

healthwatch

Kingston upon Hull

Intelligence Report

December 2020



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1. Introduction

What we do

Healthwatch Kingston upon Hull is an independent consumer champion for the local community, influencing all publicly funded health and social care services.

The Health and Social Care Act 2012 says that “The aim of local Healthwatch will be to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality”.

In essence, we capture the public’s views on their lived experiences of health and social care services. The views can be positive so providers can continue to deliver high standards of practice or indeed comments about services that need to improve.

Healthwatch Kingston Upon Hull has a toolkit of methods to capture the public’s experiences. For example, online surveys, Free-post, telephone and WhatsApp, face-to-face, email, social media platforms and our Care for a Cuppa Club which we run over Zoom and is open to the public without the need of an invite.

We have a statutory power to Enter and View any publicly funded health and social care services. Enter and Views can be announced or unannounced dependant on the purpose of the visit and the type of service. Essentially, the visits help us to observe the quality of the service, capture the views of public to see how the consumer experiences the service. We develop a detailed report and recommendations for improvements. All our reports are published and shared with the service, commissioners Care Quality Commissioning (CQC)

We also serve to provide advice and information and help people navigate through a range of services, supporting those people who need it, whether it is advising and supporting people to make a complaint about a specific service or helping them find a local service that best meets their needs.

On a month-by-month basis we capture all the intelligence (comments) from the public about their experiences of health and social care services and develop monthly intelligence reports.

The reports are shared with the Clinical Commissioning Group (CCG), Hull University Teaching Hospitals (HUTH), Humber NHS Foundation Trust, City Healthcare Partnership (CHCP), Local Authority and CQC.

This way of working makes sure there are no surprises in the system and provides the commissioners with the opportunity to address the issues raised as early as possible to prevent them escalating. Most importantly of all, it also demonstrates to the public that they do have a voice and their feedback is acted upon. We publicise our reports on our website and a copy is also sent to Healthwatch England.

This Report

The details in this report apply to December and refers to all the intelligence that Healthwatch and the NHS Independent Complaints Advocacy Service received from the public during this period.

All data is anonymised and is based solely on the patient experience. For the purpose of this report, we have categorised the patient experience under appropriate headings and we have also added some real “quotes” to demonstrate the values of “openness and transparency”.

The report identifies the number of contacts received by Healthwatch. It also provides a breakdown of the chosen method of contact and their reason for contact. Please note that the number of contacts differs from the amount of comments made about a service, due to people making multiple comments about a service during one contact.

The report also provides details of the types of services and the nature of the concerns and compliments that members of the public reported to Healthwatch during this month.

The services highlighted from the intelligence are as follows:

- Hull Royal Infirmary
- GP Surgeries
- Castlehill Hospital

The report also summarises some of the themes / trends that the public have raised with Healthwatch that have begun to emerge since January of this year.

Please note, the experiences quoted within this report have been recorded as said and written to ensure that we capture the authenticity of their experience. As such, Healthwatch apologises as there may be grammar and / or spelling errors.

In addition to this, not all of the issues can be re-visited by Healthwatch as we do not always receive the contact details of the individual unless they want us to contact them regarding their experience.

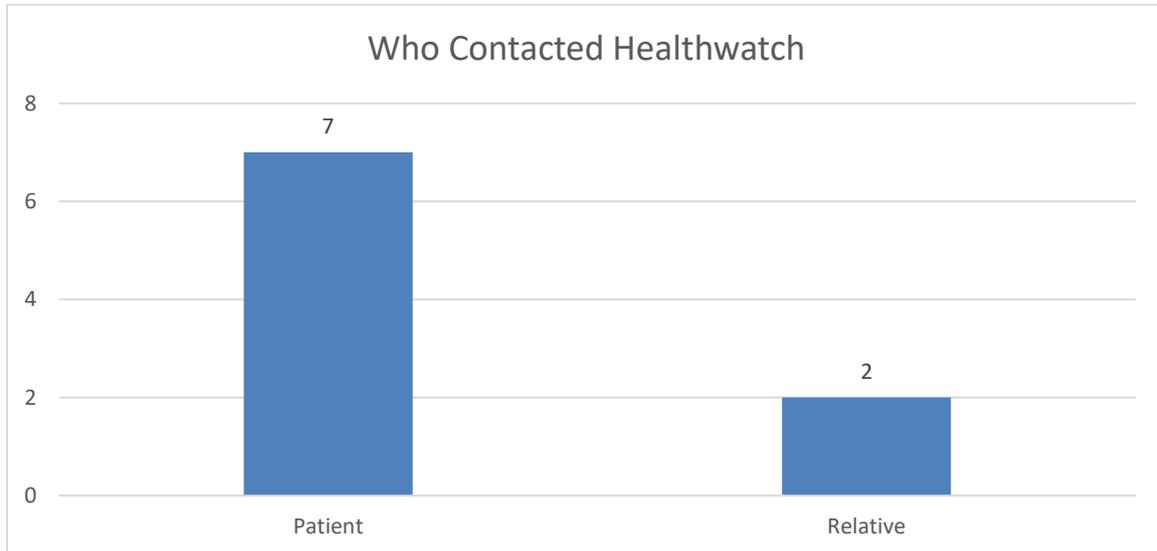
We also may not publish every experience we've recorded as some experiences may be very similar to others; for example, “I couldn't get an appointment” and “I've had to wait weeks to even speak to a doctor” (which are both appointment issues).

In these instances, in order to keep this report as detailed but as concise as possible we will record one experience and add a note to explain how many times a similar experience had been made. Whether published or unpublished, all experiences are included in the statistics.

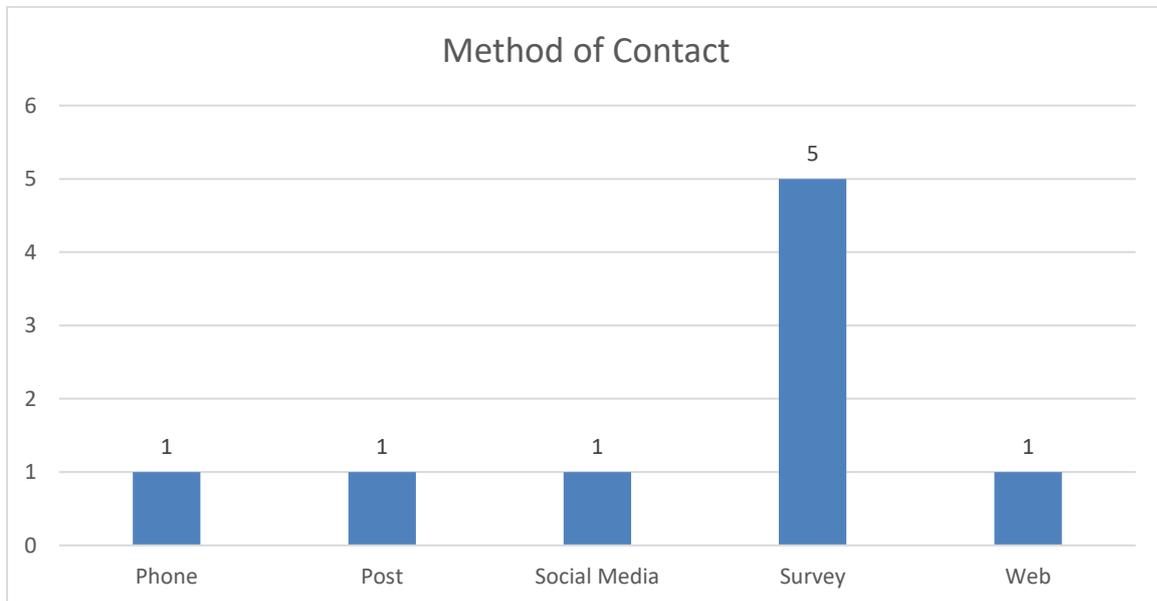
Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.

