



Intelligence Report

October 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 **October 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 **October** we visited **32** 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)- 5
- HU2 (Hull City Centre)-3
- HU3 (Central Hull)- 10

- HU6 (North Hull)-2
- HU7 (North Hull)- 3
- HU8 (East Hull)-2
- HU9 (East Hull)- 2
- HU10 (West Hull villages)- 2
- HU16 (Cottingham- Castle Hill Hospital)- 3

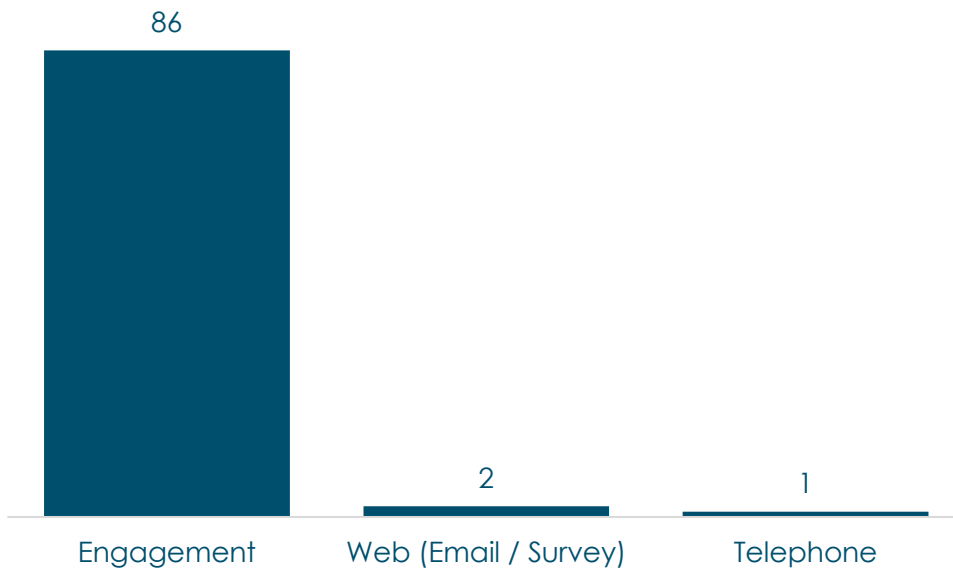
The focus of our engagement programme is to find out what people in the local community feel and think about the healthcare services they use. Each month we look to build a picture of the landscape of health and social care in the area and highlight what is working well, what challenges people are facing 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 **98** 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



The total amount of experiences this month, via contacts and research is **98** made up of **165** negative comments and **216** compliments.

