



Intelligence Report

August 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 **August 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 **August** we visited **26** 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

Postcode area breakdown for the locations we have visited:

- HU1 (Hull City Centre)- 2
- HU3 (Central Hull)- 10
- HU5 (West Hull)-4
- HU7 (North Hull)- 3
- HU8 (East Hull)- 1
- HU9 (East Hull)- 3
- HU16 (Cottingham- Castle Hill Hospital)- 3

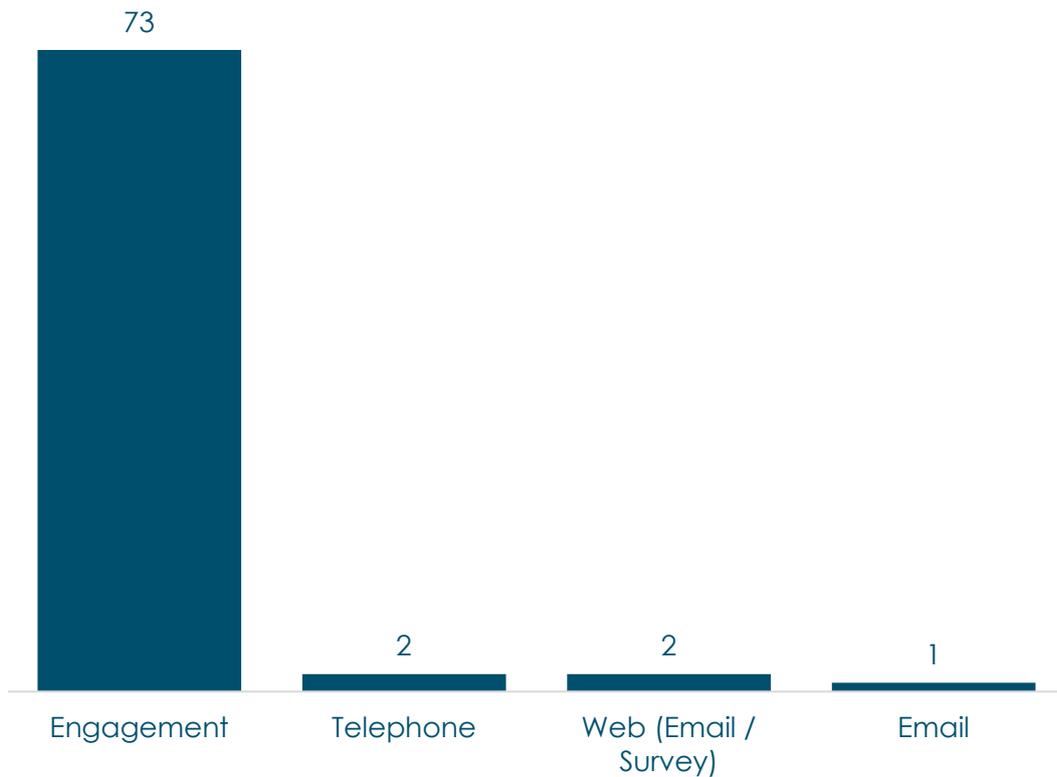
The focus of our engagement programme is to find out what people in the local community feel and think about the healthcare services they use. Each month we look to build a picture of the landscape of health and social care in the area and highlight what is working well, what challenges people are facing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

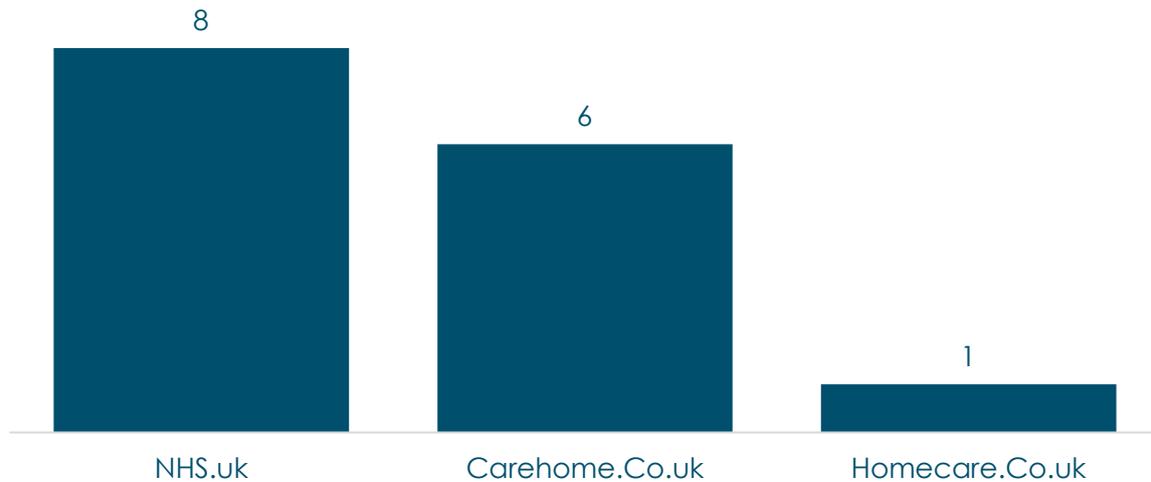
In total **78** people made contact with Healthwatch. The figures below show that Engagement is the most popular method that people use to contact us.

