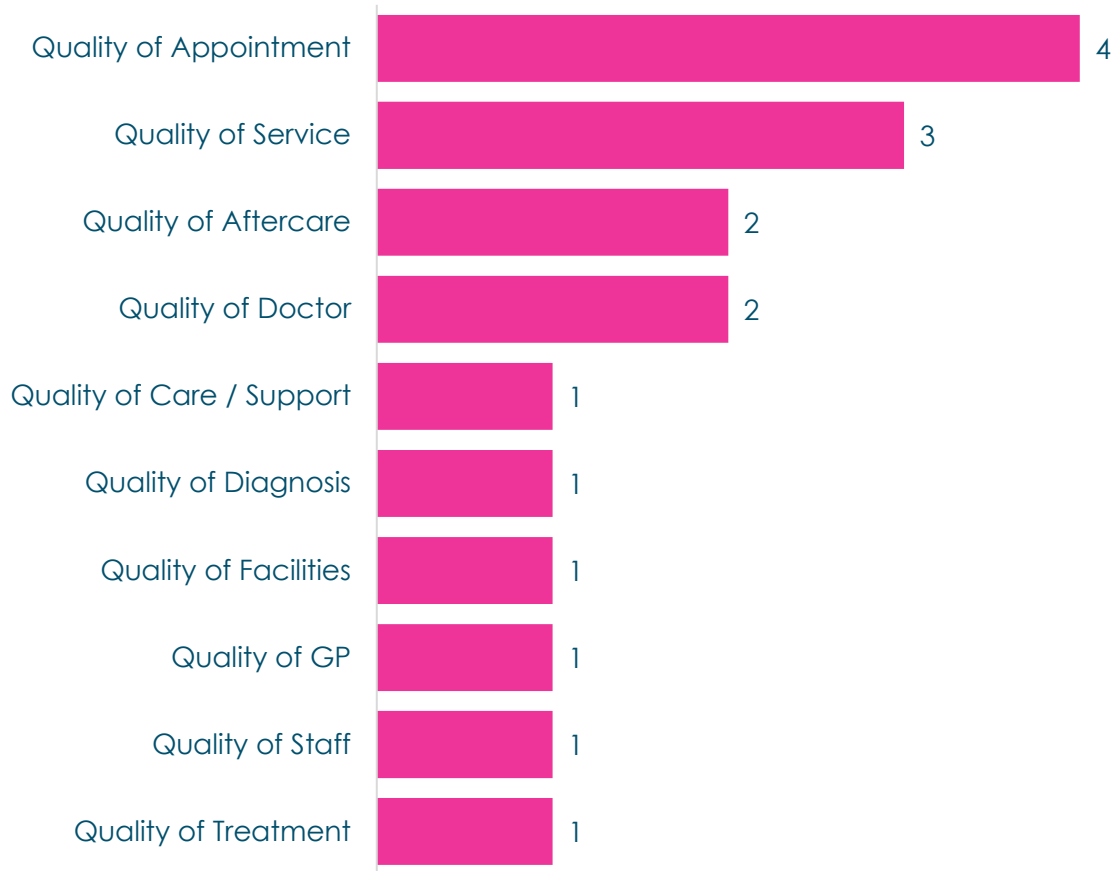
5. GP Surgeries - Experiences Breakdown

This month, Healthwatch recorded a total of **33** negative comments for GP's and **17** compliments from **19** experiences.

GP Surgery - Intelligence



GP Surgery - Compliments



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

In November Quality of Appointment, Quality of Service and Quality of Aftercare 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 being listened to and being involved, the quality of appointments, quality of service and quality of aftercare they are receiving when they have an appointment is good.