2. Contact Statistics

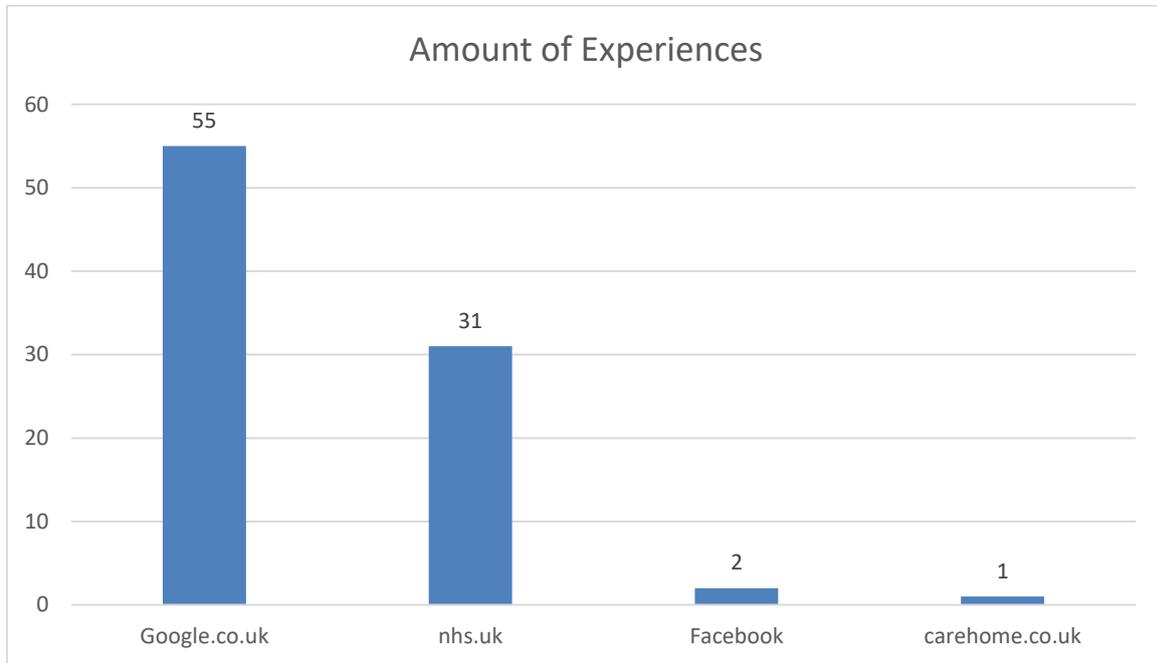
In December we had 9 people who contacted Healthwatch directly to share their experiences. The graph below provides information on who contacted Healthwatch directly this month.



The most popular means of contacting Healthwatch was through our survey.

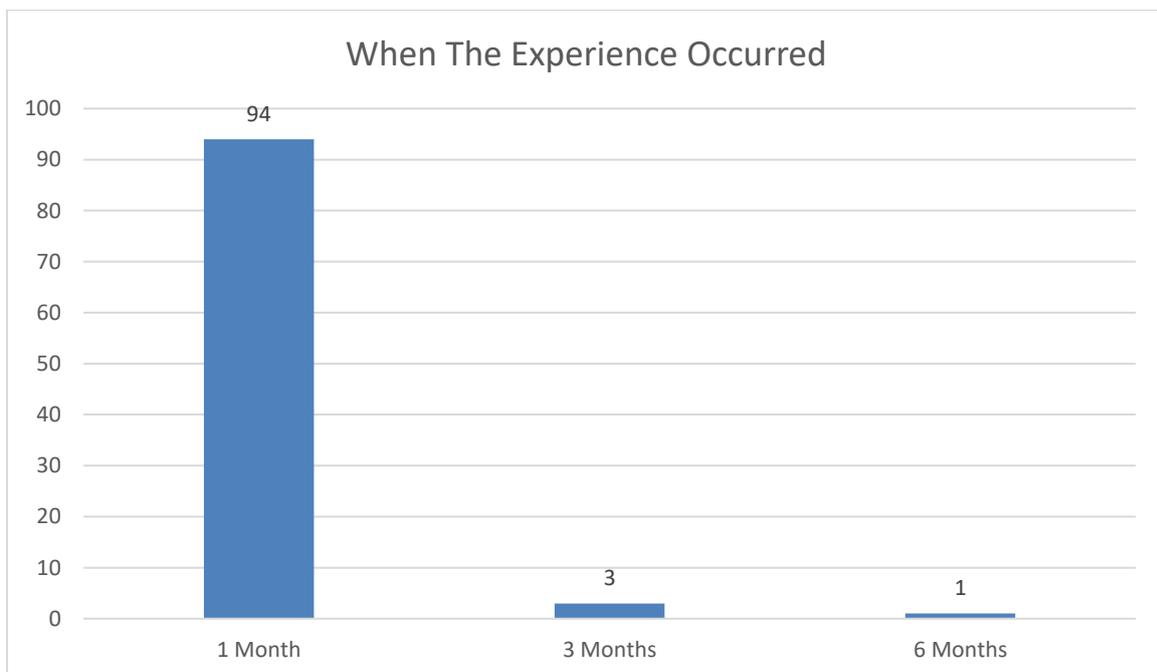


We also conducted online research of local services, looking at a range of websites and social media channels to see what people have been saying about local services, where we found 89 experiences. The graph below demonstrates where we found these experiences.



The total amount of experiences received this month through direct contact and through research is 98 experiences.

We found that 94 of these experiences occurred within the last month, 3 occurred within the last 3 months and 1 within the last 6 months.



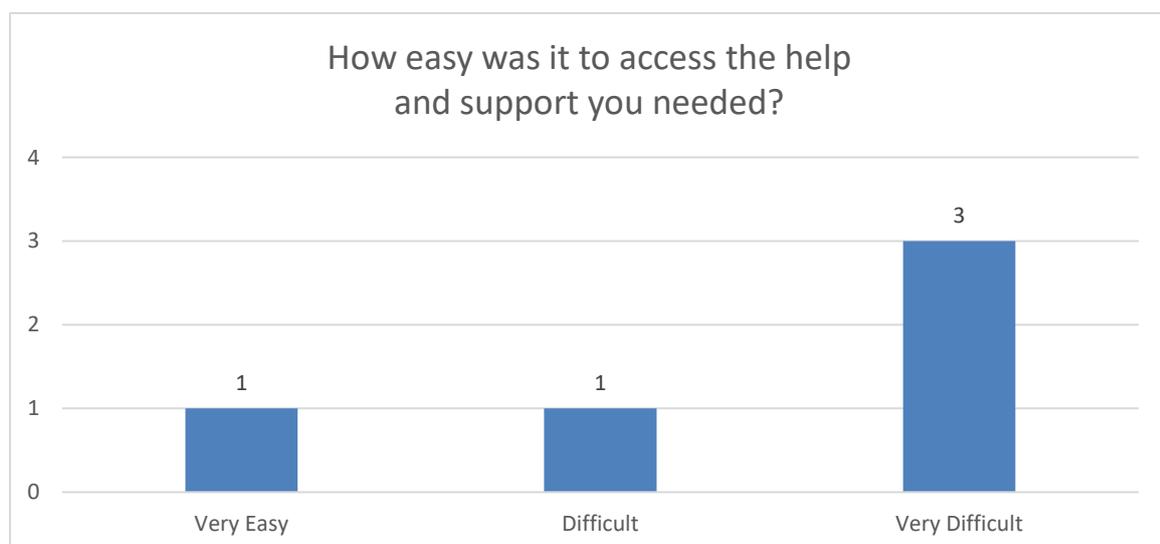
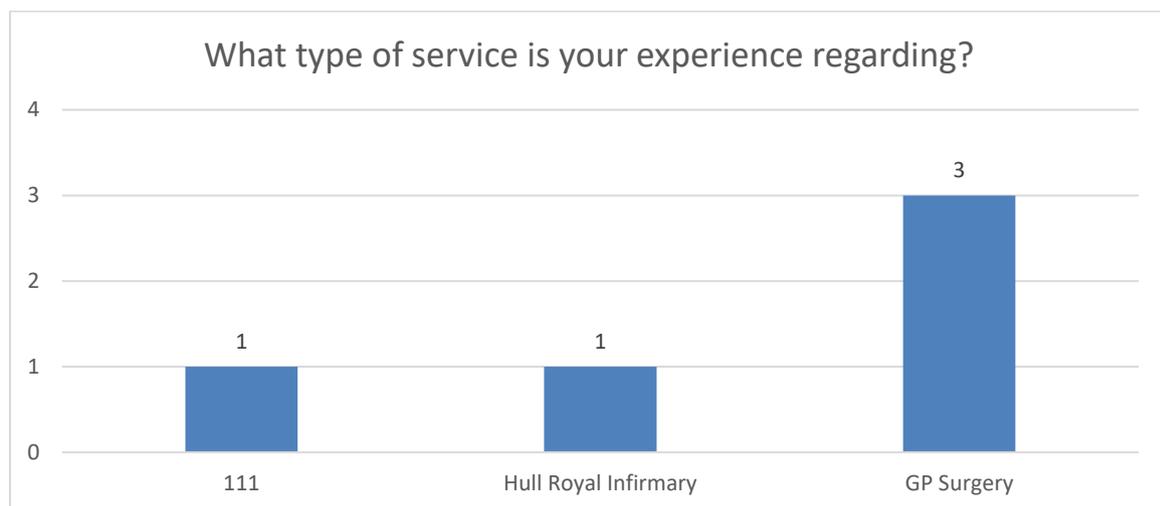
3. Healthwatch England