Method of Contact



For August 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 **15** experiences.

Research Data



The total amount of experiences this month, via contacts and research is **93** made up of **109** negative comments and **237** compliments.

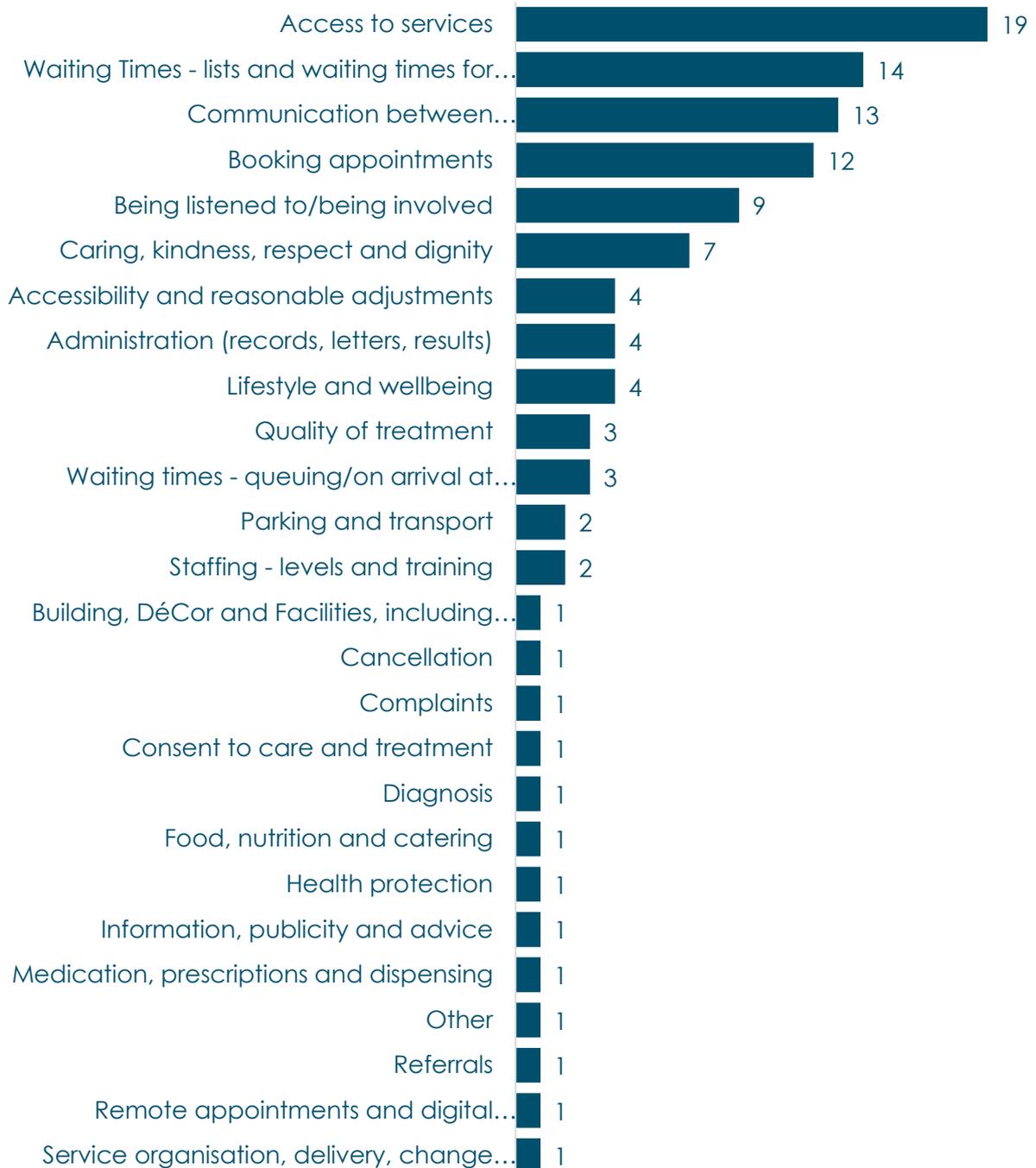
4. Overall Experiences Breakdown