Positive experience:

Hull Family Practice– Morrill Street Surgery– *“Really good experience, had no issues with the practice, staff are friendly and kind. Have had no issues whatsoever would recommend”.*

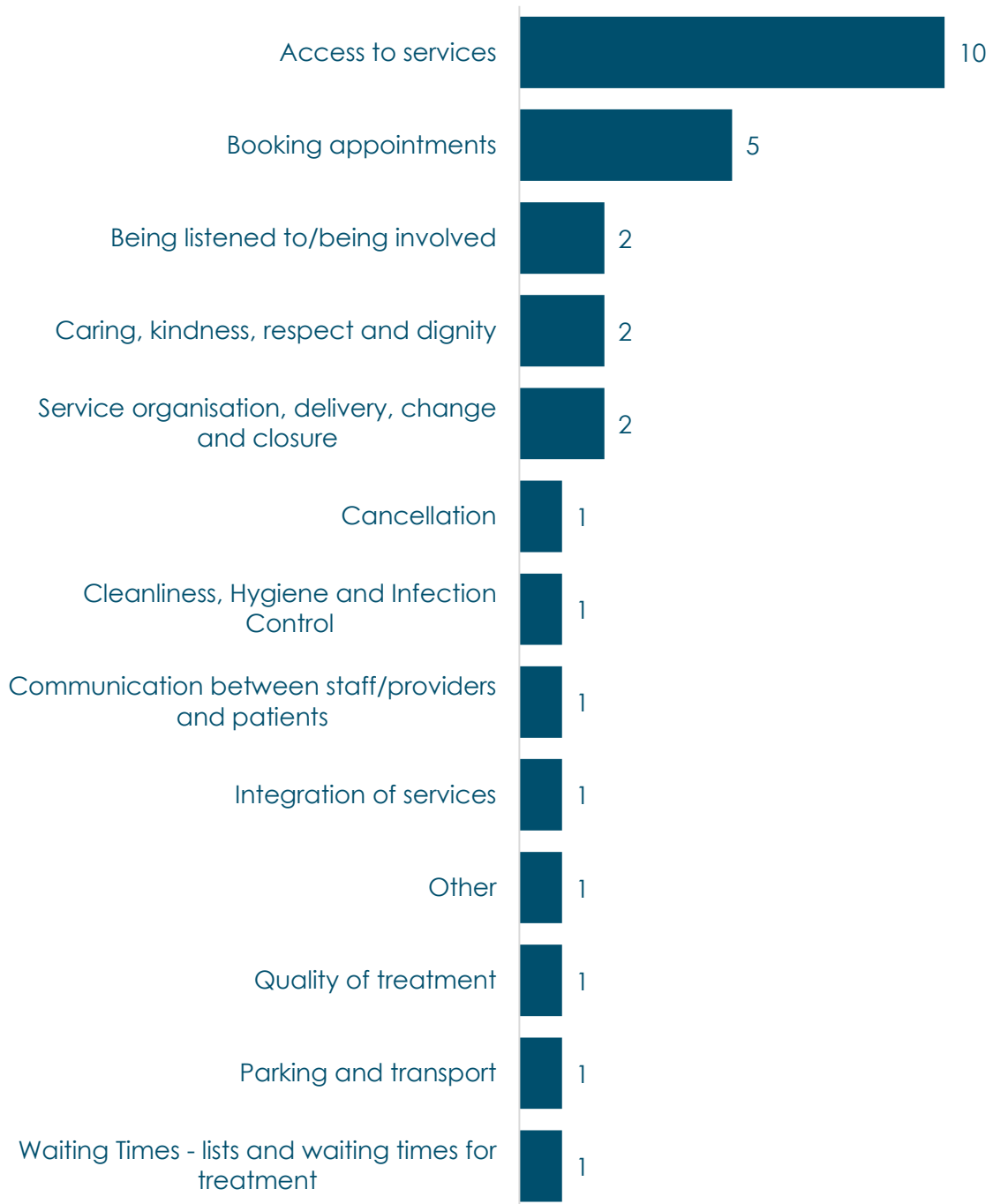
Negative experience:

Symphonie PCN–Wilberforce Surgery– *“Getting an appointment is impossible. Sometimes I am on the phone for about 45 minutes trying to get through even when I ring at 8am. They are good once I am here but trying to get an appointment in the first place is really tricky and can be quite frustrating”.*

