



Intelligence Report

December 2024

healthwatch
Kingston upon Hull

Contents

1. Introduction	3
2. Engagement Activity	4
3. Contact Statistics	5
4. Overall Experiences Breakdown	7
5. GP Surgeries – Experiences Breakdown	10
6. Dentists – Experiences Breakdown	14
7. Yorkshire Ambulance Service	14
8. Adult Social Care	14
9. CYP– Children and Young People	17
10. Hull Royal Infirmary	18
11. Castle Hill Hospital – Experiences Breakdown	19
12. Mental Health Services	20
13. Sexual Health Services	20
14. Independent NHS Complaints Advocacy Service	20
15. Who we share this report with	22

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 **December 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 **December** we visited **15** 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)- 1
- HU2 (Hull City Centre)-1
- HU3 (Central Hull)- 6
- HU5 (West Hull)-1

- HU6 (North Hull)-1
- HU7 (North Hull)- 1
- HU8 (East Hull)-1
- HU9 (East Hull)- 1
- HU16 (Cottingham)- 1

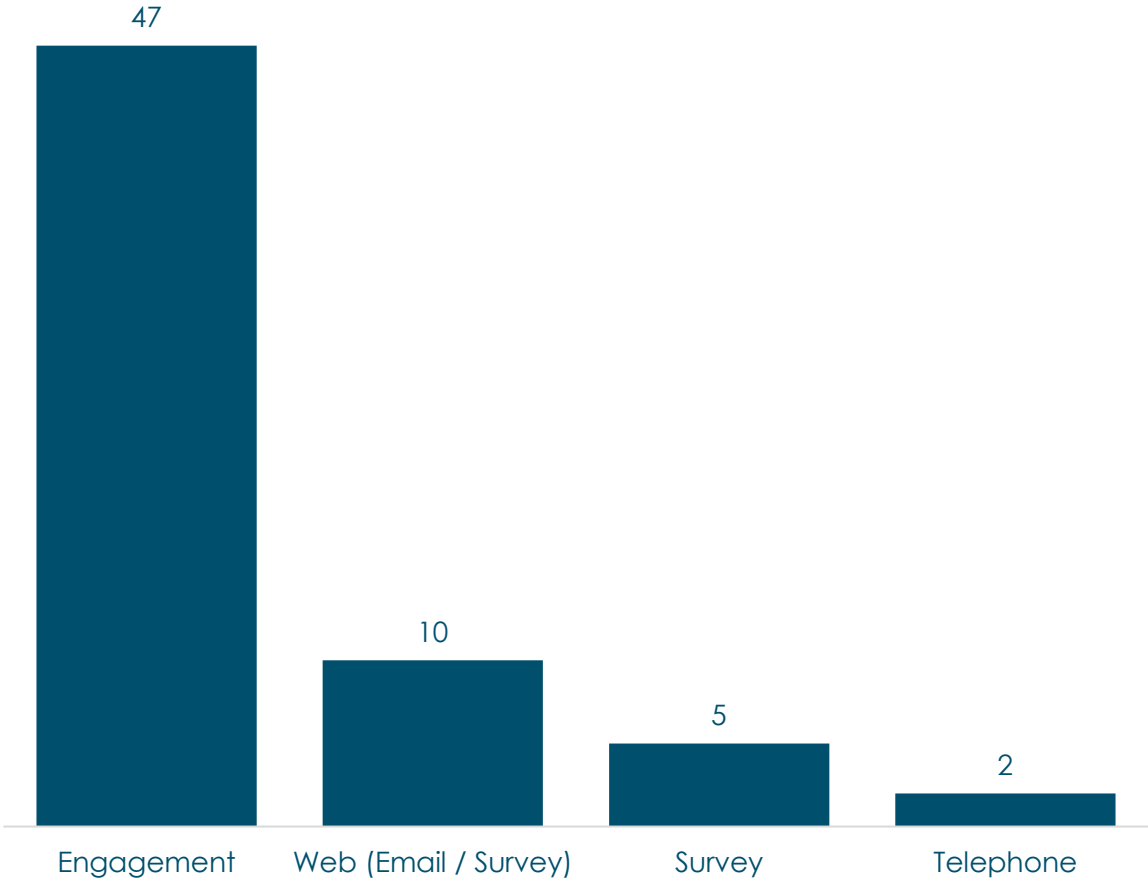
The focus of our engagement programme is to find out what people in the local community feel and think about the healthcare services they use. Each month we look to build a picture of the landscape of health and social care in the area and highlight what is working well, what challenges people are facing 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 **68** 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 **68** made up of **80** negative comments and **194** compliments.