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

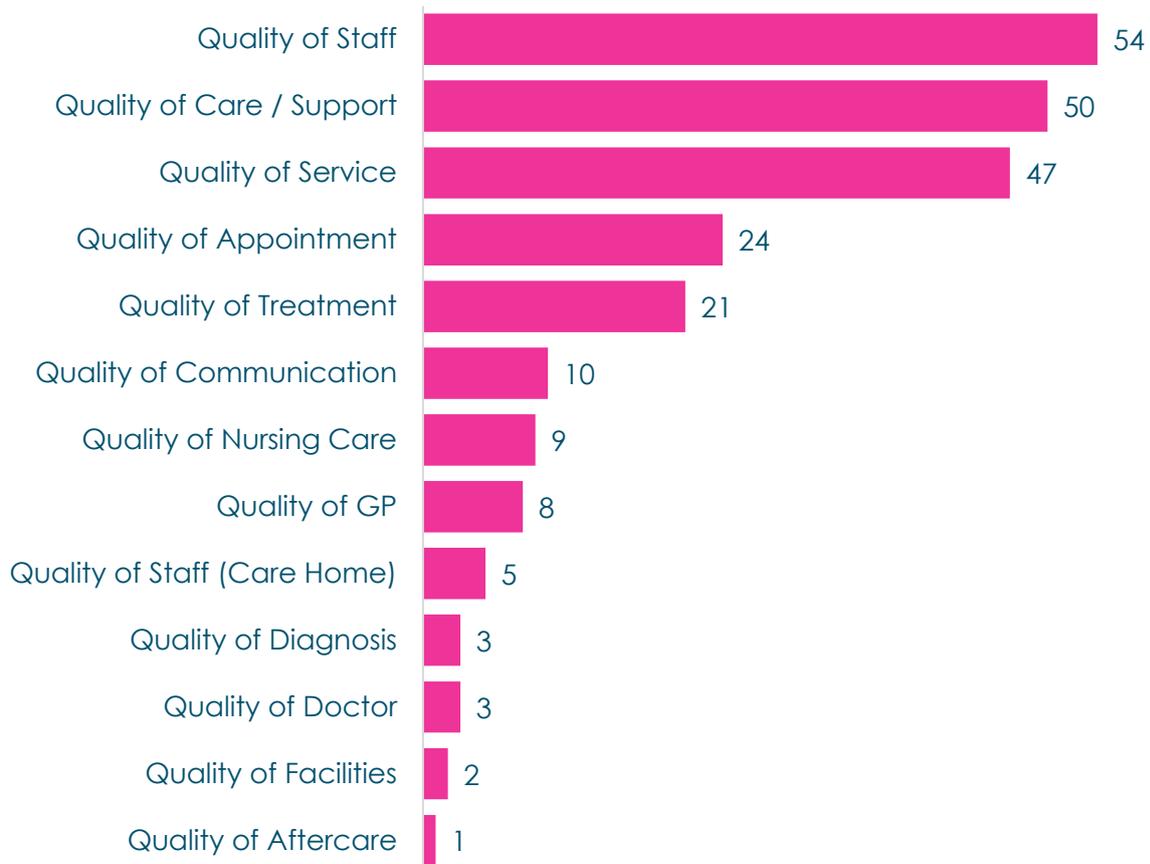
Please note: these figures differ from the amount of experiences gathered, because one experience can result in multiple negative and positive comments.

We recorded **109** negative comments and **237** compliments in total across all healthcare services from experiences.