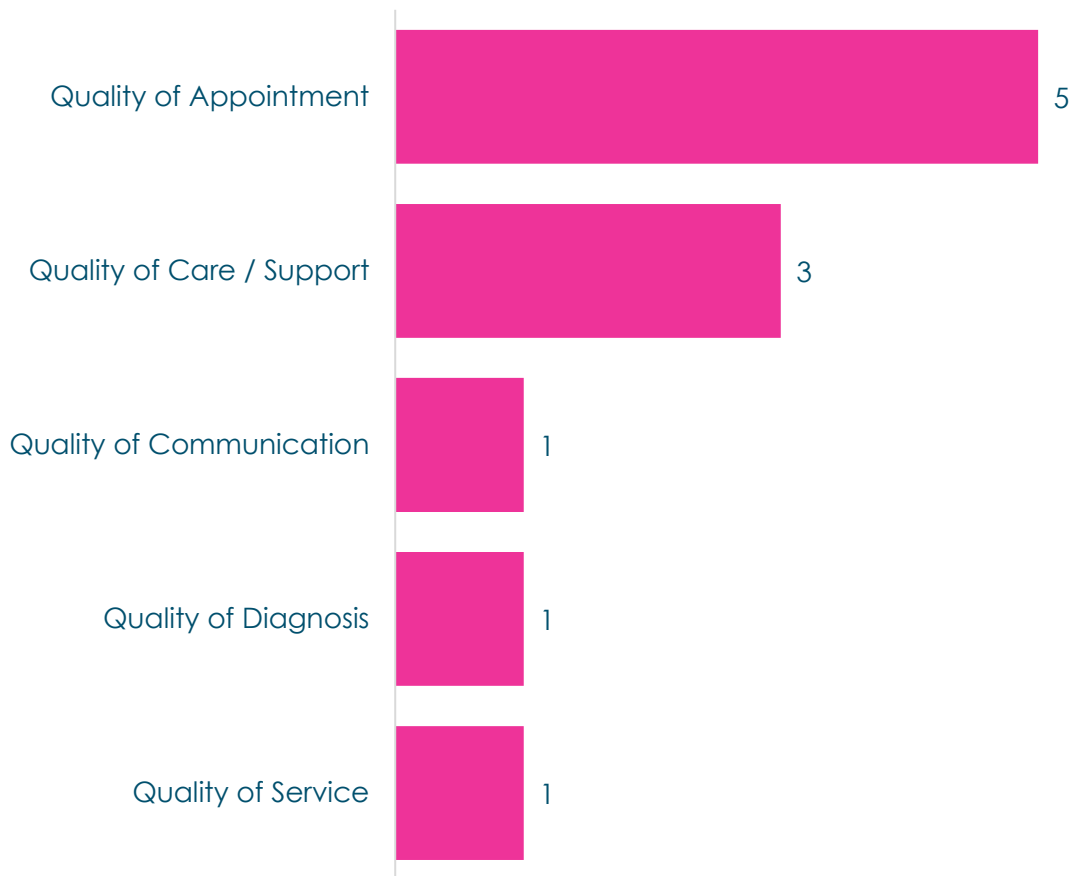
6. Dentists – Experiences Breakdown

Healthwatch received **12** experiences in regard to dentistry during November consisting of **29** negative comments and **11** compliments.

Dentist - Intelligence



Dentist - Compliments



Example of negative comment received:

“Patient told us how he had a dental issue and had to call 111 for an emergency dentist appointment, they offered him an appointment in Liverpool the next morning, the patient does not drive and this would have meant having to get a coach or train (depending on what was available) and potentially stay the night in Liverpool causing great expense for him. He explained this would not be possible, rang back the next day and was offered a next day appointment this time in Birmingham (again same issue, expensive to travel, does not drive and would need to stay over again at his expense). Eventually was offered an appointment at Bupa in Brigg as they were doing NHS appointments but with road works and public transport it ended up taking 3.5 hours each way to travel to get there and be told there is nothing we can do for that. The communication isn't there if this was the case then tell me that

because otherwise i could have travelled across the country and it cost me a lot of money to find this out.”