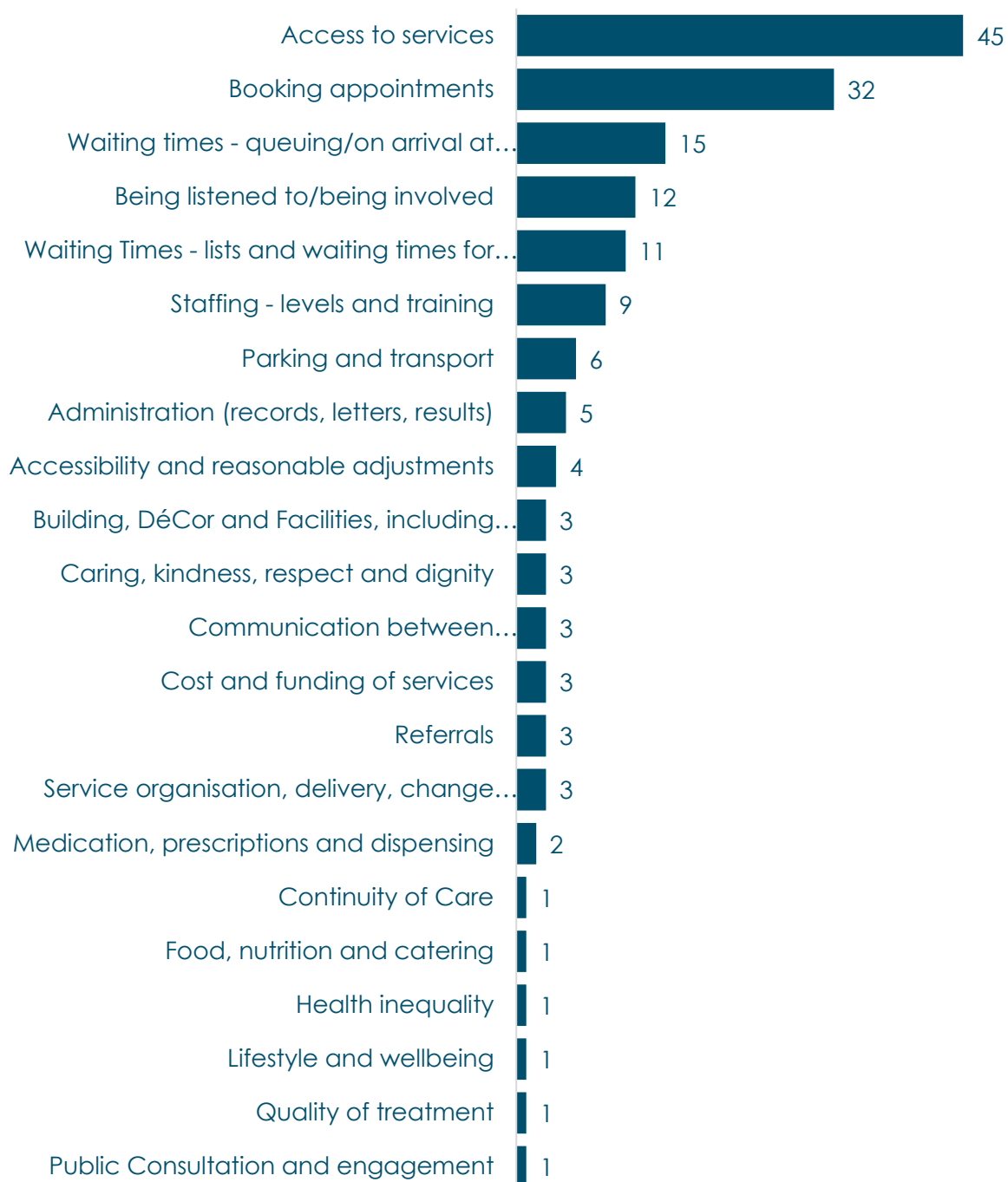
4. Overall Experiences Breakdown

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

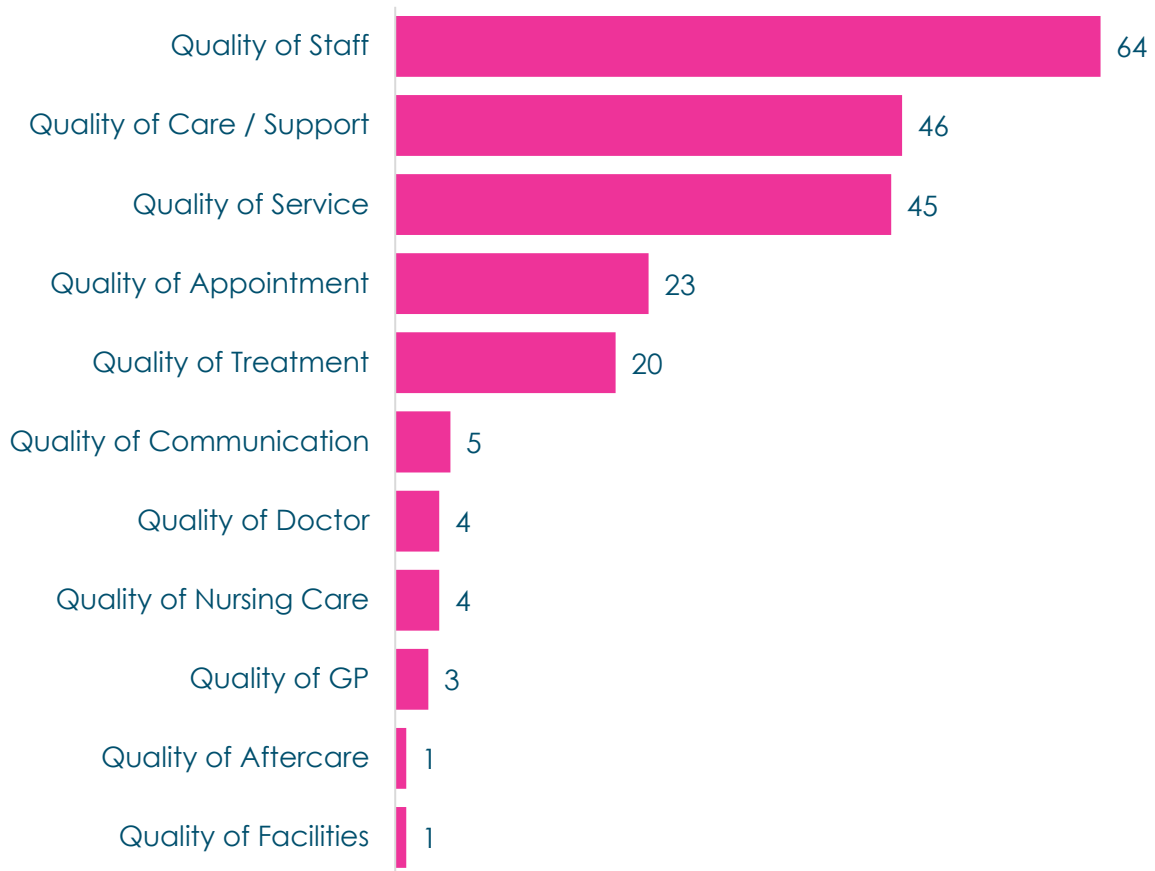
Please note: these figures differ from the amount of experiences gathered, because one experience can result in multiple negative and positive comments.

We recorded **165** negative comments and **216** compliments in total across all healthcare services from **98** experiences.