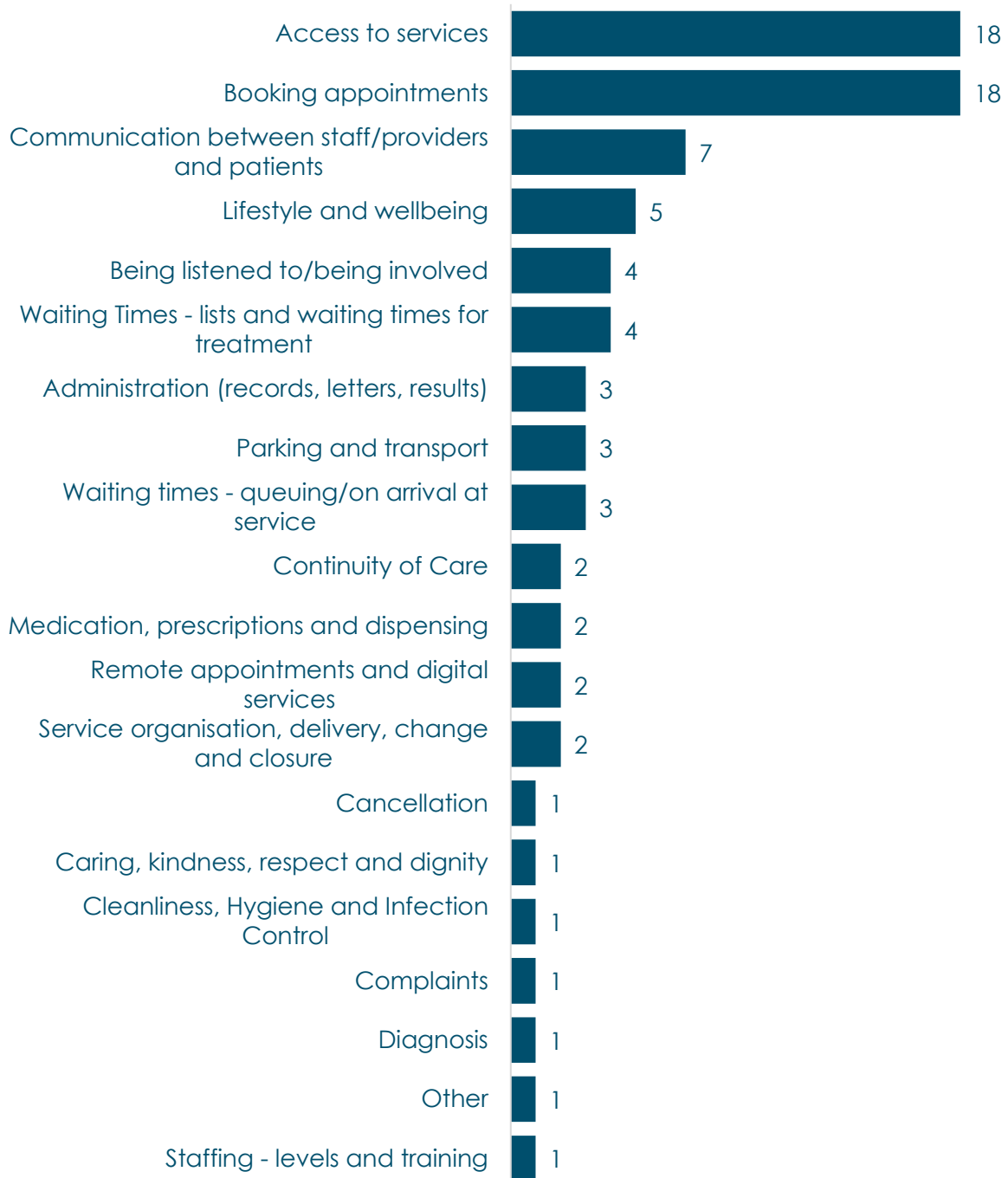
4. Overall Experiences Breakdown

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

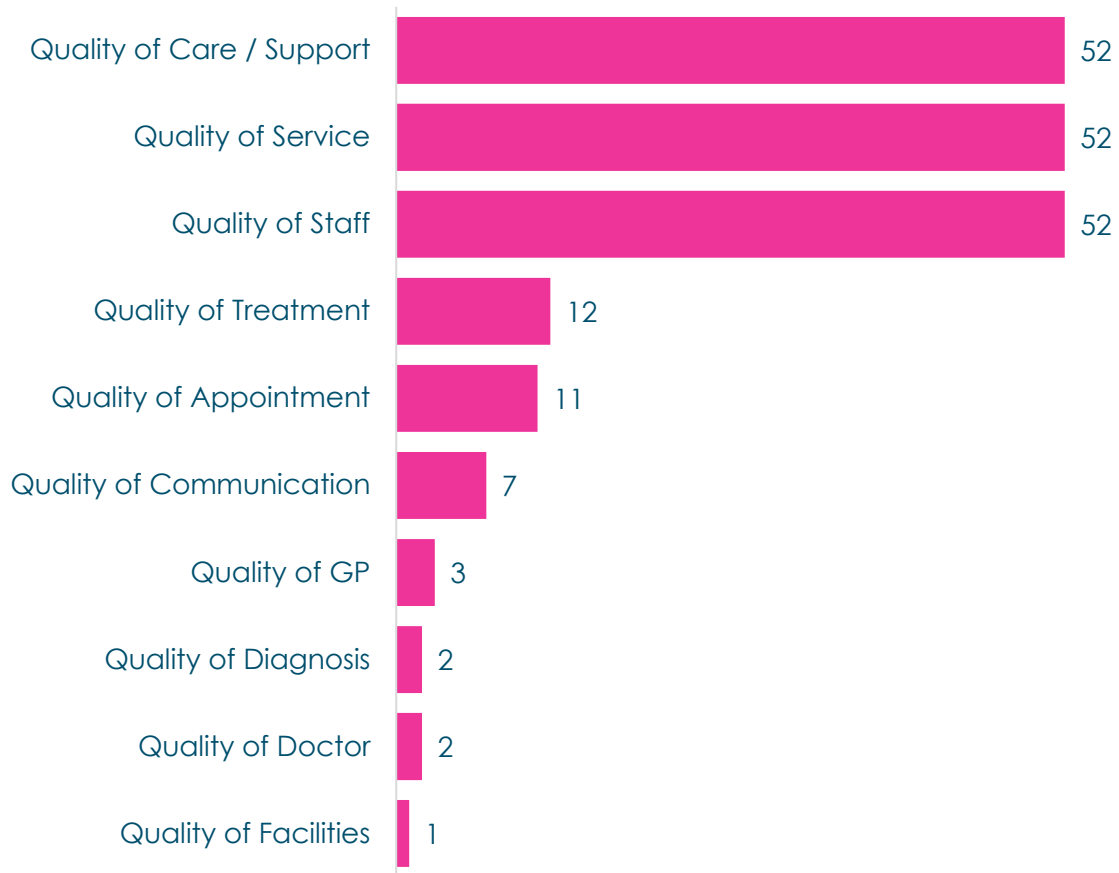
Please note: these figures differ from the amount of experiences gathered, because one experience can result in multiple negative and positive comments.

We recorded **80** negative comments and **194** compliments in total across all healthcare services from **68** experiences.