Example of positive comment received:

“Went for a tooth extraction, process was good and the procedure was quick. Very kind staff who were very reassuring”.

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 November 2024 to understand how these recommendations are being implemented and to be informed of progress and developments.

During November Healthwatch did not receive any feedback about Yorkshire Ambulance Service however we will continue to work closely to gather public and patient feedback.

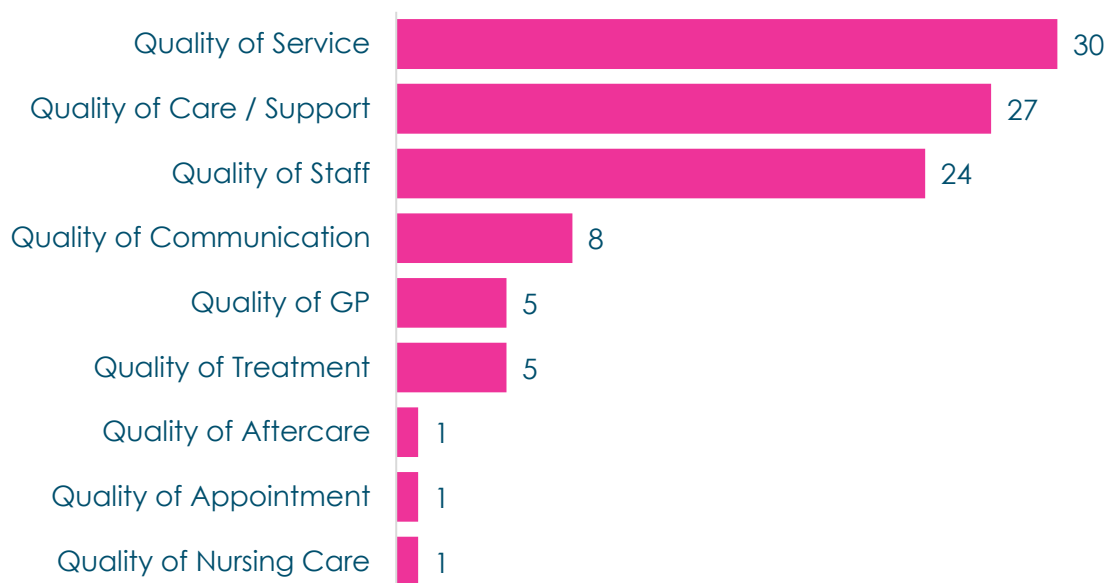
8. Adult Social Care

Healthwatch received **34** experiences from engagement for November compiled of **102** compliments and **24** negative comments.

Care Home - Intelligence



Care Home - Compliments



Quality of Service received the most positive comments for the month of November followed by Quality of Care/ Support and Quality of Staff.

Staffing- levels and training, Building, Décor and Facilities including Health and Safety and Communication between Staff/Providers and Patient received the most negative comments.

Examples of Positive Comments-

"Everyone at Castle Park Care Home can never do enough for my sister. Girls are so polite and friendly, always have a smile on my face knowing my sister is well looked after so I don't have to worry."

"I would like to thank all the staff at Saltshouse Haven for looking after my mam. You all do an amazing job. Can't fault anyone".

Example of Negative comment-

"Here for rehab, you don't get told anything here. I would rate the overall service 3 out of 5, it's alright the nurses are great. I have been here for 2 weeks. The service is clean and there are no unpleasant smells. I do consider it a safe environment. My room is not personalised. I feel that

staff effectively communicate with residents and help support them to make their own decisions. I don't feel well informed/ updated about aspects of my care and I would like to know more about my care. Staff do help you with everything. We don't really have social events which can mean it is a long day".