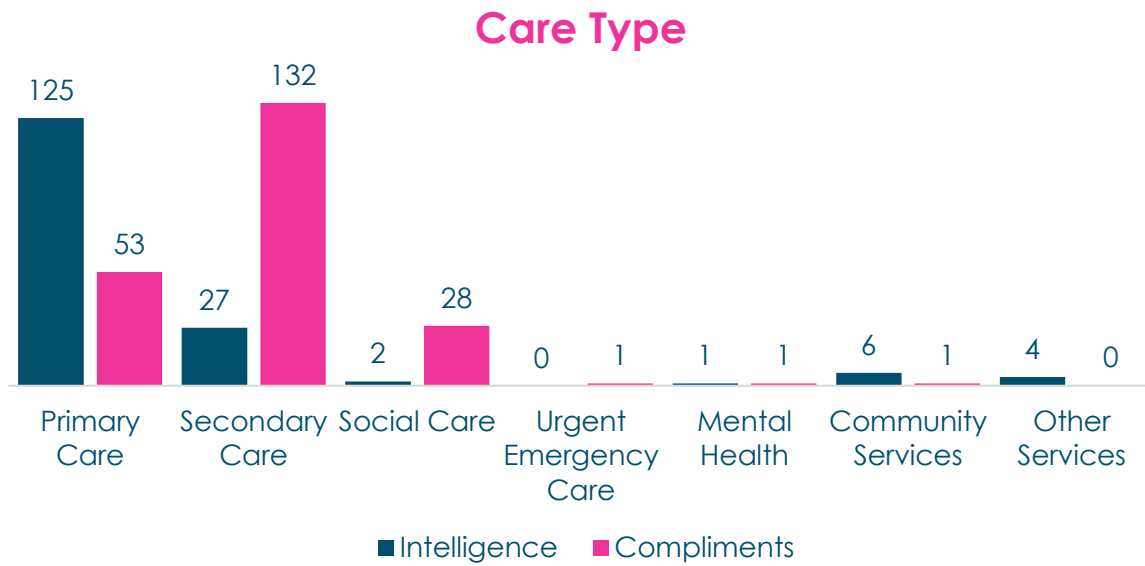
Theme - Intelligence



Theme - Compliment



Access to Services, Booking Appointments and Waiting times/queuing on arrival, were highlighted as the main concerns for the month of October. Quality of Staff, Quality of Care/Support and Quality of Service are the areas which have received the most compliments during October.

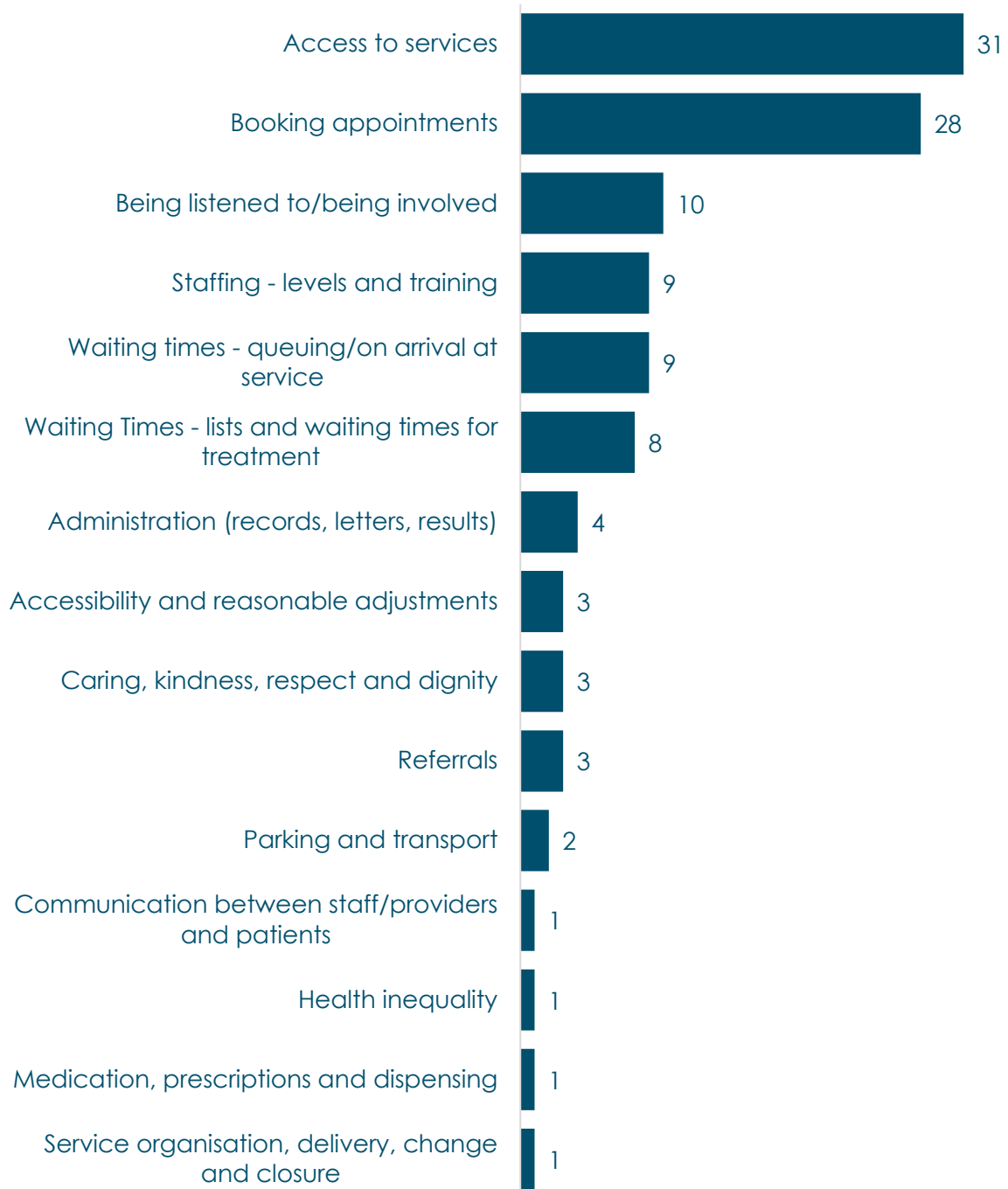


Primary Care received the most comments for the month of **October** followed by Secondary Care.