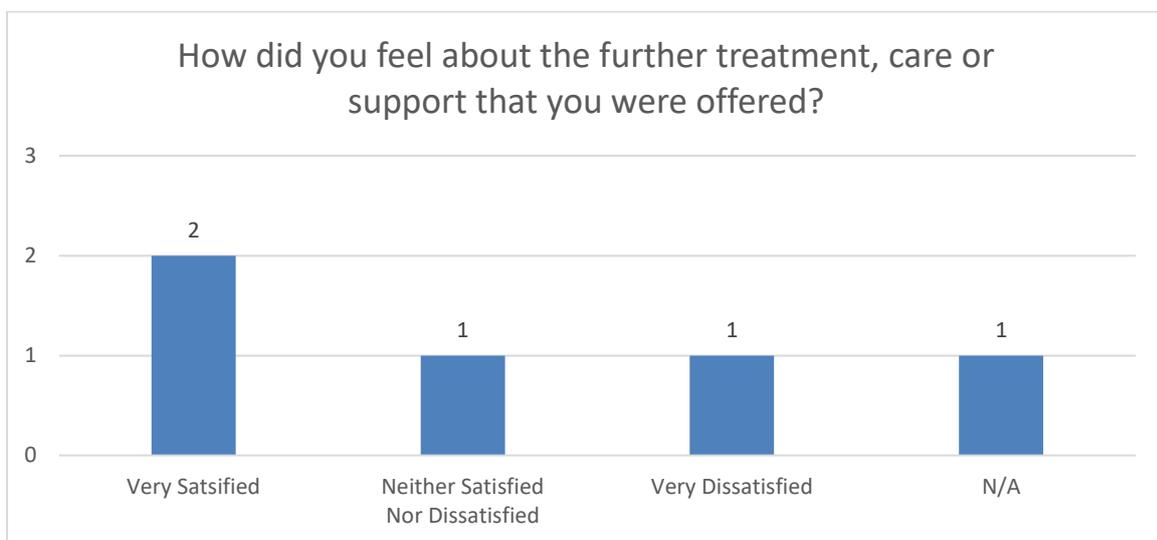
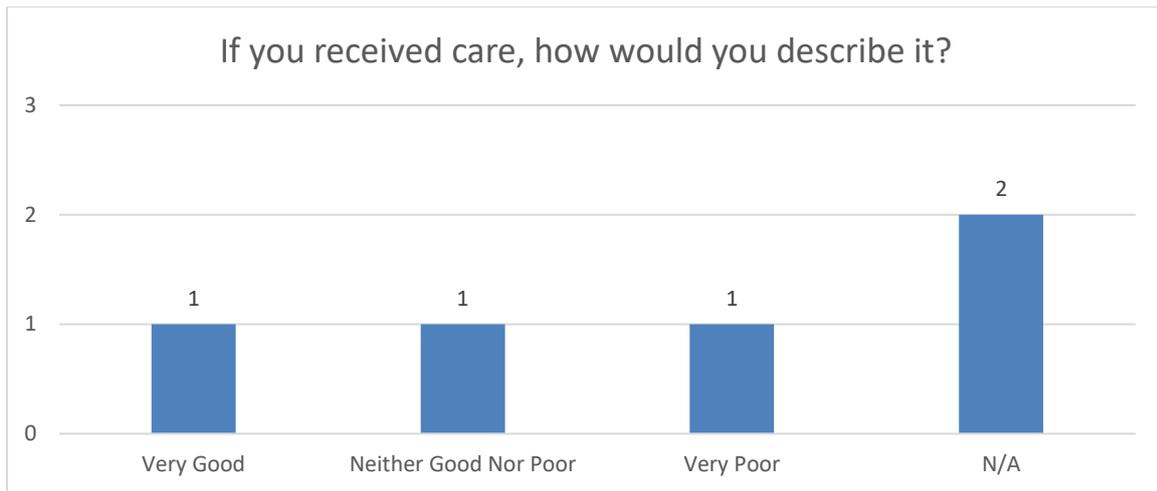
Each month Healthwatch England shares data with local Healthwatch’s regarding the feedback they have received about local services. We have included this information within our report to ensure it is recorded and reported along with our own findings.

Healthwatch England’s survey asks different questions to our survey and for that reason we felt it was appropriate to separate the experiences they received from our own.

Please note, no action has been taken by Healthwatch Kingston Upon Hull following this information being received as Healthwatch England does not collect the contact details of the individual sharing their experience.

In December, Healthwatch England had 5 surveys completed regarding health and social care services in Hull. Please see the breakdown of their findings below:





What We Were Told

Service Name	GP Surgery - Preferred not to specify surgery
Date Received	01/12/2020
Experience	Unable to see for one to one. Unable to get yearly checks
Action Taken (Provider)	Not Known
Action Taken (Healthwatch)	No Action taken

Service Name	GP Surgery - Preferred not to specify surgery
Date Received	02/12/2020
Experience	Can't get any help
Action Taken (Provider)	Not Known
Action Taken (Healthwatch)	No Action taken

Service Name	Hull Royal Infirmary and 111
Date Received	13/12/2020
Experience	Was very easy
Action Taken (Provider)	Not Known
Action Taken (Healthwatch)	No Action taken

Service Name	Northpoint Medical Centre
Date Received	14/12/2020
Experience	<p>My husband received a phone call from the doctor's surgery following having a pneumonia injection to say the nurse was concerned about his heart. They had picked up a rapid heartbeat. So, they called him back for an ECG.</p> <p>Following this they advised him to go on a high-rate blood thinner called Eliquis. Then we received a letter from the cardiology triage hospital and later on a phone call from the triage doctor stating that he felt that my husband should not be on these tablets.</p> <p>He is calling him in to have a 24-hour ECG monitor so they can rule out the findings of the local GP.</p>
Action Taken (Provider)	Not Known
Action Taken (Healthwatch)	No Action taken

Service Name	GP Surgery - Preferred not to specify surgery
Date Received	30/12/2020
Experience	<p>Received call from doctor told needed to take extra drugs high risk blood thinners must carry card. Asked to be referred to cardiac triage at hospital. Received phone call from triage team told to stop taking the tablets as they felt should not have been placed on them.</p> <p>Waiting to have a 24-hour monitor to be carried out to confirm this.</p> <p>How can doctors diagnose without actually examining you.</p>
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	No Action Taken