9. CYP- Children and Young People

During November Healthwatch Hull were invited to attend the careers talk and careers event at Wilberforce College, East Hull. We showcased our volunteering opportunities through Young Healthwatch and spoke to young people about their experiences.

Themes from the day were as follows:

- **Long wait times for orthodontist treatment**
- **Some young people mentioned feeling as though their menstrual cycle being used as the reason for their symptoms which later turned out to be something else.**
- **Long wait times for ambulances, one person told us how their elderly father had had a fall and ended up taking him to hospital themselves due to the wait time for ambulances being so long.**
- **Long waiting times for CAMHS (Child and Adolescence mental health services).**
- **Accessibility of urgent mental health support such as crisis team or the crisis pad.**

- **Feeling like they are not being listened to by their GP.**

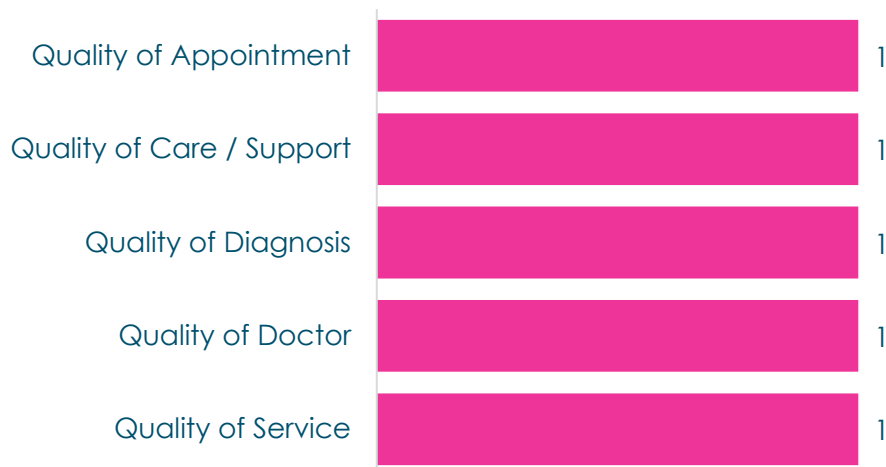
10. Hull Royal Infirmary

Healthwatch Hull received **2** experiences for Hull Royal infirmary during November made up of **8** negative comments and **5** compliments received from engagements.

Hull Royal Infirmary - Intelligence



Hull Royal Infirmary - Compliments



The compliments we received the most for Hull Royal Infirmary throughout the month of November surrounded the Quality of Appointments at the Hospital, followed closely by the Quality of Care and Support provided by staff members at the Hospital.

The comments surrounding areas that Hull Royal Infirmary can improve upon during November included service users feeling like they weren't being listened to or involved in their care whilst attending the hospital.

Examples of Positive Feedback

Healthwatch Hull received an account from a service user in November who had received an operation on their bladder from Hull Royal Infirmary, they commented on the timeliness of the surgery and reported a positive overall experience.

Examples of Negative Feedback

'Husband had Alzheimer's, went into hospital with a bit of fluid on his lung, this was drained and following it being drained was told by medical staff he had to rest on the ward. Wife went to the toilet and came back to the ward to find the physios already had him up and walking despite the procedure only just taking place and the previous advice to rest from medical staff. He then collapsed and they put him back into bed and said he would be ok. I then realised he had lost his false teeth, turned out they were lodged in his throat. The doctor had to pull at his mouth to get them out cutting his mouth in the process. Husband has since passed away however the ordeal was so severe daughter is now receiving counselling.'