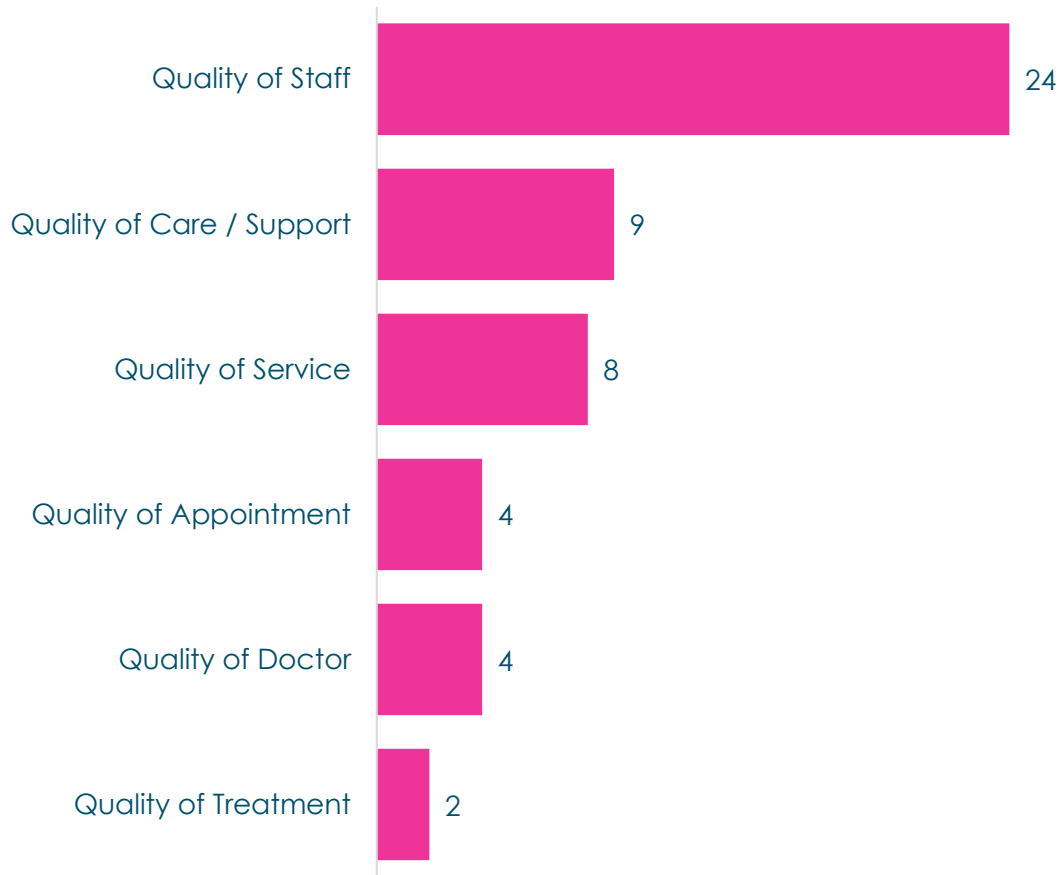
5. GP Surgeries – Experiences Breakdown

This month, Healthwatch recorded a total of **114** negative comments for GP’s and **51** compliments from **39** experiences.

GP Surgery - Intelligence



GP Surgery - Compliments



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

In October quality of staff, quality of care/support and quality of service 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 staff, quality of service and quality of care/support they are receiving when they have an appointment is good.

Positive experiences:

VENN PCN, Fieldview Surgery: "Overall experience of using this GP has been fine, no problems. I have always been at this practice. Booking appointments here is very good. I book my appointments over the phone or face to face (come into the surgery to book). I usually wait less than 5 minutes on the phone to get through. The staff are fine, they are pleasant and polite".

VENN PCN, The Quays: "Overall experience of using the GP has been it is alright I very rarely attend. Booking appointments has been good. I book over the phone. It took 20 mins to get through over the phone".

Negative experiences:

VENN PCN, Southcoates Medical Centre: "You have to ring at 8am for appointments and by the time you get through all the appointments are always gone, it's pointless ringing. Only way to get an appointment is to turn up and join the queue outside usually start queuing at 7am and the queue sometimes goes right down the side of the surgery. They don't offer you appointments at any other practice it is always just a case of we have no appointments. Southcoates doesn't have very good parking so getting parked can be difficult, very few parking spaces. It seems like if the GP want you in for a blood test etc there are always appointments but when you are trying to access the service for yourself there aren't any appointments. They seem to do the Covid jabs and flu jabs separately so you have to come out twice.