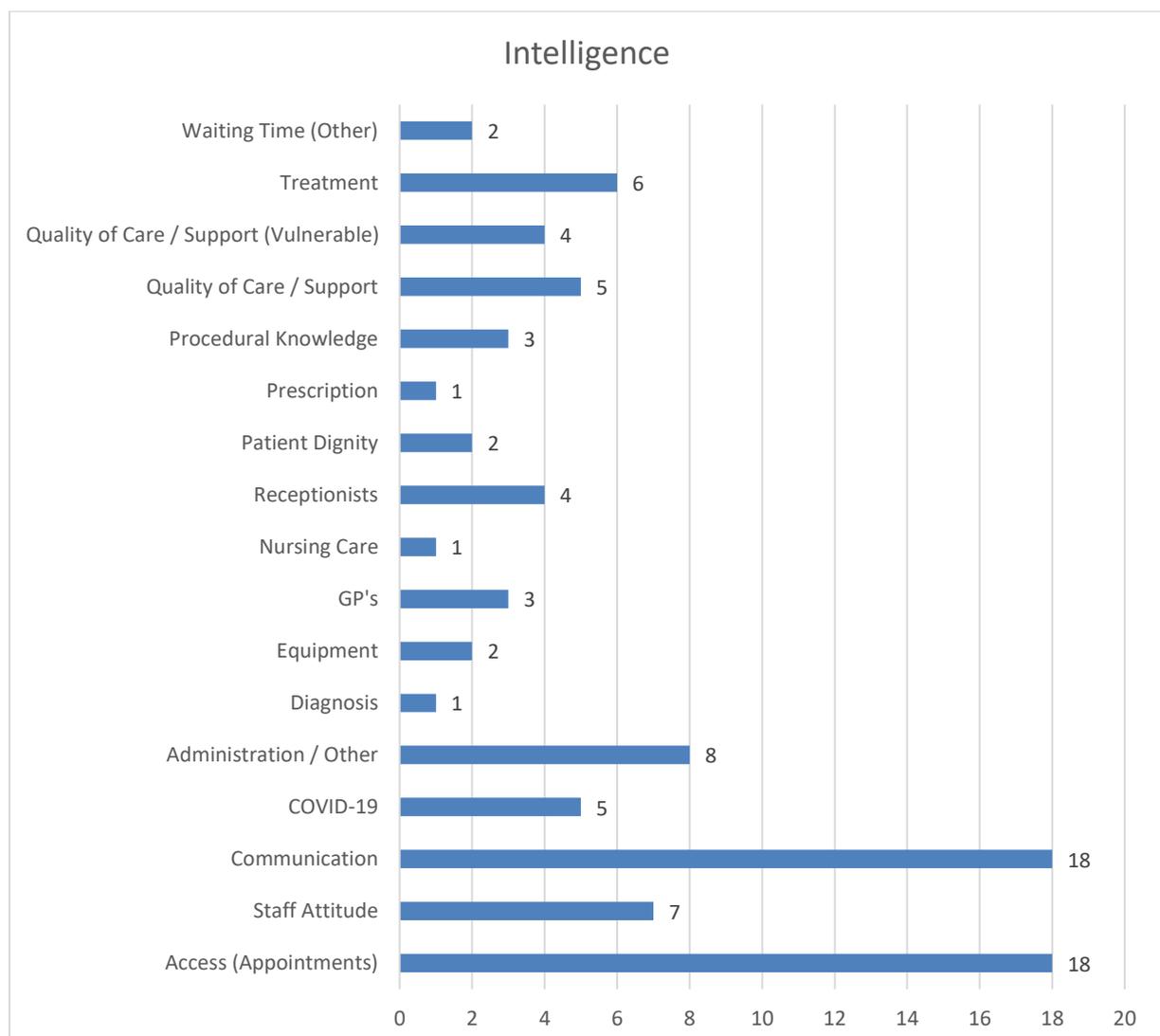
4. Experiences Breakdown

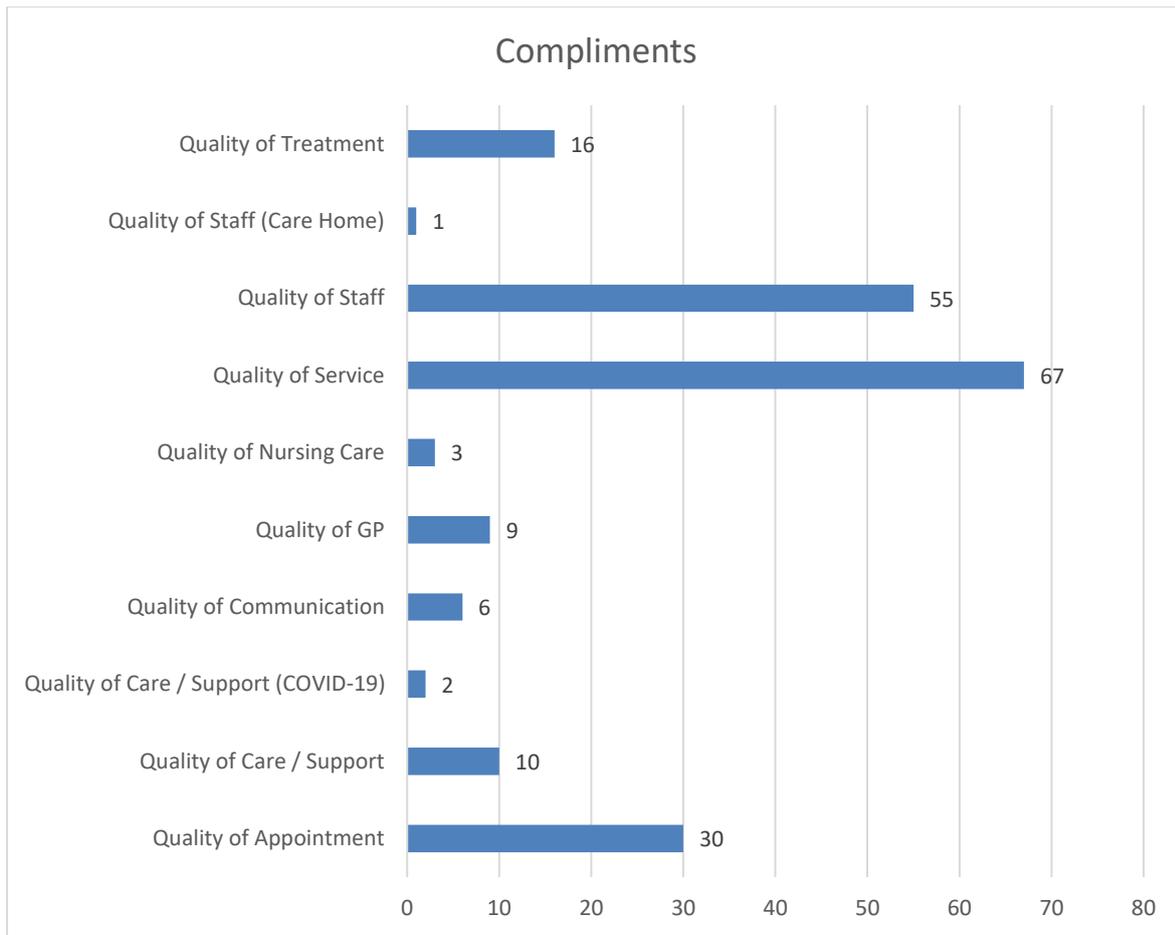
Overall Statistics for December

The graphs below provide an overall breakdown of the experiences we received this month. Between the 9 experiences we recorded through being contacted directly and the 89 experiences we found through research; we recorded a total of 98 experiences this month.