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

11. Castle Hill Hospital – Experiences Breakdown

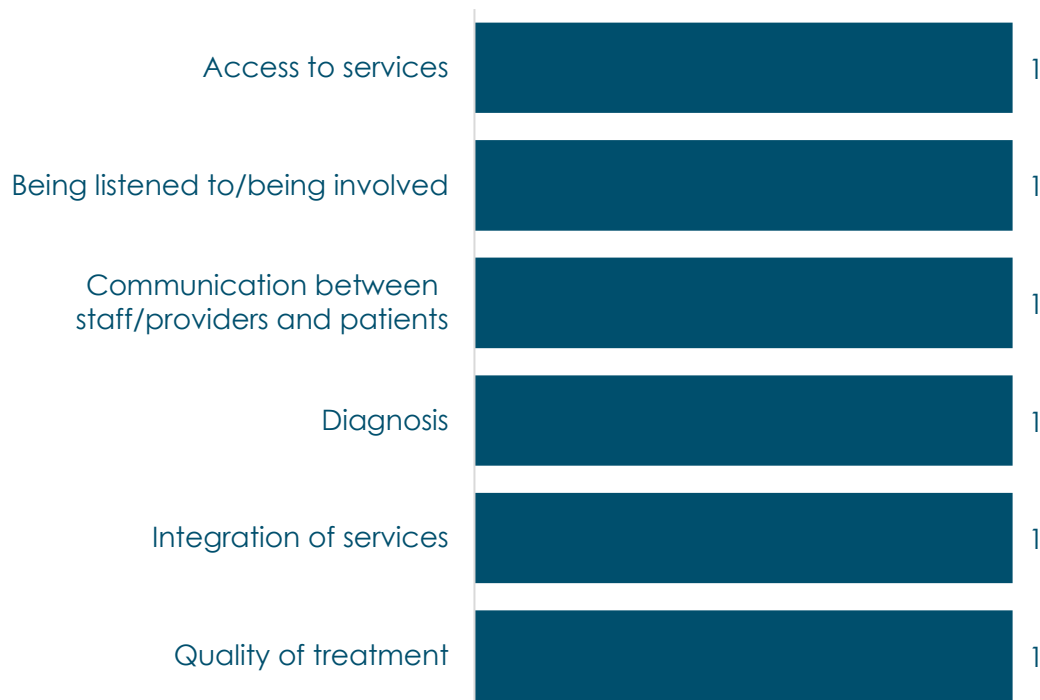
Healthwatch Hull received **1** experience at Castle Hill Hospital in November consisting of **1** negative comment. The experience we received was in regard to the waiting times for the treatment being received at Castle Hill Hospital.

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

12. Mental Health Services

Healthwatch Hull received **4** experiences from those using mental health services in November, including **6** negative comments and **2** compliments.

Mental Health Services - Intelligence



Mental Health Services - Compliments



Examples of Negative Feedback

'Mental Health Issues and disregarded as a pregnancy possibility or hormones'

'Young person at sixth form careers event - posted in what's not working well - "The whole CAMHS experience'

'CAMHS don't care but if you bring family issue involved they call Social Services.'

Examples of Positive Feedback

'Very helpful because I am finally getting the help i needed a long time ago. I have waited 6 months for CAMHS. I also see school nurse once a week, Barnados for weekly group therapy. Experience of moving from Children's Services to Adult Services participant said "It's a lot more serious you can understand it's on a deeper level"'