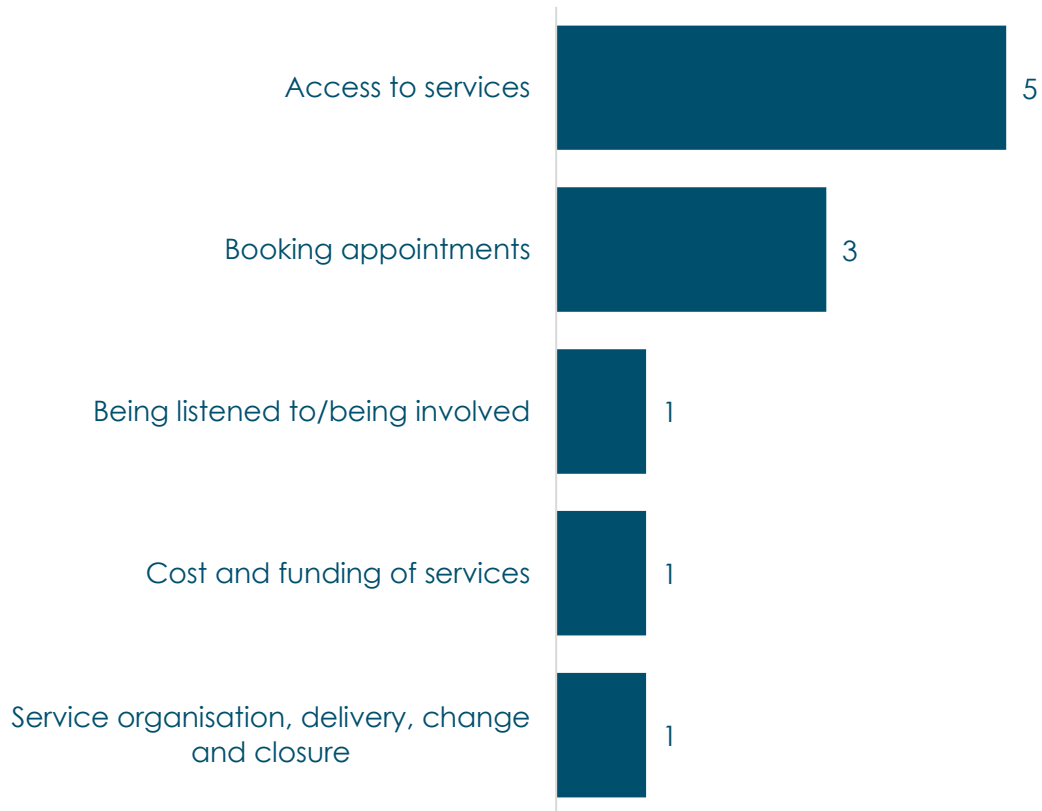
Prescriptions seem to take a long time to come to the pharmacy also, usually about 4 days until your prescription is at the pharmacy. Staff are lovely, absolutely brilliant, never had any issues with them, think it is just the system that is the issue”.

VENN PCN, Fieldview Surgery: “It used to be really good. Since the GP changed to City Healthcare Practice it is awful. The GP is good but there is no named GP anymore and even when you ring up and book they don't tell you who you will be seeing. Dr Cook only works part time (he is fantastic). I have been at the practice for 43 years, it has only got worse since CHP took it over. Reception staff are not very helpful they can be quite unpleasant. Booking appointments is very poor. I use all methods (phone, online and in person) to try to make appointments but there is still no guarantee of an appointment. It takes over 30 minutes to get through over the phone. I was told only 2 appointments available and I was 6th in the queue. No appointments available online. No response to emails sent/ask the GP on the NHS app. Just told there are no appointments, husband ended up with 111 being called and being admitted to hospital with pneumonia. Not always a nurse here at the practice. The healthcare assistant is however wonderful”.

6. Dentists – Experiences Breakdown

Healthwatch received **5** experiences in regard to dentistry during October consisting of **11** negative comments and **2** compliments.

Dentist - Intelligence



Dentist - Compliments



Example of negative comment received:

“I have been a carer for my husband for the last few years and so have not looked after myself. I haven't seen a dentist since before 2020 and my dentist closed. I am on pension credit and want to know if I can receive free dental care through a private dentist.

We have spoken to the ICB about this query and have responded to the patient.

Example of positive comment received:

“I have no issues getting an appointment and the appointments are always good”.