Theme - Intelligence

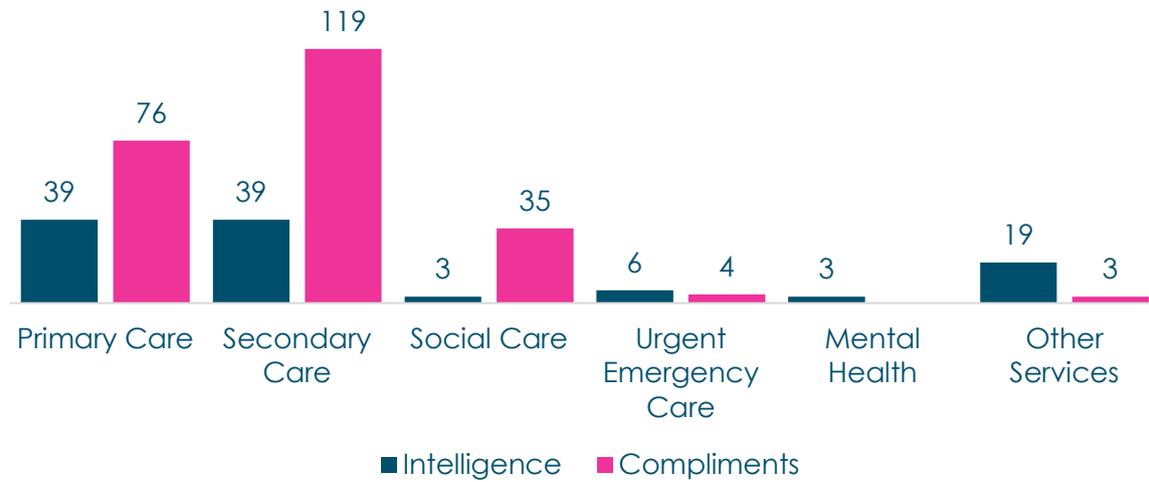


Theme - Compliment



Access to Services, Waiting times (lists and waiting times for treatment) and Communication between Staff/Providers and Patients, were highlighted as the main concerns for the month of August. Quality of Staff, Quality of Care/Support and Quality of Service are the areas which have received the most compliments during August.