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

13. Sexual Health Services

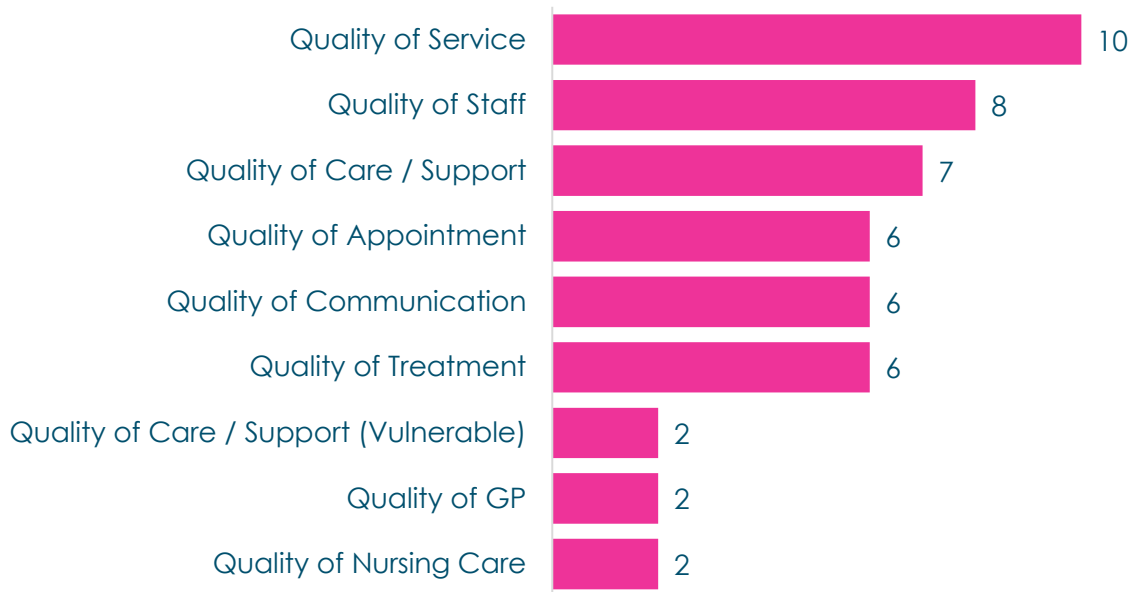
Healthwatch Hull began working in collaboration with Healthwatch East Riding of Yorkshire, Yorkshire MESMAC, CHCP, Humber Teaching NHS Foundation Trust and Public Health in October 2024 to provide valuable feedback surrounding what service users feel about information surrounding sexual health in Hull. The feedback we were gathering tended to be more focused within the young people of the city. We attended several engagements with many of the stakeholders, in order to create a wide scope of feedback. We attended sessions such as:

- ***Mesmac's weekly 'Young People's Contraception Clinic'***
- ***Mesmac's Weekly sexual health drop in's (Wilberforce College and Wyke College)***
- ***Conifer House's Walk-in clinic for General Contraception and STI services***

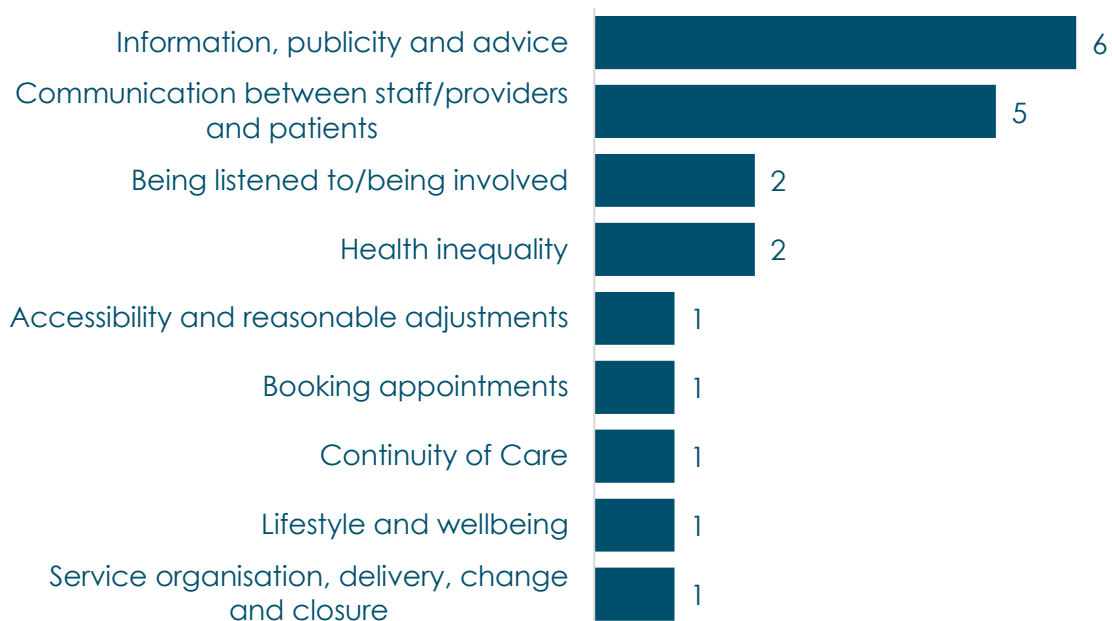
These sessions allowed us to speak to several people accessing Sexual Health assistance and advice, Contraceptive assistance and advice and Health and Relationship Advice.