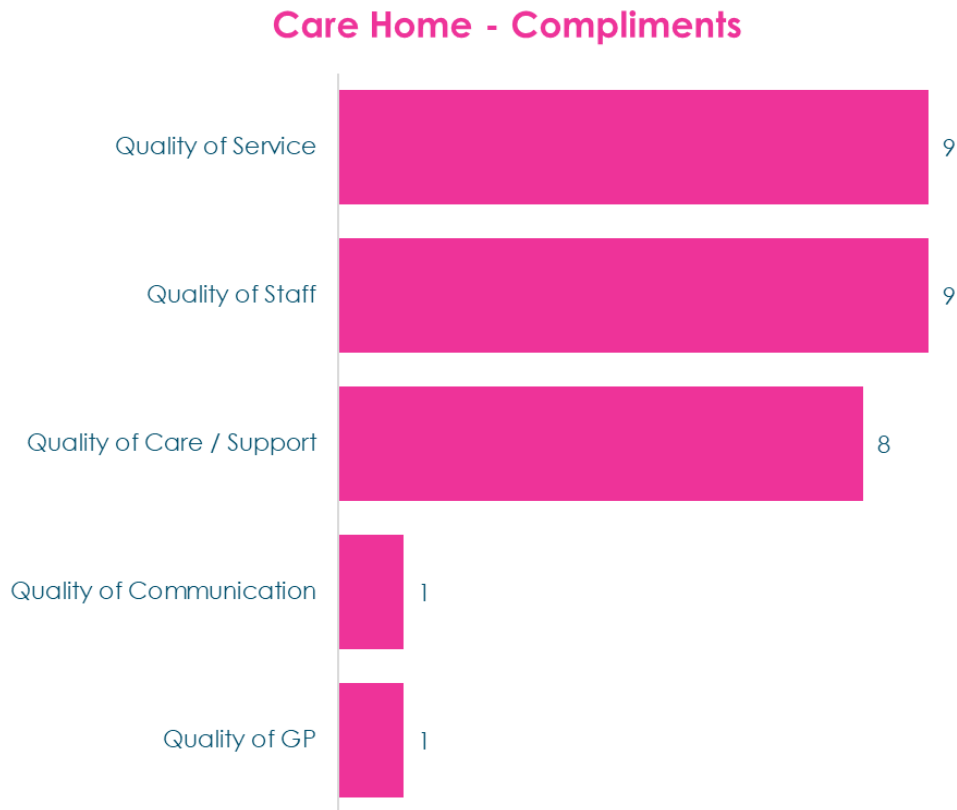
7. Yorkshire Ambulance Service

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

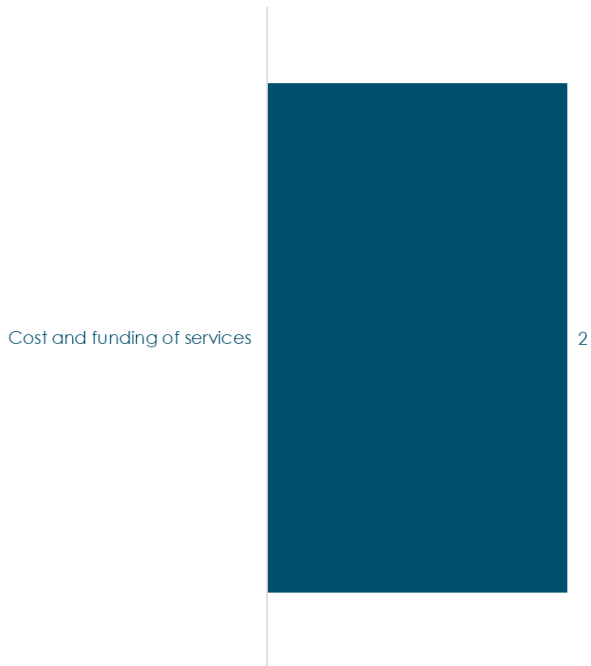
8. Adult Social Care

Healthwatch received **9** experiences from engagement for October compiled of **28** compliments and **2** negative comments.



Quality of Service received the most positive comments for the month of October followed by Quality of Staff with 9 positive comments each.

Care Home - Intelligence



Cost and Funding of Services received the only negative comments with 2 for the month of October.

Examples of Positive Feedback –

“The staff are always pleasant and have good banter with the residents. There is a good activities team who always engage with residents and take them out whenever they can. We are very happy with the care being given.”

“My dad arrived here 3 months ago and has settled in quickly. The staff are lovely and nothing is too much trouble. Since being here my dad enjoys visits to the pub and joining in daily activities that are available. Would recommend to anyone needing 24/7 care. Thank you.”

“One word – Outstanding from the first initial visit you could truly see how exceptional the services and staff were at looking after the residents. They truly thought of everything. My mother was and is very happy and enjoyed the daily different activities provided by the amazing

activities coordinators. The facilities in the new home were that of a 5-star hotel! Thank you all at St Marys for everything you continue to do!”

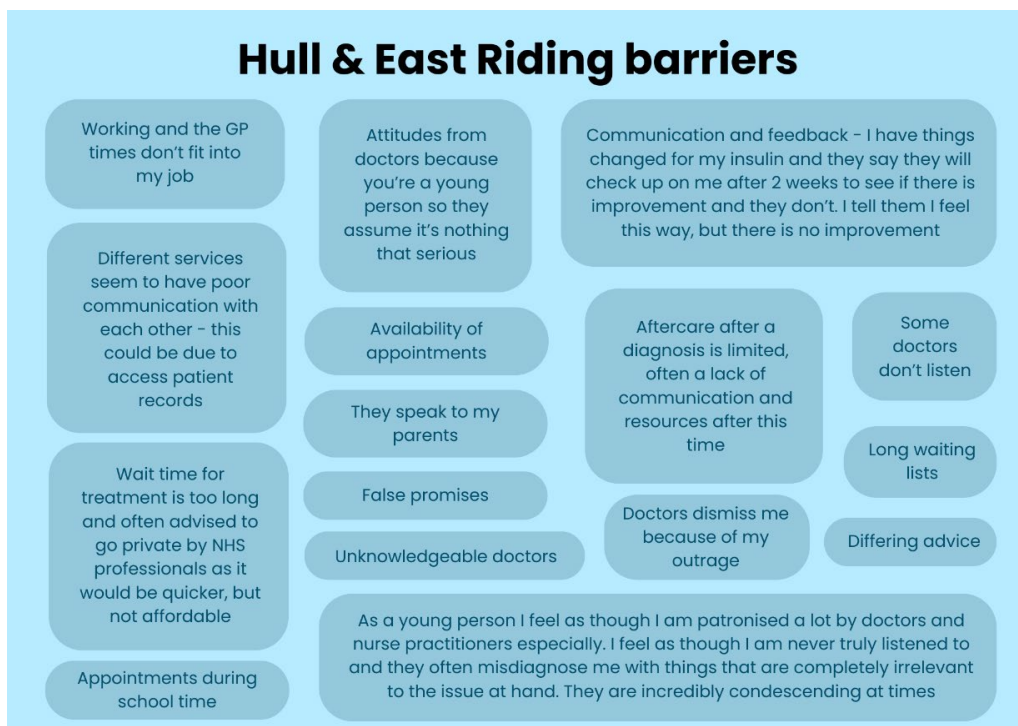
9. CYP– Children and Young People

October saw the launch of the Long-Term Condition’s forum for children and young people aged 13-25 years old. The forum took place at Hull CVS on 31st October. Healthwatch from across the Humber area (Hull, East Riding, North Lincs and North East Lincs) attended. The aim of the forum is for young people with a long term health condition to co produce the forum and improve services to ensure they meet their needs as young people. The Humber North Yorkshire ICB are working with Healthwatch as part of the forum. 6 young people attended the launch event alongside Healthwatch staff, a member of staff from the ICB and the Chairman of Healthwatch England, Professor David Croisdale-Appleby. As part of the forum the young people looked at barriers and solutions to healthcare, due to a difference in the half term holidays the feedback around barriers and solutions on the south bank was collected the previous week at a different event.