Theme - Intelligence

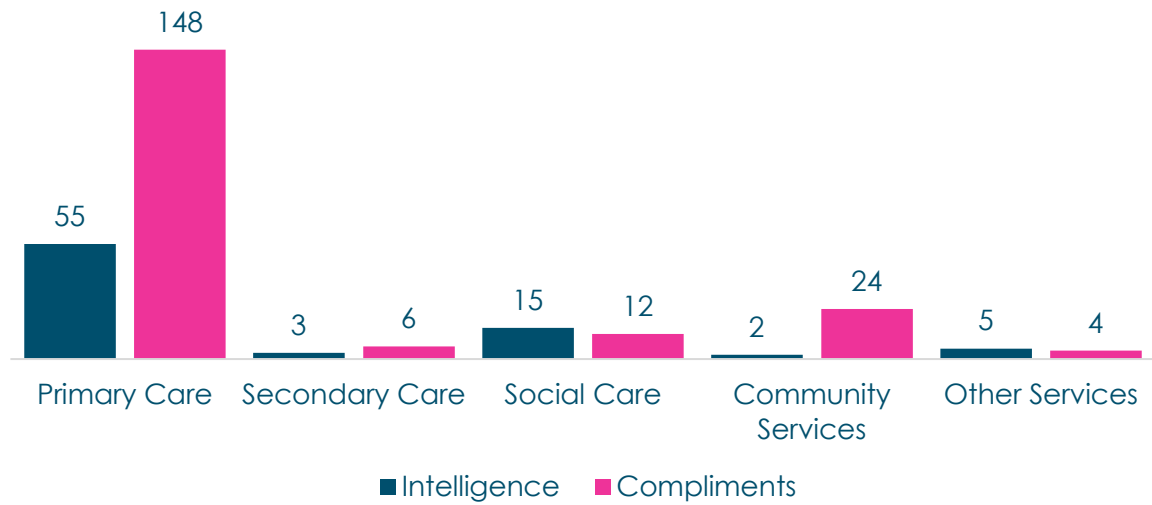


Theme - Compliment



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

Care Type

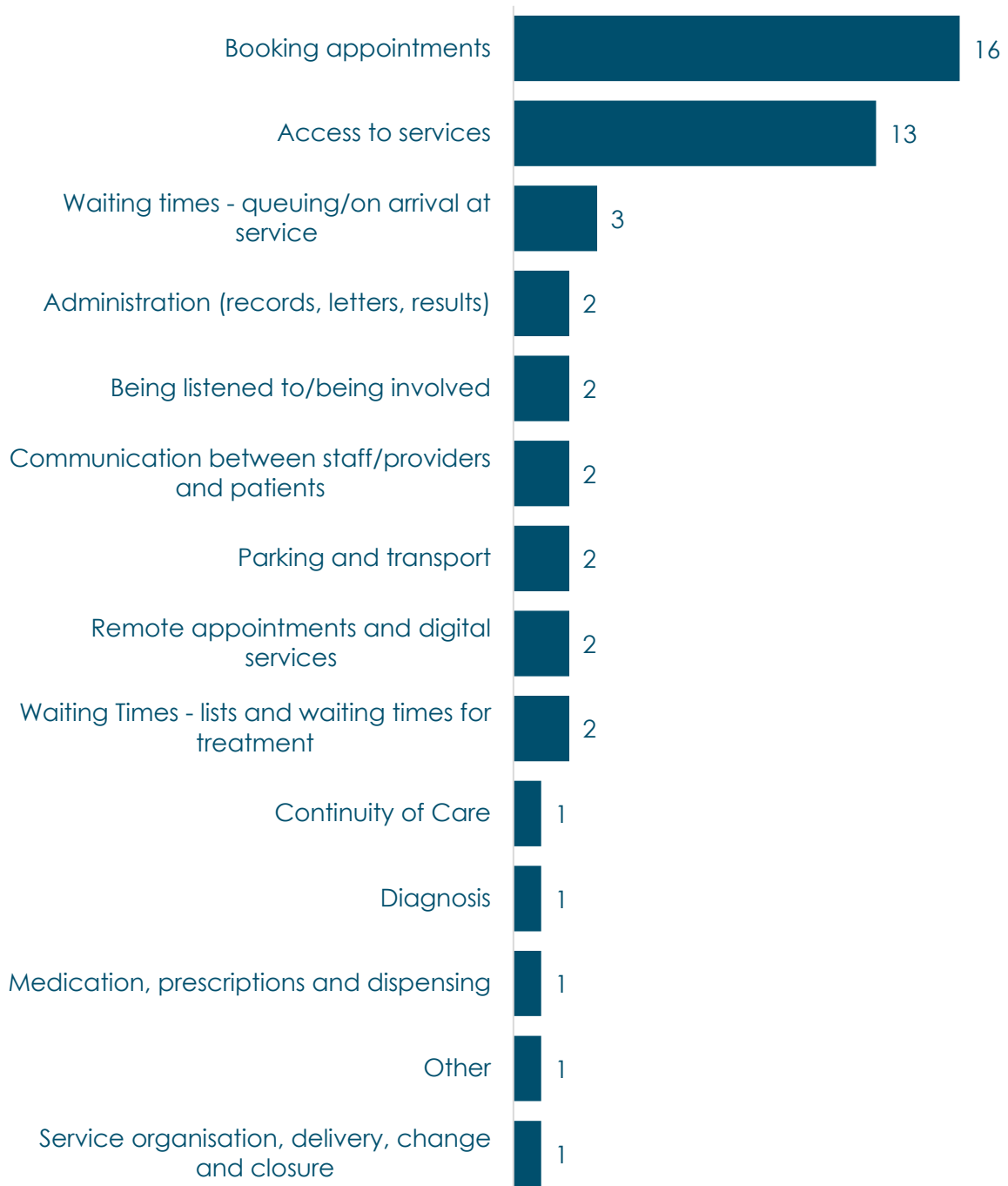


Primary Care received the most comments for the month of **December** followed by Social Care.

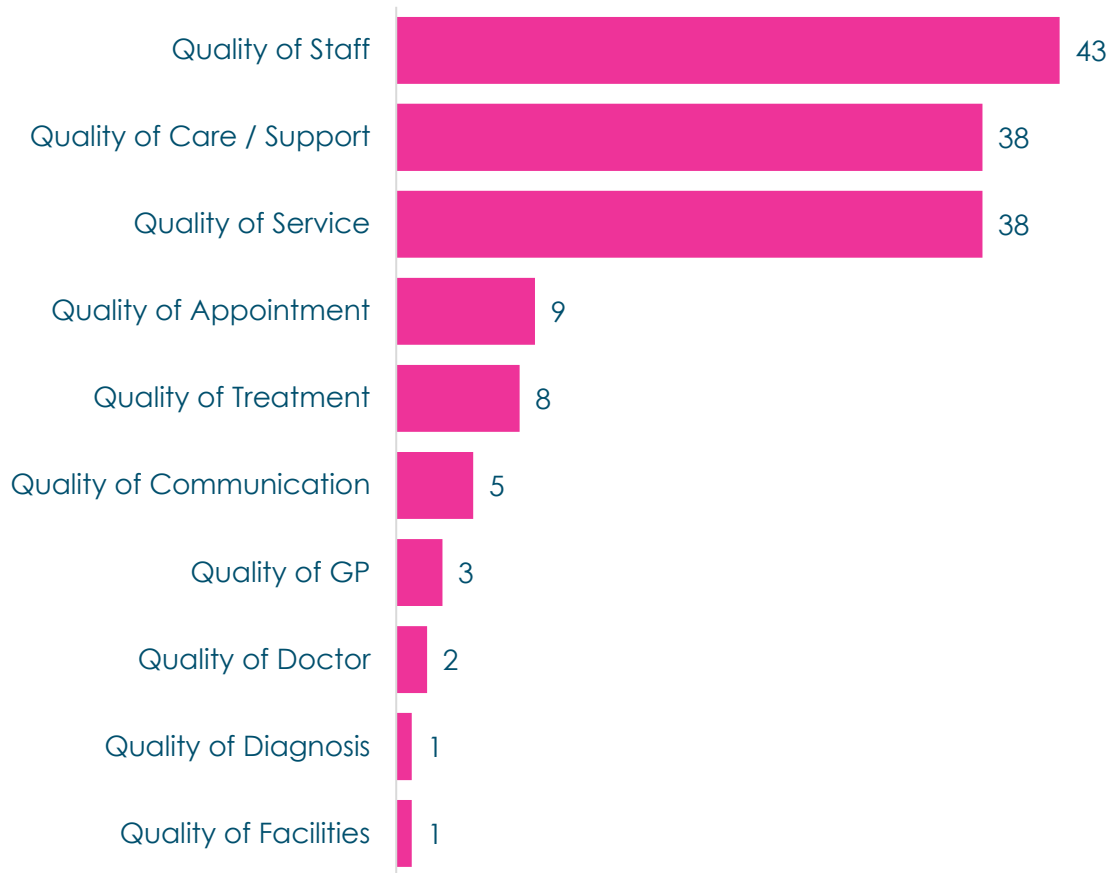
5. GP Surgeries – Experiences Breakdown

This month, Healthwatch recorded a total of **49** negative comments for GP's and **148** compliments from **46** experiences.

GP Surgery - Intelligence



GP Surgery - Compliments



During **December** booking appointments, access to services and waiting times/queuing on arrival at service, were the most negative comments we received.