Healthwatch Hull received **22** pieces of feedback in November surrounding Sexual Health Services in Hull, this includes **20** negative comments and **49** compliments.

Sexual Health Services - Compliments



Sexual Health Services - Intelligence



Examples of Positive Comments

'17yo - I've been coming for a few weeks now; I attend for the relationship side of their service. The help and support I receive from here is fantastic, *** is nice, she listens, and you don't feel daft.'

'19yo - third time coming, I come for contraception, I've been coming for 4 years. I learnt about this through college they did an assembly, so you knew where to come to. It's lovely here, very chilled out and comfy compared to a GP, feels less clinical and scary, I prefer it being informal. Professional but comfortable. I think online booking would be beneficial. The staff are absolute angels.'

'I've been coming for 2 years now. I realised I needed to be on contraception, I called here after a friend told me about it. This is so much easier than attending my GP, there's not as much waiting around here. The contraceptive injection didn't agree with me, they explained all my options really well and were so supportive and lovely. It was completely confidential, so it gives you the autonomy that you don't really get elsewhere. When I went to the GP before, I almost felt s**t shamed but here it's so comfortable and easy. They ring me up when I'm due for an update on my contraception so I don't even have to remember that it just makes life so much easier.'

Examples of Negative Comments

'They happen in pastoral lessons once a half term college wise, Mesmac comes in to do sessions. It's a laugh watching first years learn about it all. It gets quite repetitive within college, there's loads of emphasis on consent etc but it feels quite repetitive'

'It could be slightly better, we did it once last year, it could be more LGBTQIA friendly. I'd like to hear more about periods, there's a big presumption that we know enough about it already, but it would be good if the boys could have more focus on it. Some came up to college from high schools where boys didn't have to know about it, so they still don't now'

This was extremely beneficial and interesting for us as a Healthwatch to get involved in an aspect of Healthcare in Hull we don't often receive information about. We look forward to making these engagements a regular occurrence in the new year, as it will not only allow us to continue

to grow this base of information, it will also allow us to remain involved in this aspect of healthcare as it grows and changes.

14. 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 **9** 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. GP (Unconfirmed)

Patient believes they have been experiencing symptoms of colorectal cancer since 2015 but has not been diagnosed correctly.

2. Hull Royal Infirmary

Dissatisfactory nursing care delivered to patient on the day before their demise whilst Hospital inpatient.

3. Hull Royal Infirmary

Patient believes surgery to treat Carpal Tunnel Syndrome has triggered Rheumatoid Arthritis.

4. Service delivered under NHS Continuing Care funding in the community and by GP

Complainant alleges the patient's symptoms were not acted on quickly enough resulting in their subsequent demise.

5. Hull Royal Infirmary

Delay in maintaining a Gastrostomy tube is alleged to have jeopardised the patient's health and wellbeing.

6. Hull Royal Infirmary

Alleged delay in processing a referral to the Eye Hospital in an urgent manner resulting in permanent sight loss.

7. The Quays GP Surgery / City Health Care Partnership (CIC) Customer Care Team

Alleged delay in investigation of symptoms suspected to be as a result of uric acid build up in blood and maladministration of complaint enquiry by Customer Care Team.

8. Cross Lane Hospital, Scarborough (out of area)

Allegations of discrimination perpetrated by NHS staff towards patient and poor nursing care in general whilst inpatient.

9. Humber Teaching NHS Foundation Trust & Hull University Teaching Hospitals NHS Trust

Alleged delay in investigation of infant child's symptoms leading to a delay in diagnosis of congenital heart defect.

15. 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>