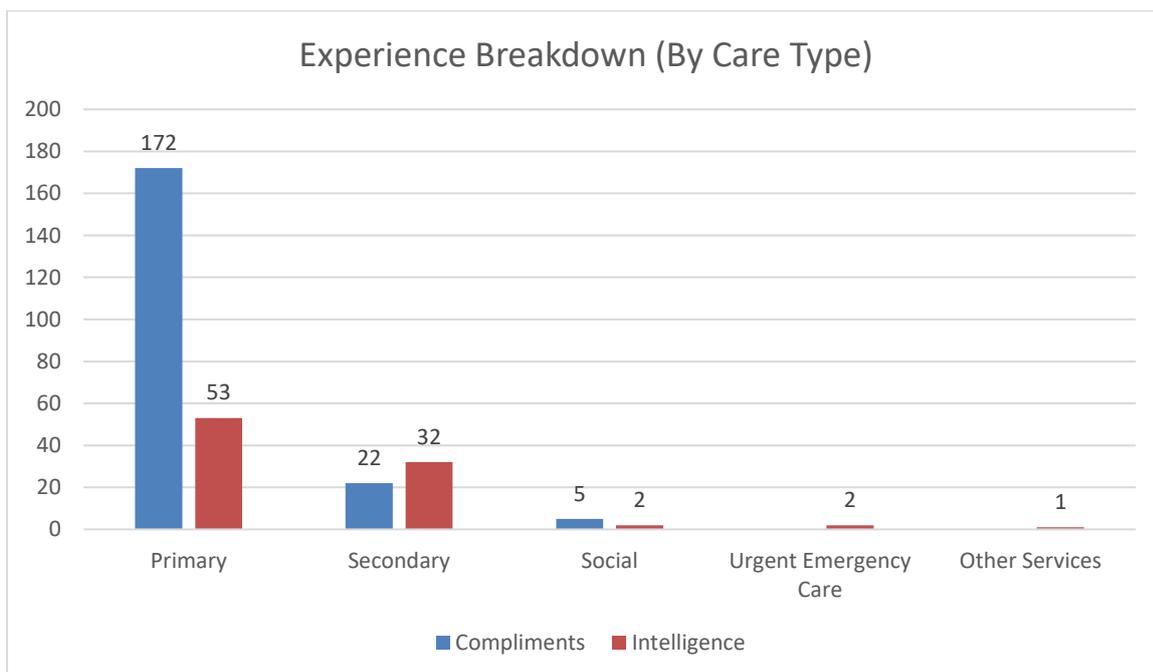
Upon further analysis of these experiences, we identified a combined total of 90 pieces of intelligence and 199 compliments. 43 pieces of intelligence and 22 compliments were identified through the 9 experiences we received by direct contact and a further 47 pieces of intelligence and 177 compliments were identified through the 89 experiences we found by research.

Please note, these figures differ from the amount of contact and experiences (research) as one contact and experience (research) can result in multiple comments about a particular service.

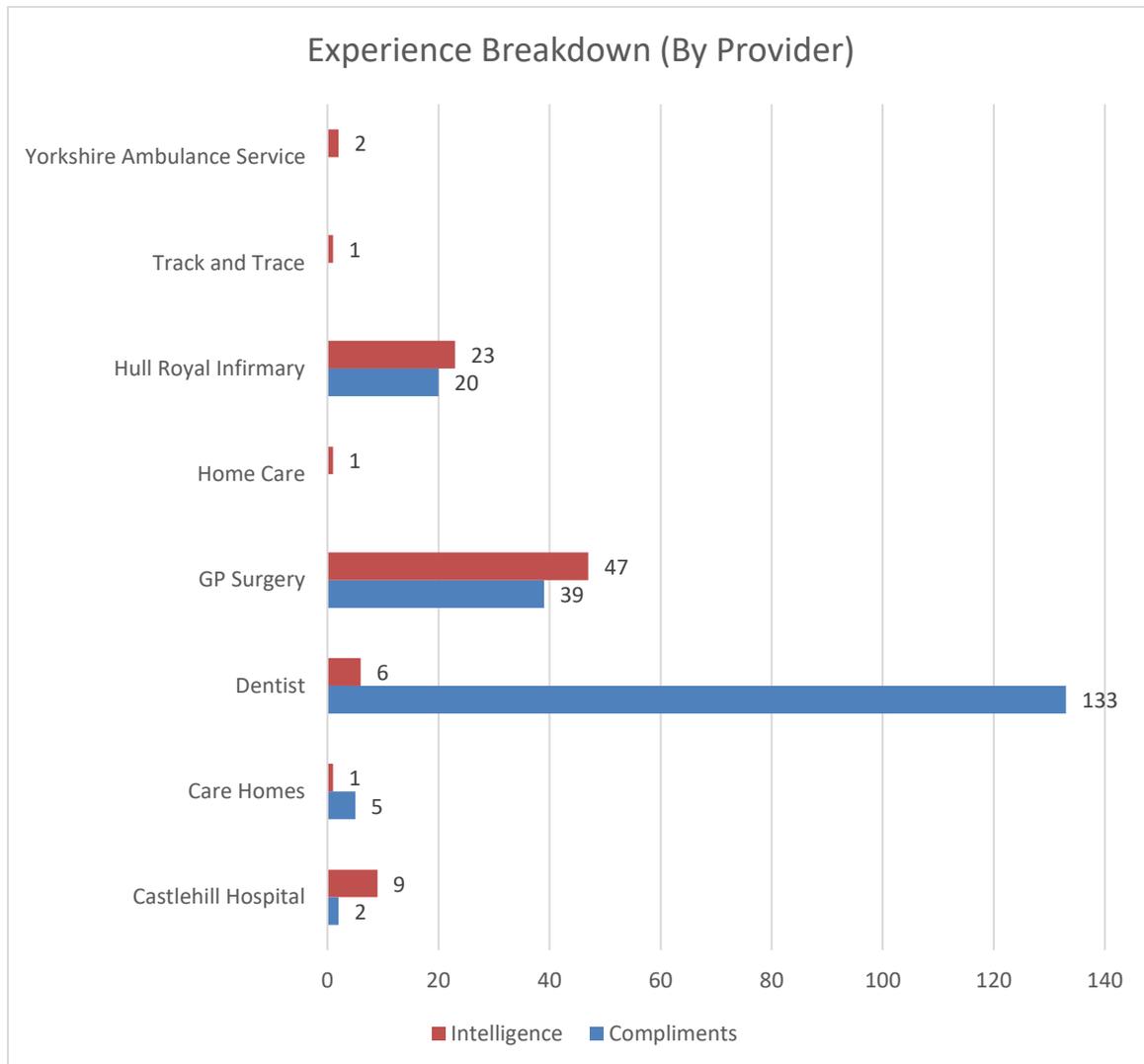




The graph below demonstrates the breakdown by care type. This month, the majority of comments were in relation to Primary Care which had 172 compliments and 53 intelligence followed by Secondary Care which had 22 compliments and 32 pieces of intelligence.



The graph below breaks these down to the service level. We've found that Dentist Practices received the most comments with 133 compliments and 6 intelligence followed by GP Surgeries with 39 compliments and 47 intelligence.

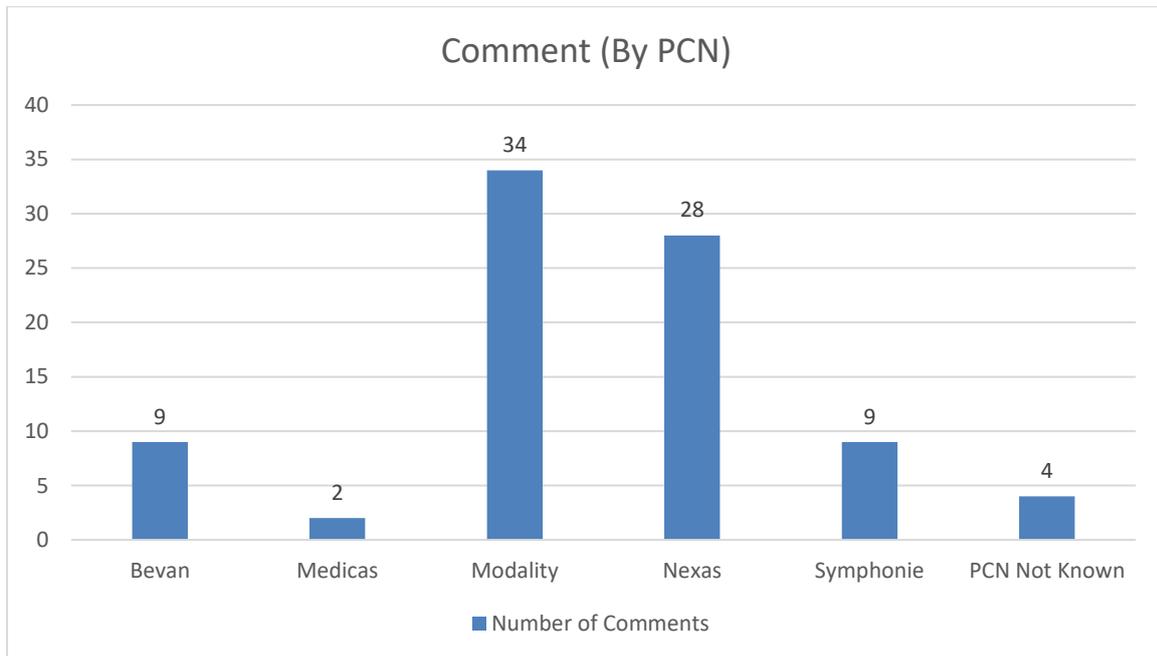


4.1 Experiences Breakdown - PCN

Statistical Information and Graphs

This month, we received 86 comments about GP Surgeries. The graph below provides a breakdown of which PCN's these GP Surgeries are under. From the experiences we received this month, we found that Modality received the most comments followed by Nexas.