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

Example of a positive experience:

Kingswood Surgery- Haxby PCN- *“Overall experience of using this GP has been good. I have no need for regular appointments so only come occasionally when needed. I would describe booking appointments as neither good nor bad. Usually book online or over the phone. Usually takes between 5-10 minutes to get through over the phone. The staff are very good”.*

Example of a negative experience:

West Hull Health Hub- Modality PCN- *“Had a chest infection I phoned they said full today I said what if i die today they said go to A&E. Sister said it's got worse since Covid. Staff at West Hull Health Hub are brilliant when I do see a doctor, they say you don't come to see us a lot but I say have you tried to get an appointment. I'm glad we have the national health service. One good thing is repeat prescriptions only time I get an appointment is when they make one for me. I tend to try and use the chemist just lack of appointments is difficult”.*

6. Dentists – Experiences Breakdown

Healthwatch received **0** experiences in regard to dentistry during December. We will continue to work closely with services to gather experiences.

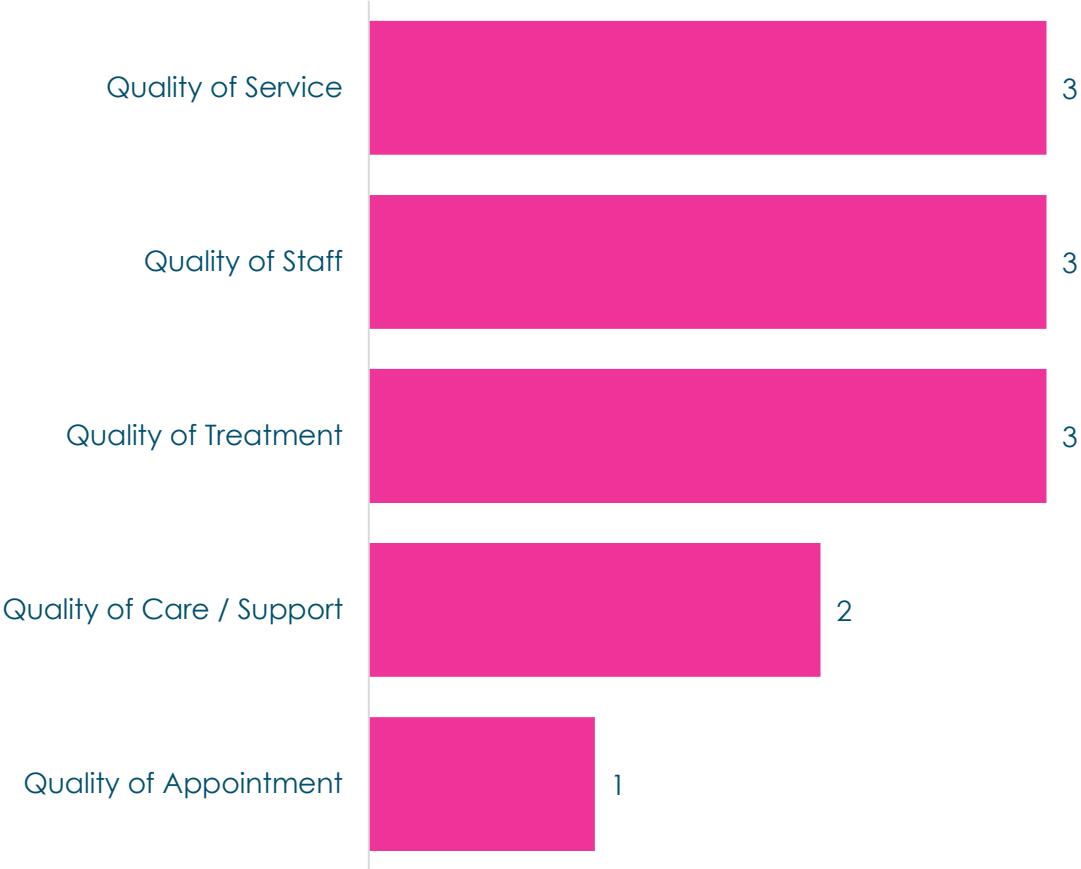
7. Yorkshire Ambulance Service

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. We have regular contact with Yorkshire Ambulance Service to understand how recommendations are progressing and being rolled out in the service and the wider system.