Themes and trends that have from the Forum event were:

- Not getting feedback from test results.
- Young people wondering if research to find reasons behind health conditions is still taking place. An example of this was a young person who got type 1 diabetes when 9 years old and wanted to understand why it happened to her.
- Transition difficulties between Children & Young People health services to Adult Health services for both disability and mainstream service users.
- Communication between different services and importantly between themselves and the client.
- Wait time for treatment, private care not affordable.
- Attitudes from professionals towards young people.

Young people also talked about more focused groups around long term health conditions and how these could also act as support groups. Finally linking long term health conditions and its effects on mental health for the individual also. Below is a list of barriers and solutions work which was created through the forum.



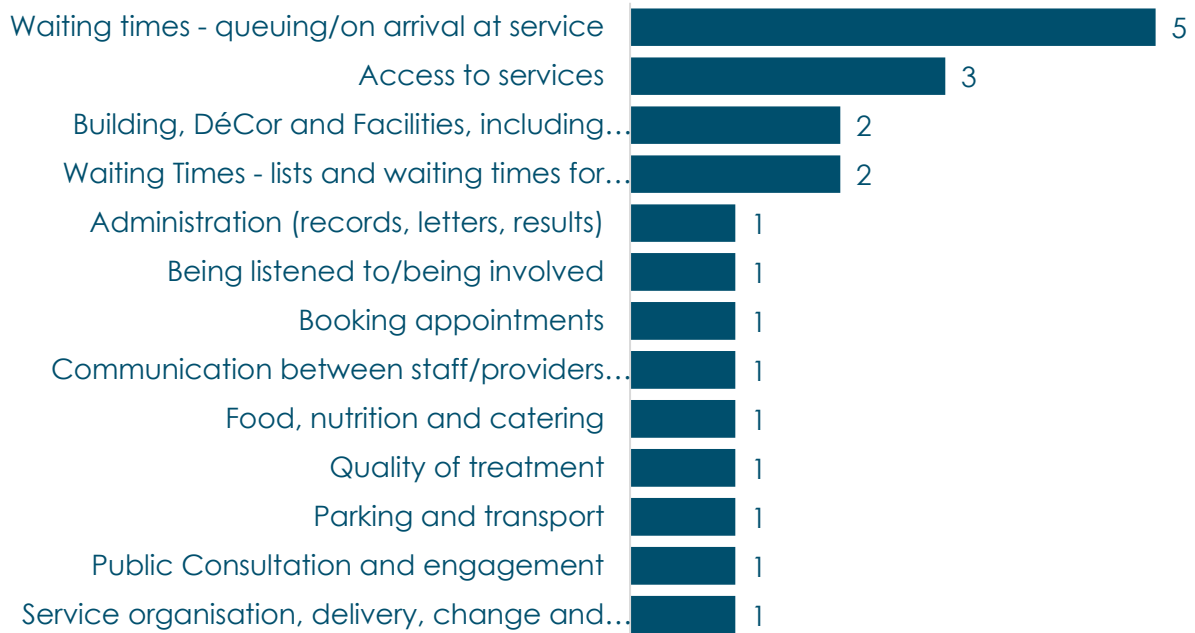
Our Healthwatch Hubs in schools, colleges and Hull university are back in full swing following the summer holidays. We have hosted Healthwatch Hubs at Hull University, Hull College and Wilberforce College during October. The Healthwatch Hubs are an opportunity for young people to share their experiences 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 of 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.
A&E wait times; long wait times in the Emergency Department.

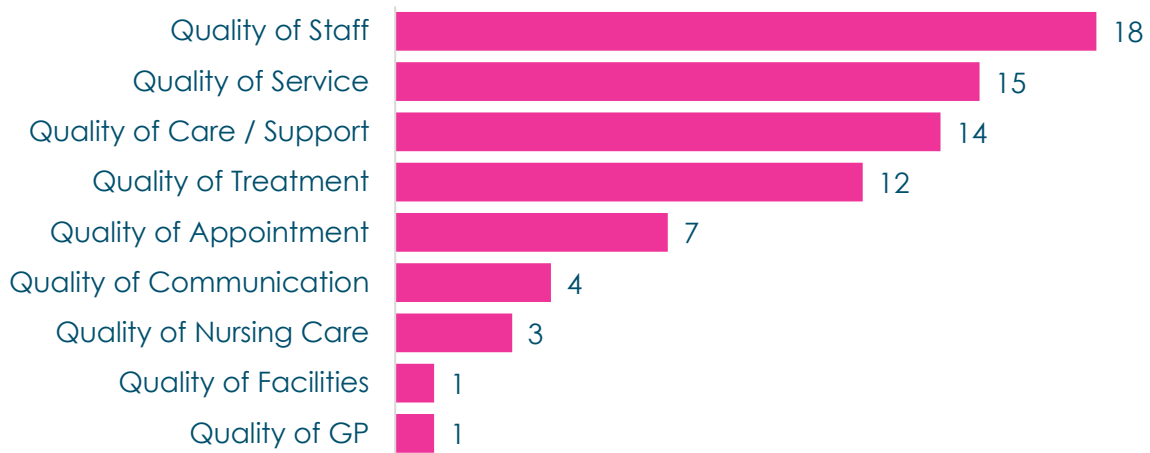
10. Hull Royal Infirmary

Healthwatch Hull received **24** experiences for Hull Royal infirmary during October made up of **21** negative comments and **75** 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 October surrounded the Quality of Staff at the Hospital, followed closely by the Quality of Service and Quality of Care and Support provided by those Staff members.

The comments surrounding areas that Hull Royal Infirmary can improve upon during October included service users Waiting Times upon arrival at services.