Please note, in some instances we received surveys without the name of the GP Surgery which means we are not able to identify which PCN it falls under.

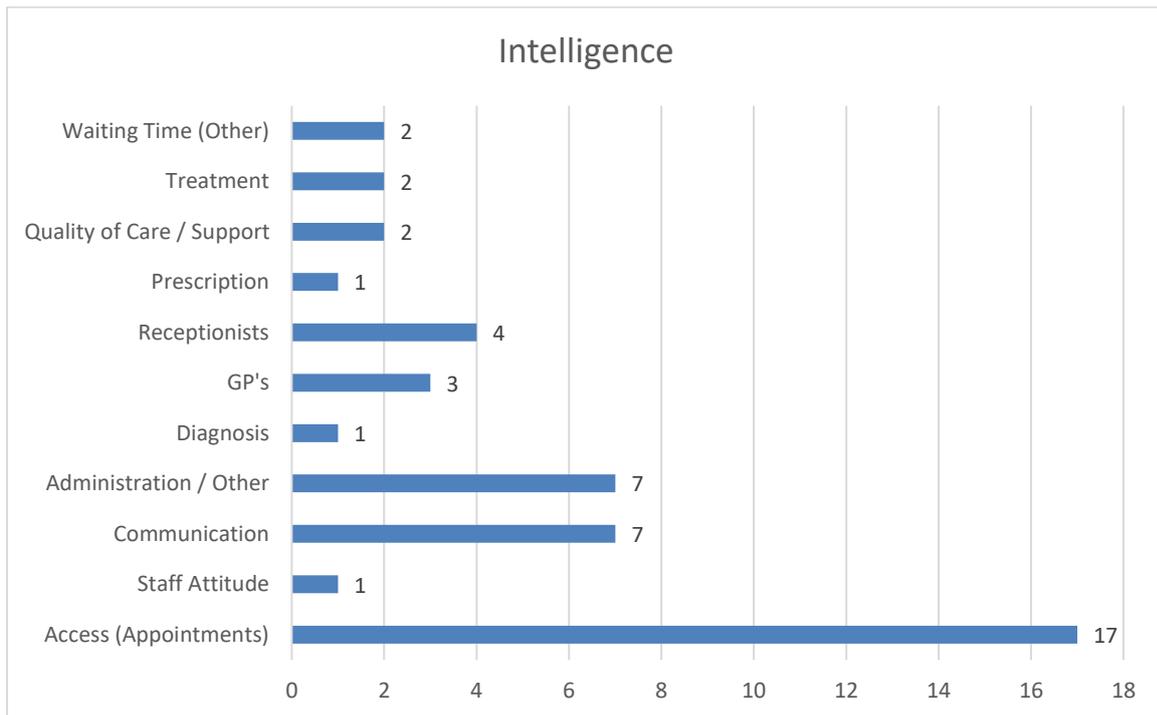


4.2 Experiences Breakdown - GP Surgeries

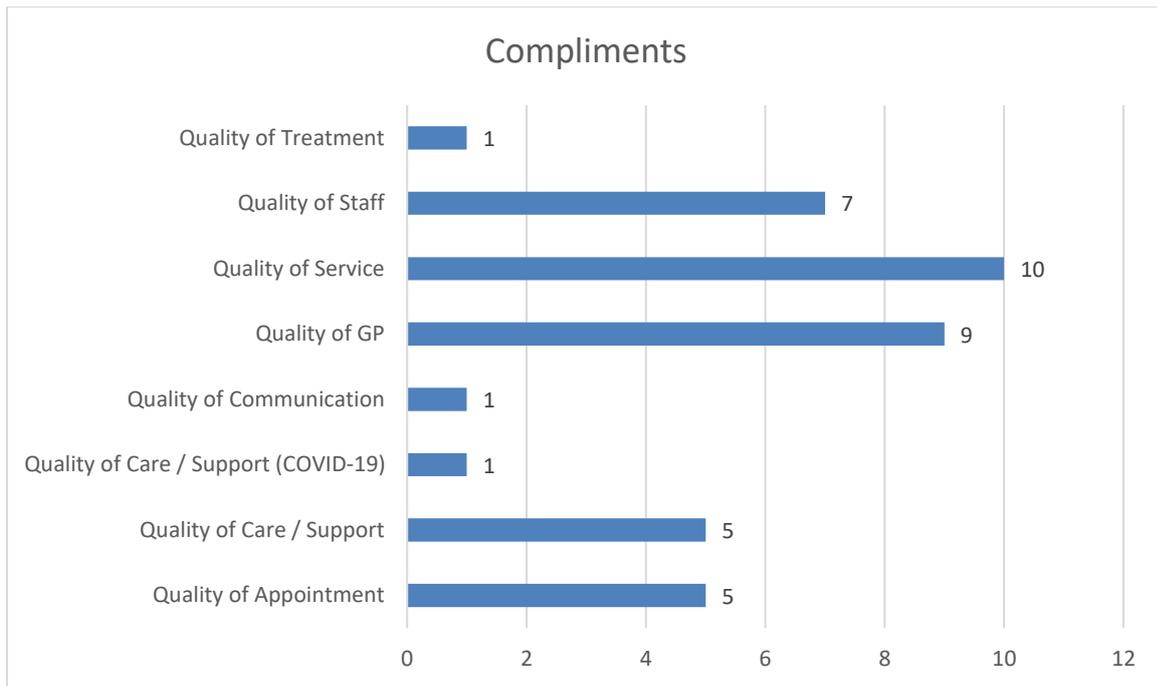
Statistical Information and Graphs

This month, we received 86 comments about GP Surgeries. 47 of these were intelligence and 39 were compliments.

In December, we identified 11 different areas where intelligence was received. The graph below identifies the number and area of concern.



Out of the intelligence we received, the main two pieces of intelligence related to Access (Appointments) with 17 comments followed by Communication and / Administration Other which both had 7 comments each.



Out of the intelligence we received, the main two compliments we recorded were in relation to Quality of Service which had 10 comments followed closely by Quality of GP which had 9 comments.

What We Were Told

Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

Service Name	GP Surgery - Orchard 2000 Medical Centre	Date Recorded	10/12/2020
Date Received	10/12/2020		
Experience identified by:	Web		
Experience	<p>I am sorry to say that I wish to make a complaint. Please could the practice manager arrange for a meeting next week? It is regarding my application for early retirement due to ill health, which began in September last year.</p> <p>Due to requested information not being submitted in a timely manner, and reminders having to be given for the information,</p>		

	<p>my claim has not been processed. This has led to financial problems, and further impacts on my mental health due to having no funds to pay direct debits. I have had to have loans from my family to help cover these.</p> <p>As well as friends helping purchase groceries, and my church giving me some funds to help me.</p> <p>I would appreciate further contact by email, so that I have a record. Due to caring for my dad, I am unable to leave him unattended. Therefore, we may need to meet at my home address.</p> <p>I also have copies of various documents to go toward the complaint.</p>
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	Signposted to Hull CCG and NHS Independent Complaints Advocacy Service