8. Adult Social Care

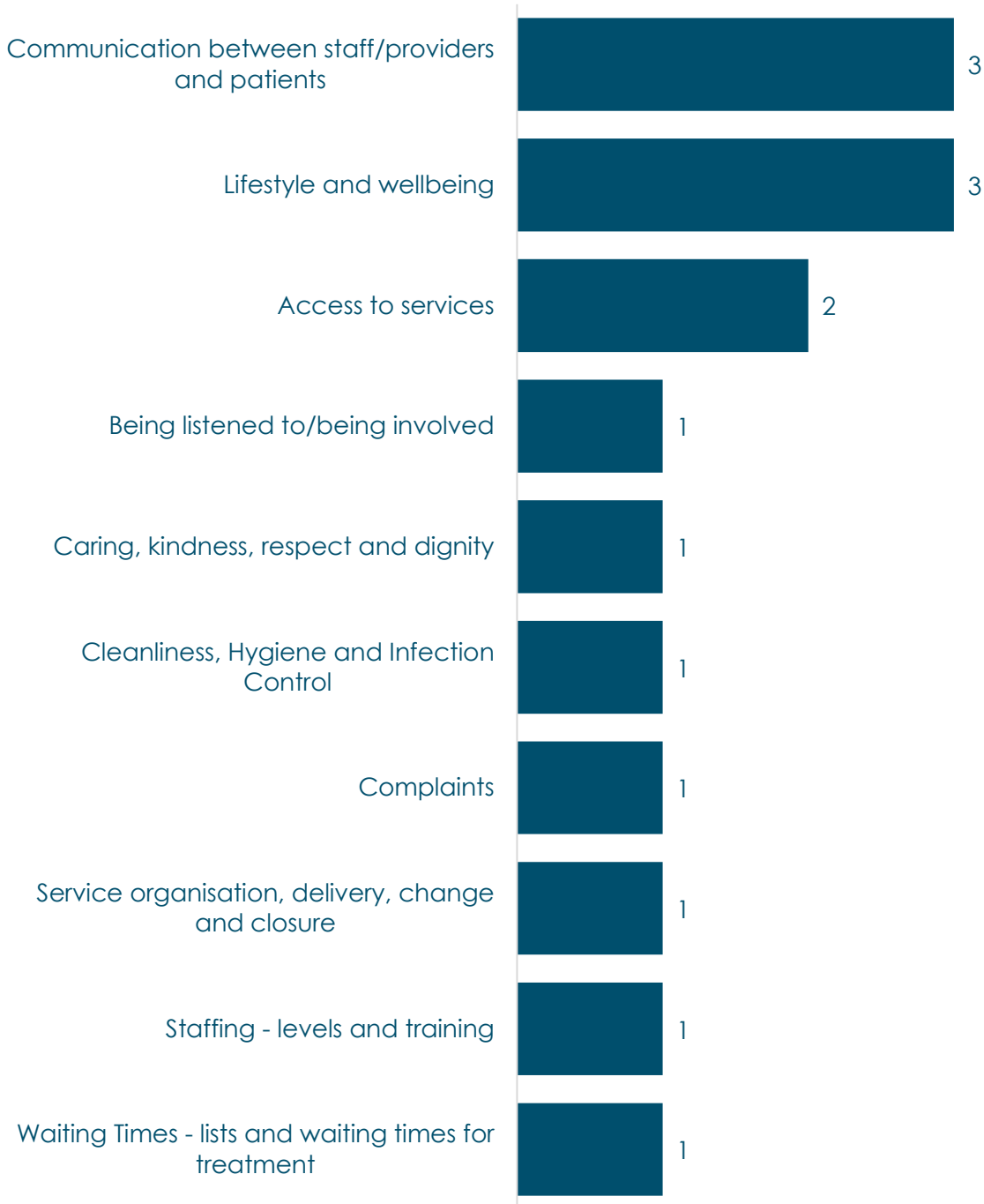
Healthwatch received **6** experiences from engagement for December compiled of **12** compliments and **15** negative comments.

Care Home - Compliments



Quality of Service, Quality of Staff and Quality of Treatment all received 3 compliments in December.

Care Home - Intelligence



Communication between staff, providers and patients received 3 negative comments as well as Lifestyle and Wellbeing for the month of December.

Examples of Positive Feedback –

“My mum fractured her hip in 2023 and was struggling to cope at home, her physical and mental health were deteriorating rapidly. After a hospital stay, she was offered a short stay at a Care Home. This was the best decision for the whole family as we had all been affected by Mum's condition.