Care Type

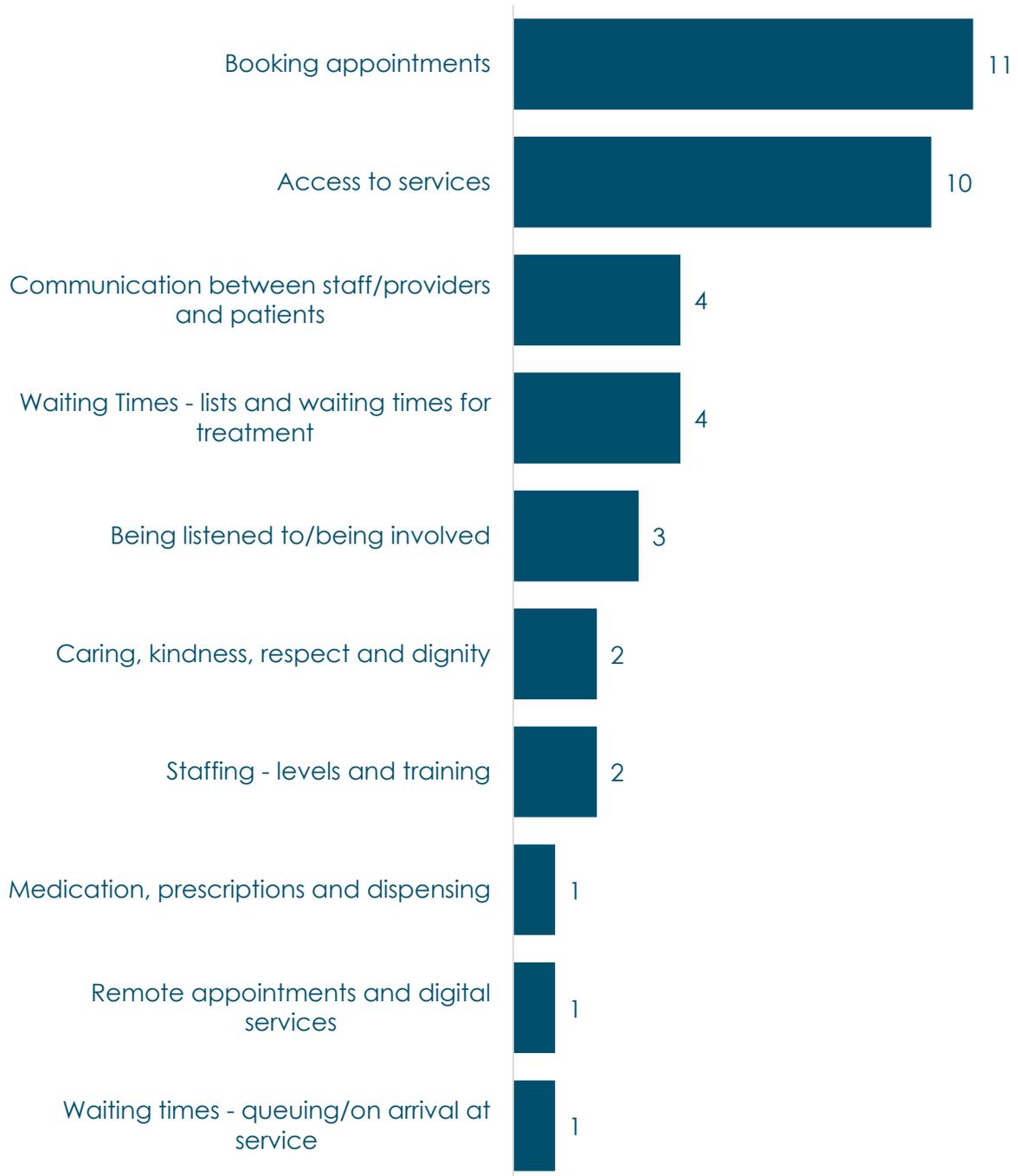


Secondary Care received the most comments for the month of **August** followed by Primary Care.