GP Surgery	Springhead Medical Centre	Date Recorded	14/12/2020
Experience identified by:	Post		
Experience	<p>I had an appointment at the Springhead Practice with the doctor at 3:20 PM. After examination by the doctor, bloods were taken and sent for analysis. It was suspected that I may have had a minor stroke, a further appointment was made for 09/10/2020 at 2:30 PM, plus I was asked to submit a 24-hour urine sample and bring that with me to the appointment on the 9th.</p> <p>During the following week I received a text message about the blood results, (no further treatment). 09/10/2020 At the appointment, my condition had not improved and the doctor said that he would have to make further investigations.</p> <p>12/10/2020 My wife had to call 999 for an ambulance, as I was unable to stand. (I have the results of the paramedics' examination if this is required). They advised me to consult my GP the following day.</p> <p>13/10/2020 I was unable to gain an appointment and it was stated by the receptionist that the doctor would ring me but no one rang. During this week I rang the practice on numerous occasions for a telephone appointment.</p> <p>22/10/2020 a different doctor rang at 6:30 PM, he was calling on behalf of my doctor asking what the problem was? This call</p>		

	<p>was interrupted by my doctor who said that I had been referred to the T.I.A clinic at Hull Royal Infirmary.</p> <p>26/10/2020 I rang the T.I.A clinic and was informed that No Referral had been made. Throughout the following week I made several calls to the practice for the doctor ring me but no one did.</p> <p>12/11/2020 the doctor rang at 5:30 PM and after some discussion said that he was referring me to the T.I.A clinic at Hull Royal Infirmary. This was confirmed by the practice who stated that a fax had been sent to the T.I.A clinic.</p> <p>23/11/2020 I called the T.I.A clinic and was told that no referral had been made and was advised to ring the GP. I called the practice and was told that the referral team would investigate. I am absolutely appalled at the way I have been treated. You cannot COVID-19 as an excuse for the lack of communication and care which I have experienced from the Hull Modality Organisation.</p>
Actions Taken (Provider)	Not known
Actions Taken (Healthwatch)	No action taken. The individual had already made a complaint to Modality, NHS England, Health and Wellbeing Board, David Davis M.P.

GP Surgery	Springhead Medical Centre	Date Recorded	08/12/2020
Experience Identified by:	Research		
Experience	<p>I ordered my dad's repeat prescription online NHS app last Tuesday. Today go to collect from chemist and the doctors have not sent it through to the chemist. What's the point of the App if it doesn't go through?</p> <p>Go Springhead medical centre to ask for one oh no you have to call them to order. My dad needs this prescription every month!! Just going to ring every month to repeat order and wait yes 25mins for someone to answer.</p> <p>I know it's not normal times but come on this App is supposed to take away pressure from them but no making my anxiety worst thanks for that. Don't even know why I bother you'll more than likely take no notice.</p>		
Actions Taken (Provider)	Good afternoon, we are sorry to hear you have experienced this. Unfortunately, as your comment is anonymous, we cannot investigate this. It could be that your Dad is due a medication review which can block repeat medication being booked. If you ring the practice, they should be able to look into this for you, which should then allow you to order from		

	the app again. We are also discouraging patients from attending the surgery if they do not have an appointment to reduce our face-to-face contact with patients and staff, which is why you were asked to order the prescription over the phone. Hope this helps. Kind regards, Patient Liaison Officer
Actions Taken (Healthwatch)	No Action Taken

GP Surgery	Springhead Medical Centre	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	<p>Got a message 23rd November about a flu jab Also received a letter then another saying we will be in touch with appointment still waiting I'm asthmatic and diabetic mam got hers in September</p> <p>This surgery was the best in the city now it's got to be the worse since it became a partnership all you get is do a online review</p> <p>My mamas had water infection after water infection and not once has she seen a doctor its wrong</p>		
Actions Taken (Provider)	<p>Good morning, as your query is anonymous I cannot look into this. We are currently holding our flu clinics for 50-64 year olds this week (w/c 7th December) and next (w/c 14th December) across our four practices. We have texted patients in this category with a link to book and we are trying to ring all those who we do not have permission to text. If you are in this age group, please get in touch to arrange your appointment. If you do not fall into this category but you are eligible for a flu vaccine please contact us also. Regarding your mother's review, I cannot see what has been advised. Due to COVID, we are triaging our patients to other types of appointments unless patients need to be seen in the practice. However, if a patient does need to be seen they will be given an in-person appointment. Hope this helps. Kind regards, Patient Liaison Officer</p>		
Actions Taken (Healthwatch)	No Action Taken		

GP Surgery	Springhead Medical Centre	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	<p>Called in the morning. 20 mins in a queue. Requested a call back from a Doctor. Got a call on my mobile at 6.12pm - said hello and nobody there. Didn't even bother to call back or even ring the home phone. And we pay for this service through our taxes.</p>		
Actions Taken	Not known		

(Provider)			
Actions Taken (Healthwatch)	No Action Taken		
GP Surgery	Haxby Kingswood Surgery	Date Recorded	29/12/2020
Experience Identified by:	Research		
Experience	Went to the GP for a blood test and received a text message on boxing day saying I need to come in to discuss the results, so been in today to get a telephone appointment but they can't give me one until next Tuesday, I've been worried since boxing day now I've got to wait another week!! Not good at all, how long would it take to just give me a quick call		
Actions Taken (Provider)	Thank you for taking the time to leave your feedback and I apologise for any upset this delay has caused you. I will make sure someone contacts you today and arrange an earlier GP telephone call. Many thanks		
Actions Taken (Healthwatch)	No Actions taken		
Similar Experiences	We received 13 similar experiences about the accessing appointments, these were for: New Hall Surgery, Sydenham Group Practice (x2), Diadem Medical Practice (x2), East Hull Family Practice, Burnbrae Surgery, Newland Group Medical Practice (x2), Springhead Medical Centre (x2) and Wilberforce Surgery		
GP Surgery	New Hall Surgery	Date Recorded	23/12/2020
Experience Identified by:	Research		
Experience	Require investigation for numbness, tingling and pain from my knee to thigh, have been asking the doctor to contact me since 9th Dec for an update on a referral to find out what is wrong, the doctor has failed to contact me when I have rung every day, full of promises and no call, I put a formal complaint in to the surgery on 15th Dec as I am worried about my symptoms and feeling no better. No one has even had the courtesy to acknowledge my complaint or contact me.		
Actions Taken (Provider)	Good morning, we have sent a letter of acknowledgement to the complaint you submitted in the post on the 17th December, apologies if it hasn't reached you yet. We are currently investigating your complaint and then we will provide you with a full response. Kind regards, Patient Liaison Officer		
Actions Taken (Healthwatch)	No Action Taken		

GP Surgery	Diadem Medical Centre	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	<p>Awful. On hold for 15 minutes and then told I'm number 48 in the queue. Previously been on hold for well over an hour only to have the phone hung up from the other end once someone had answered it.</p> <p>Cant book an appointment, have to call at 8 every morning and hope you're first in line and you might get one that day if they have any space but most likely you'll be caller number 30+.</p> <p>Been waiting almost 5 months to book an appointment. If you do somehow manage to get through to a receptionist, they expect you to give a detailed description of your issue and I guess they personally decide if you can see the doctor or not. Absolute shambles. Doctors are great if you somehow manage to get to see one but good luck with that.</p>		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No Action Taken		

GP Surgery	Diadem Medical Centre	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	<p>Tried to book in for my depo, rang at start of December, no appointments close to my due date, which was fine, they then asked me to ring again and same thing happened another 2 times, ended up having to travel to Willerby. Complete joke! Very disgusted with the service, especially since we shouldn't be travelling long distance.</p>		
Actions Taken (Provider)	<p>Good morning, we are sorry to hear that you have had difficulties booking your appointment. As we are a part of Modality, we have four practices in Hull which allows our patients greater flexibility when booking appointments as they can be seen at any of our practices. Kind regards, Patient Liaison Officer</p>		
Actions Taken (Healthwatch)	No Action Taken		

GP Surgery	Diadem Medical Centre	Date Recorded	17/12/2020
Experience Identified by:	Research		
Experience	<p>I have had reason to complete two or three online consultations for different complaints and had no problem doing so because I understand the need to minimise the taking up of GP's time but despite leaving very detailed descriptions</p>		