She quickly started to look and feel much better, her physical health improved dramatically. We cannot thank the staff at the Care Home enough, without their care and support Mum would probably not be with us now. The House is always very clean and well-maintained. The family feel Mum is very well cared for in a safe and loving environment. Thank you all very much.”

Examples of Negative Feedback –

“My mum is in a rehabilitation unit at present recovering from a hip op. I'm struggling to get her a blue badge for when she returns home, her gp won't provide supporting evidence. The home are not informing us of hospital appointments and taking mum without us knowing. Mum wants to come home, but we've been waiting over 3 weeks for a care package to be put in place.”

9. CYP- Children and 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 **1** experience for Hull Royal infirmary during December made up of **2** negative comments received from engagements.

This piece of feedback revolved around the Lifestyle and Wellbeing assistance provided by the service to the patient, and the Waiting times for the Treatment required by the patients.

Example of Feedback

“Patient has contacted us to raise his concern over the wait time he is experiencing for bi-lateral hernia surgery. He was diagnosed 18 months ago and has been on the waiting list for surgery for 12 months now. Every time he makes contact, he is told it will be in spring, summer etc however has now been told this surgery will not be taking place until next year however no time/date/even month has been provided to him.

The patient has expressed further concern regarding him needing yearly colonoscopies due to a health condition and previously experiencing cancerous cells, the issue being, due to the hernias he is unable to bring his knees to his chest as required for a colonoscopy, meaning he is currently unable to have a colonoscopy. The patient’s GP has also written a letter to the Trust on his behalf to express these concerns, however to no avail.”

This piece of feedback was fed back to the Trust for investigation.

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

11. Castle Hill Hospital – Experiences Breakdown

Healthwatch Hull received **1** experience for Castle Hill Hospital in December consisting of **6** compliments and **1** negative comments.

The compliment covered in the experience reported to us expanded into several areas, including:

- Quality of Appointment
- Quality of Care/Support
- Quality of Diagnosis
- Quality of Service
- Quality of Staff
- Quality of Treatment

The negative comment we received in December for Castle Hill surrounded the Parking and Transport at the Hospital.

Feedback Example

“I attended Castle Hill have a follow up mammogram I was very worried as I’ve had cancer before. I prepared to be there for a long while as my letter initially said I’d be 4-8 hours but I was in and out in 25 minutes. It was very hard to get parked. The staff were amazing, it turned out to just be fluid so they syringed it out, gave me another mammogram that came back all clear. It was fantastic, 10/10, my only complaint would be the parking.”

We plan to continue to engage with patients at Castle Hill Hospital in January.

12. Mental Health Services

Healthwatch Hull didn't receive any experiences from those using mental health services in December. We aim to conduct several engagements in the coming months to ensure we are maintaining an appropriate level of feedback from those attending mental health services.

13. Sexual Health Services

Healthwatch Hull didn't receive any experiences from those using Sexual health services in December. We aim to conduct several engagements in the coming months alongside Sexual Health Services into the New Year to ensure the voices of their Service Users are being heard.

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 **43** ongoing cases with **3** cases being closed.

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

1. Hull Royal Infirmary

Patient is dissatisfied with experience of nursing care and clinical assessment of symptoms associated with Endometriosis.

2. Hull Royal Infirmary

Patient has experienced mixed messages and delay regarding referral to a Specialist to treat Endometriosis.

3. Bransholme Urgent Treatment Centre & Kingswood GP Surgery

Patient's (since deceased) injuries comprising of 3x broken ribs and punctured lung are alleged to have suffered a delay in detection / diagnosis.

4. Hull Royal Infirmary

Patient alleges gross factual inaccuracies contained in medical records.

5. Humber Teaching NHS Foundation Trust

Patient queries the clinical diagnosis of a mental health condition which led to detention under the Mental Health Act.

6. Castle Hill Hospital

Dissatisfactory communication regarding status of patient's cancer diagnosis.

7. Hull Royal Infirmary & Burnbrae GP Medical Practice

Query regarding diagnosis and treatment of pain in debilitating hand ailment.

8. GP (as yet unconfirmed)

GP declined to conduct a Home Visit.

9. Hull Royal Infirmary

Dissatisfactory care delivered to infant child whilst investigating suspected chest infection.

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>