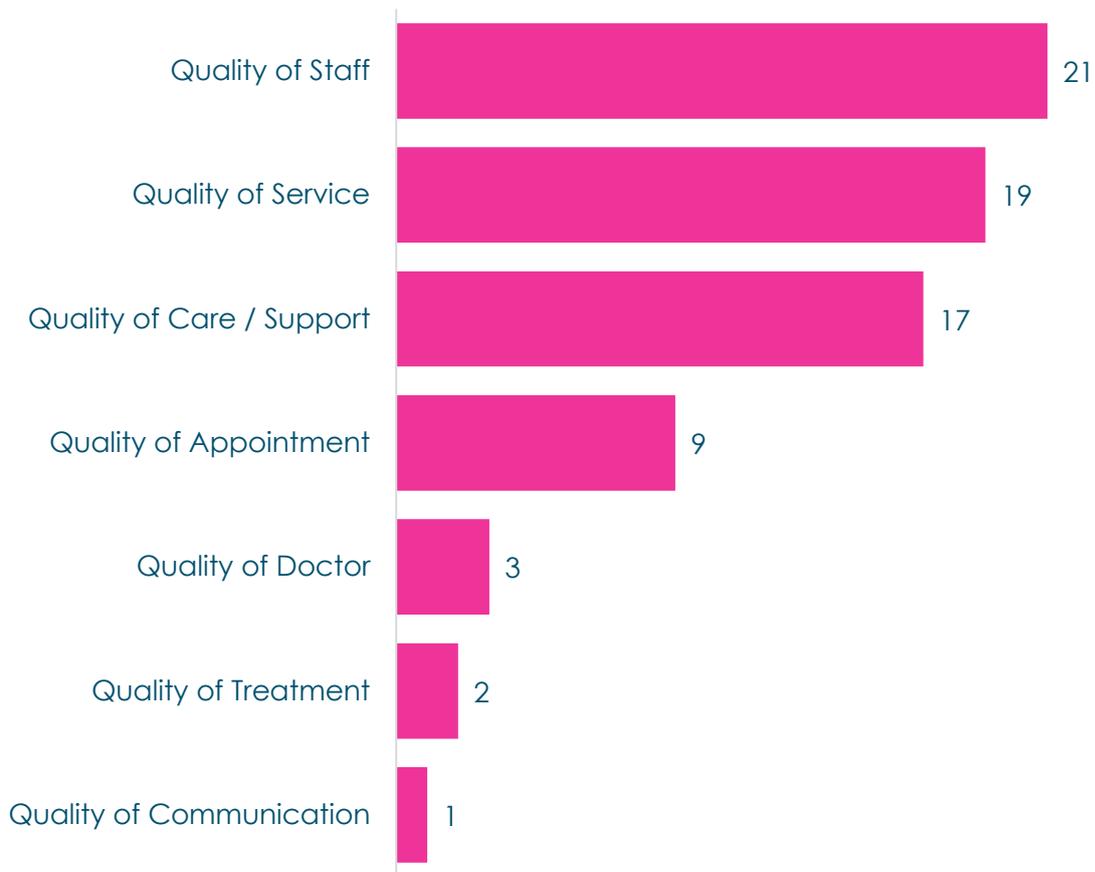
5. GP Surgeries - Experiences Breakdown

This month, Healthwatch recorded a total of **39** negative comments for GP's and **72** compliments from **28** experiences.

GP Surgery - Intelligence



GP Surgery - Compliments



During **August** booking appointments, access to services and communication between staff/providers and patients were the most negative comments we received.

In August quality of staff 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 with communication, the quality of staff and quality of service they are receiving once they have an appointment is good.

Positive experiences:

HASP PCN, Goodhart Surgery: "I asked about an appointment this morning and was given one for this afternoon! The DR, Medical Student and Receptionist were all attentive, caring and reassuring"

MARMOT PCN, James Alexander Family Practice: "Overall experience has been good. No issues, been with the practice a long time and never really had a problem. Booking appointments is ok, its neither good nor bad really. I book appointments over the phone. Takes about 10-15 mins to get through to the practice, depends on what you ring up it can take a long time especially in the morning. The staff are lovely, very helpful, listen to you and don't fob you off, refer you where needed. There are no issues".

Negative experiences:

VENN PCN, Southcoates Medical Centre: "Tried time after time to get appointments always the same no appointment available, spend up to an hour on hold, not fit for purpose, even trying to get emergency supplies of essential medication takes 2 or 3 days. Since covid this whole practice has been totally useless. If I could rate it lower than 1 I would do"

Modality PCN, West Hull Health Hub: "My girlfriend and kids are at West Hull Health Hub practice, they are absolutely useless. All they do is tell you there is no appointments, and they tell you to go to walk in centre. Getting appointments there is so bad. Absolutely shocking practice, they are hoping to move to a new practice".

6. Dentists – Experiences Breakdown

Healthwatch received **1** comment in regard to dentistry during August relating to long waiting lists to register as an NHS patient at the practice.