Examples of Positive feedback

“90 yo patient - I've been attending here for a couple of years because I have macular degeneration. I had my cataracts removed in one of my eyes and I'm having the other one removed as well. The removal went really well. I come here every year to be checked, I'm here for the macular team specifically today. Staff here are very friendly, all very clean and polite.”

“6yo patient. Developed an infection and became dehydrated. We've been in for two days now, the treatments been really good, we've been kept up to date with what's going on. (Patient) gets really nervous, so they're taking the time to explain everything to him to relax his nerves. If there's anything we've needed we've just asked, the staff have been amazing.”

Examples of Negative Feedback

“46yo patient. I called an ambulance at 3am, I had a heart attack 18 months ago and was presenting the same this morning so it felt important to come in. I'm on fluids now, i'm feeling slightly better but we still don't know what the problem in, I'm waiting here until they have a bed for me. I've got no idea how long i'll be waiting.”

“I had been waiting for an appointment at the eye clinic. I decided to ring to see if they had any information and they were able to offer me an appointment almost immediately. People are not getting their appointments unless they are chasing them.”

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

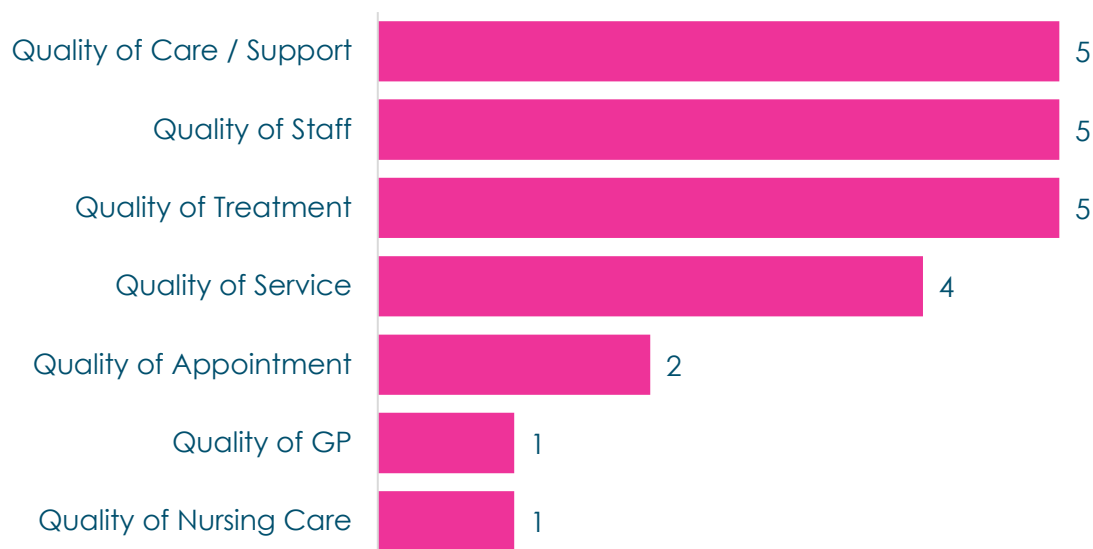
11. Castle Hill Hospital – Experiences Breakdown

Healthwatch Hull received **5** experiences for Castle Hill Hospital consisting of **23** compliments and **2** negative comments.

Castle Hill Hospital - Intelligence



Castle Hill Hospital - Compliments



The compliments that were received the most in October were the Quality of Care/Support, Quality of Staff and the Quality of Treatment.

The negative comments we received in October for Castle Hill were aimed at the Access to Services and the Parking and Transport.

Feedback Example

“81 year old husband of patient, my wife has ovarian cancer, we've been married 60yrs and we keep fit. We play golf during the week and walk all the time, she's never smoked and barely drank alcohol. It was a real shock when she was diagnosed. The team in the Queens Centre have been superb, I trust that when she's in there (treatment room) and I am out here (in the waiting area) she's being well looked after. I don't worry as much now as I did when she was first being treated. I think there are just too many patients, when we first started coming we both said how surprised we were to see so many people being treated, it's a real shame. But then again the treatment here is first class so it's not a surprise they all come here.”

“58yo patient. I've been attending since January for my cancer treatment. I've finished chemo and surgery, I've just got radio therapy left to do and i'll finished with that at the end of this month. I've felt really safe here, when I had chemo I went into anaphylactic shock and had a heart attack. They were all very calm, I felt really looked after the whole time. It's really frightening when you're first diagnosed but they're lovely and calm. I didn't feel like I was in trouble at all. I wasnt particularly happy about having radio therapy. Macmillan referred me to a psychologist to talk through my feelings and calm my nerves. The staff are absolutely lovely, I booked myself on for my session. I wouldn't change a thing I don't think apart from the parking.”

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

12. Mental Health Services

Healthwatch Hull received **1** experience from those using mental health services in October. The response mainly focused around the length of time the service user had been waiting to be seen by a mental health professional.

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 **33** ongoing cases with **8** cases being closed.

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

1. Humber Teaching NHS Foundation Trust

Patient is alleged to have been forcibly administered medication whilst voluntary inpatient. Patient believes the medication has since caused side effects of seizures.

2. Hull Royal Infirmary

Repeated omission to send copies of clinic letters and confirmation of referrals for medical investigation to the parent of a minor patient.

3. Out of area (Sheffield)

Request for amendment to medical records. Patient contests 'comments' attributed to them as documented in the medical records.

4. Clifton House Medical Practice

Patient wishes to contest GP Surgery's decision to seek Police intervention to deal with patient's alleged unruly behaviour in the GP Surgery Reception area.

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>