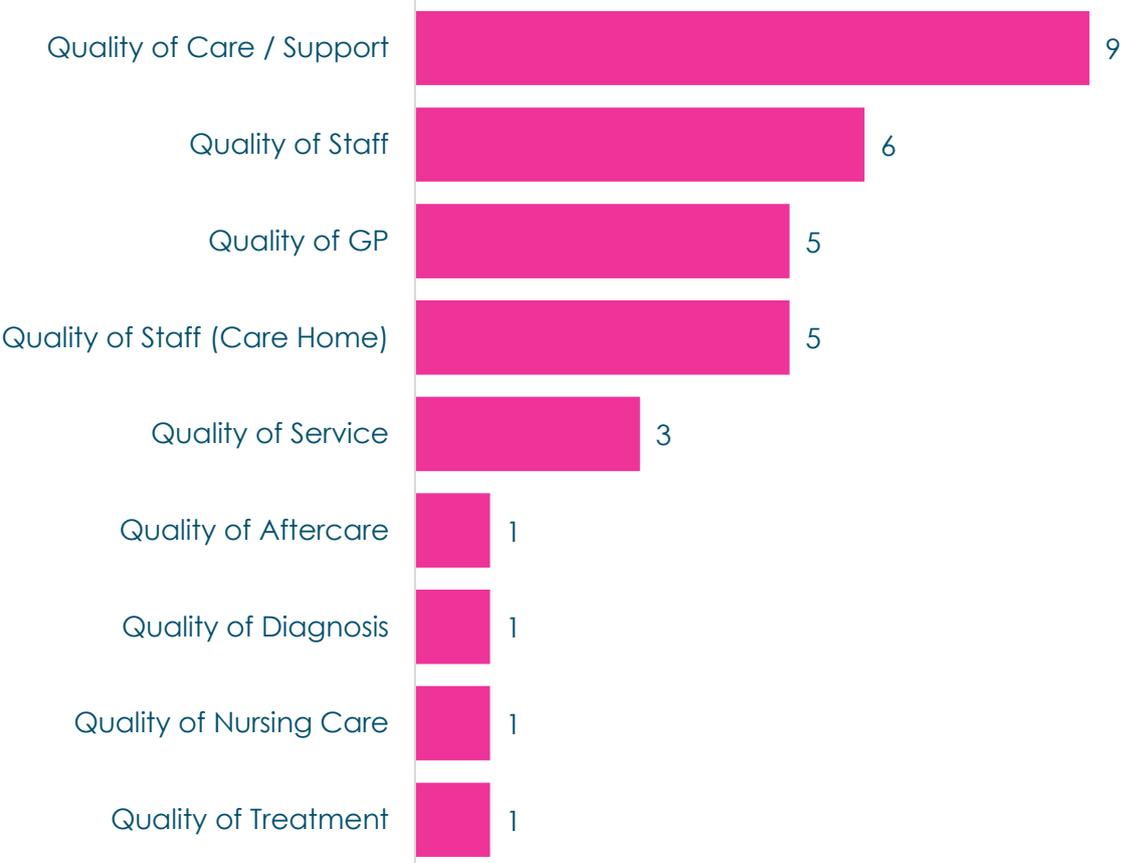
7. Yorkshire Ambulance Service

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.

8. Adult Social Care- experience breakdown

Healthwatch received **8** experiences from engagement for August compiled of **20** compliments and **3** negative comments.

Care Home - Compliments



Care Home - Intelligence



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

Lifestyle and Wellbeing received the most negative comments, with a negative comment for food, nutrition and catering also.

Examples of Positive Feedback –

“My dad went from a spell hospital into the care of Ivanhoe in late November 2023. In hospital, he had been treated for dehydration and malnutrition at a previous care facility in Sutton. Our dad's condition was Alzheimer's and Vascular dementia. After discharge from hospital we were determined that he would not be returning to the previous residence due his previous poor care. We found Ivanhoe and my mother and sister were immediately aware of a very caring and homely

atmosphere while visiting to find new residence for dad. We were lucky enough to be able to get our dad in as a resident and what a fantastic choice that turned out to be! From day one he was made to feel like he was "at home". He was treated with the utmost respect and cared for above and beyond any expectation. The management and staff have a wonderful work ethic and the "culture "of the home is both very caring, professional and always positive! My father, sadly, passed away on 11/8/2024. Thank you to all of you from all."

"The new St Marys home is fantastic. Everything you could possibly want. Better than a five-star hotel."

Examples of Negative Feedback –

"I've been here since July 2023. I am looked after; I have lots of friends and I can go for days out when I want. Recently they took me to The Deep which I enjoyed. They activities at the home aren't as good as they were, the last lady who did the activities was really into her job and you could tell, there was something to do every day. But it has changed now, and they don't do as much and there is less variety in activities. The food varies- we're living on soup at the moment, it's always homemade but just not always what you want. The home itself is lovely."

"I have been here since March 2024. It is mainly good, better than the previous place which was. Food here is ok, I quite like it. There are more rooms here to move around. The last home had 1 big room and would often have 2 TVs playing different things at the same time which was quite irritating. There is one of the residents who does disturb some of us at night. She walks around banging on doors and shouting which wakes me up."

9. CYP- Children and Young People

During August we completed 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 are engage with young people aged 16-19 about NHS 111 and to feedback this information to the ICB to compliment their work.

Themes highlighted:

- ***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 have communicated this information to Humber North Yorkshire ICB as part of their work around NHS 111.

10. Hull Royal Infirmary

Healthwatch Hull received **31** experiences for Hull Royal infirmary during August made up of **33** negative comments with **133** 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 throughout the month of August 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 August including communication between staff and patients, and the times which patients spend waiting for appointments both on waiting lists and waiting times for treatments.

Examples of Positive feedback

“Baby in with sleep apnea and had a seizure on Thursday, we've been in since then. It's been a good experience, the nurses and doctors attending to her have been lovely.”

“We've been here since 4am (mum and patient), she had a current spike in temperature and because she's currently undergoing chemotherapy, so we have to come in if she has a spike. We love it here, 10/10. The staff are amazing. We are self-administering medication because there are so many to take daily. We were offered food but we weren't hungry, so we were left to sleep. There's honestly nothing to improve, they're checking temps and administering medication.”

“91 year old patient, here for an appointment today. I've been using the clinic since 2002, it's a good service. The staff are really kind, I have no issues with staff they are very helpful. The doctors are good during the consultation sessions.”

Examples of negative feedback

“Mum has contacted Healthwatch to raise concern over the care that son has received at Hull Royal Infirmary this morning. (Patient) fell down the stairs this morning and mum brought him to Hull Royal Infirmary ED. Initially mum was told they should have gone to the walk in centre however (patient) who has no previous mobility issues is struggling to weight bare on his right leg. Mum stated that ED have refused to x-ray the leg as despite the limping (Patient) does not appear to be in distress (not crying etc).”

“Wife went to Specsavers with an eye issue, Specsavers said if what she was saying was correct she needed to go to A&E as this was an emergency issue (detached or suspected detached retina) > Rushed to A&E was told it was minor, they also told us they did not have the correct equipment (machine) to deal with this which I feel is simply untrue. They told us to go back to Specsavers as they had the right machine to deal with it. A&E refused to help. Luckily Specsavers had made us an appointment the next day and when we relayed this to them they were furious as they said A&E do have the machines to deal with it and that if it is a detached retina it needs to be dealt with quickly-hence advising A&E in the first place. Luckily Specsavers have checked and it is not fully

detached so have 3 and 6 month follow ups and they are charging the NHS for the service rather than making us pay however I feel lied to by A&E and will be putting in a formal complaint."

This feedback has been escalated to PALS by Healthwatch Hull.

We are continuing our patient engagements at Hull Royal Infirmary into the month of September 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 **4** compliments and **4** negative comments.

The experience we received came from an engagement at the Queens Centre. This patient complimented the service on its **Quality of Staff** and made note that improvements could be made in areas such as **Access to Service, Administration (records, letters, results), Communication between Staff/Providers and Patients** and **Waiting Times**.

"I have a blood disorder, so I go to get that sorted, the staff are lovely. My daughter took me to have my bloods taken at half four, we waited ages for a consultant to be free to talk me through my test results, only to be told that there were no results to discuss because they stop testing bloods at four, the pharmacy also closes at six which isn't helpful. "

We plan to engage with patients at Castle Hill Hospital on a regular basis and we look forward to continuing to gain the feedback of the patients of Castle Hill in the months to come.

12. Mental Health Services

Healthwatch Hull continued our close working relationship with Newbridges Acute Inpatient Unit during the month of August, continuing to gather

experiences from our harder to reach members of the community. We received **2** experiences from those using mental health services in August, 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



The **2** patients we spoke to in August both remarked on how the services can be improved in areas such as; **“Being listened to/being involved”**, **“Caring, Kindness, respect and dignity”**, **“Continuity of Care”**, **“Diagnosis”** and **“Discharge”**. One individual we spoke to gave a compliment to the service of the **“Quality of Care/Support”** they had received during their time at Newbridges. They spoke of how they felt they had received a good ‘reset’ while staying in their care.

Example of a Negative Comment

“I’ve been here for 5 months now, I was diagnosed with autism 4 years ago. It mainly affects me through my anxiety, it just creeps up on me. Staff don’t help when I’m feeling anxious I just need them to ask me if I’m alright. I bite my thumb when I’m anxious. At home if I was anxious I’d play xbox to distract myself. Here I play a lot of sports, I like cricket and

football and we sometimes play that in the garden if the weather is good. The process of getting diagnosed was dreadful, I didn't believe I had it, I don't feel any different now I have my diagnosis. I found it quite challenging coming here from being at home, it's really warm in here."

Example of a Positive Comment

"I've been here for a week, I was transferred from one of the hostels, I am still homeless. I've been drug free for a week now, the plan is to do this week, then next week, then the next week and so on. I feel like this has been a really good reset for me. I'm just worried about being discharged and being back out on the streets again, it isn't very clear where I'll be going from here."

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 **2** new cases and are supporting on a further **38** ongoing cases with **2** cases being closed.

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

1. Hull Royal Infirmary

Delay in confirmed diagnosis for source of abdominal pain. Insufficient pain control during the diagnostic process.

2. Brocklehursts Chemists

Dissatisfactory customer experience when seeking emergency medication.

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>