	<p>of my symptoms, never have I had a call back within the allotted time!</p> <p>Patients should not have to chase the doctors up especially after spending what seems like an age completing page after page of the online consultation. It seems there is no sense of urgency and certainly no consideration of what frame of mind the patient might be in with their symptoms.</p> <p>Come on Diadem, surely you can do better than this, and it isn't good enough to have the phones stating that the practice is closed well before the actual closing time! Not happy!</p>
Actions Taken (Provider)	Dear Patient, I am sorry to hear that you are dissatisfied with our online consultation service. Our online consultation service is for non-urgent queries only and when submitting an online consultation form, patients are advised that there is a 48-hour response time. If you do require a same day response for an urgent medical issue, we would recommend that you telephone the practice. Kindest Regards The Practice Manager
Actions Taken (Healthwatch)	No Action Taken

GP Surgery	Diadem Medical Centre	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	Practice has definitely gone down in last few years receptionists unpleasant and unhelpful; I avoid ringing as much as possible		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No Action Taken		
Similar Experiences	We received 3 similar comments about reception staff, these were for: East Hull Family Practice, Princes Medical Centre and Wilberforce Surgery		

GP Surgery	East Hull Family Practice (Morrill Street)	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	<p>I was invited to attend in order to receive a flu vaccination; my initial appointment time was 12:15 on a Sunday and, as I don't have a car, this involved a bus journey into town. I was also told at length that I must not enter the building but should wait outside until called.</p> <p>It was later requested that I change this time to 11:15 and I received various follow up texts telling me to cancel if I couldn't make it. I ensured I was in town early and was sitting</p>		

	<p>outside the building at 11:05 despite the cold weather and stone slab planter I had to sit on.</p> <p>At 11:15, having not heard from anyone, I entered and read the detailed board at the entrance which also stated that, if visiting the Quays medical centre, I should wait outside for a phone call telling me to come in. I did this but at 11:40; now freezing; I went back in and ask the two guards on reception if it was possible to contact the medical centre to which they just suggested I should phone them.</p> <p>I left the building again and did this. When eventually I got through, the receptionist I talked to was at a loss to understand why I hadn't come in. I came up to the 2nd floor and, eventually, was invited to sit in the waiting area until called, while the receptionist and, what I took to be an on-call doctor, chatted about something she had Googled being between 33 seconds and 44 minutes.</p> <p>When I finally spoke to the nurse, I mentioned to her what had happened and she agreed it wasn't a very good situation, that she wasn't normally based here but it certainly was strange that they hadn't called. On my way out I mentioned again to the receptionist that the sign downstairs clearly stated that patients were to wait outside until they received a phone call to enter. She said that the nurse I had seen was a locum and maybe didn't realise. (She certainly didn't seem too concerned.)</p> <p>I would strongly suggest that staff on duty are clearly made aware of the correct procedures at the moment and that it is understood whose role it is to contact patients. I have the greatest respect for the NHS and the extreme circumstances they have found themselves at the heart of, not least as I have a daughter who is a nurse, and it pains me to do this but I feel it is necessary to highlight this situation, not least but to ensure that other patients might be better aware of the need to contact reception to inform them that they are present, on time and waiting.</p>
Actions Taken (Provider)	Not known
Actions Taken (Healthwatch)	No Action Taken

GP Surgery	Southcoates Medical Centre	Date Recorded	29/12/2020
Experience Identified by:	Research		
Experience	<p>20-minute wait to talk to prescription line this is standard not just on the 29/12/2020. not being able to get an appointment even when tell staff its urgent and explain why. told to ring livi but they then miss medication prescribed. so, have to ring again, not first-time things have been missed. then suddenly a doctor can ring and agrees with Livi and same medication is prescribed. service to patients has gone downhill since merging Marfleet with Southcoates yes doctors are important, but somewhere along the way it seem to have been forgotten that patients do have a life and most work.</p>		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No Action Taken		

GP Surgery	Newland Group Medical Practice	Date Recorded	21/12/2020
Experience Identified by:	Research		
Experience	<p>This practice operates as if its first priority is to avoid contact with patients either in person or remotely. I have had consistent problems with repeat prescriptions and when I had covid-19 and was coughing up blood was unable to obtain either advice or assistance, at the time via the phone or website, or subsequently in person at the practice.</p> <p>Later I got an appointment with the nurse to take routine bloods: while waiting I observed an elderly man seeking assistance in much the same way as I had done previously - he had the same response as I obtained, rebuffed and instructed to use the internet, though he clearly explained that he had difficulty doing so.</p> <p>I commented to the receptionist that turning away ill people seeking help was poor primary care: he told me he was following company rules.</p>		
Actions Taken (Provider)	<p>Good morning, we are very sorry to hear that you aren't happy with the practice. We are currently operating a triage system where patient needs are assessed in alternate ways, such as a telephone consultation, before we would see them in person to reduce unnecessary face-to-face contact in the surgery. However, patients who need in-person appointments will be given them. With regards to your telephone call regarding your COVID symptoms, the Duty Doctor was consulted and advised for you to monitor your symptoms and if they got worse to call for an ambulance or 111 if you required further advice. They</p>		

	also advised if the symptom continued once you had recovered from COVID that a scan could be arranged to investigate the cause. If you would like us to look into the issues you have stated further, you are welcome to submit a feedback form on our website, which you will find under 'Policies'. Kind regards, Patient Liaison Officer
Actions Taken (Healthwatch)	No Action Taken

Compliment

GP Surgery	Princes Medical Centre	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	<p>Very easy to register, polite and clear receptionist. I was texted my account information for online access about a week after registering. The online website makes it very fast and easy to book appointments, see your medical notes, etc. It sounds like other reviewers booked appointments over the phone and had to wait on hold - try online if you can. The upstairs area is surprisingly large. There are several hand sanitizer dispensers. Right next to pharmacy, very convenient.</p>		
Similar Experience	We found that 3 others had similar compliments to raise regarding Princes Medical Centre		

GP Surgery	New Hall Surgery	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	<p>It's really hard to get through on the phone sometimes it's irritating waiting 30 minutes to get through</p> <p>I'm not complaining they are very caring even when they are busy.</p> <p>I've never had a bad appointment here always professional.</p>		

GP Surgery	Wilberforce Surgery	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	The Dr's and nurses are all fantastic some of the reception staff are rather full of their own importance but fortunately they are few and they are a very small part in the surgery		
Similar Experience	We found that 1 other person had similar compliments to raise regarding Doctors and Nurses		

GP Surgery	Hastings Medical Centre	Date Recorded	18/12/2020
Experience Identified by:	Research		

Experience	Great surgery. Been there around 3 years now and can honestly say it's the best doctors I've ever had. Great friendly staff. Very helpful. Doctors and nurses very thorough and comforting. Nothing ever too much trouble. Easy to book appointments and very helpful when it comes to appointments during COVID to. Professional and accommodating.
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GP Surgery	Springhead Medical Centre	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	I have never had any issues with this surgery and since having my baby this year all of our checks and immunisations have been offered in a timely manner when I have heard that not all GP practices have done this due to the pandemic. I have not had to chase any appointments and all staff seem very friendly and professional. I am very happy with the care offered.		
Similar Experiences	We found that 1 other person had similar to say regarding the service they received from Springhead Medical Centre		

GP Surgery	Laurbel Surgery	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	I have been with this practice for a long time and found it to be well organised and above average when dealing with patients. Staff are very friendly and efficient. Likewise, the doctor. However, the COVID virus has been a testing time but the surgery has been very efficiently managed and, in my view, has coped extremely well in handling the care of its patients. Wishing them all a better and more manageable new year for 2021.		

GP Surgery	Bransholme South Health Centre	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	Had the pleasure this afternoon of visiting Bransholme. Absolutely fabulous! Every member of staff was kind, courteous and professional. The quality of care was 5 star. Was treated by Rachel who put me at my ease straight away - spent quality time assessing my injury and making sure I had the treatment required. Thank you for making a stressful situation less so. Really appreciate all your hard work and especially in such trying times.		

GP Surgery	Kingston Health (Wheeler Street)	Date Recorded	18/12/2020
Experience Identified by:	Research		

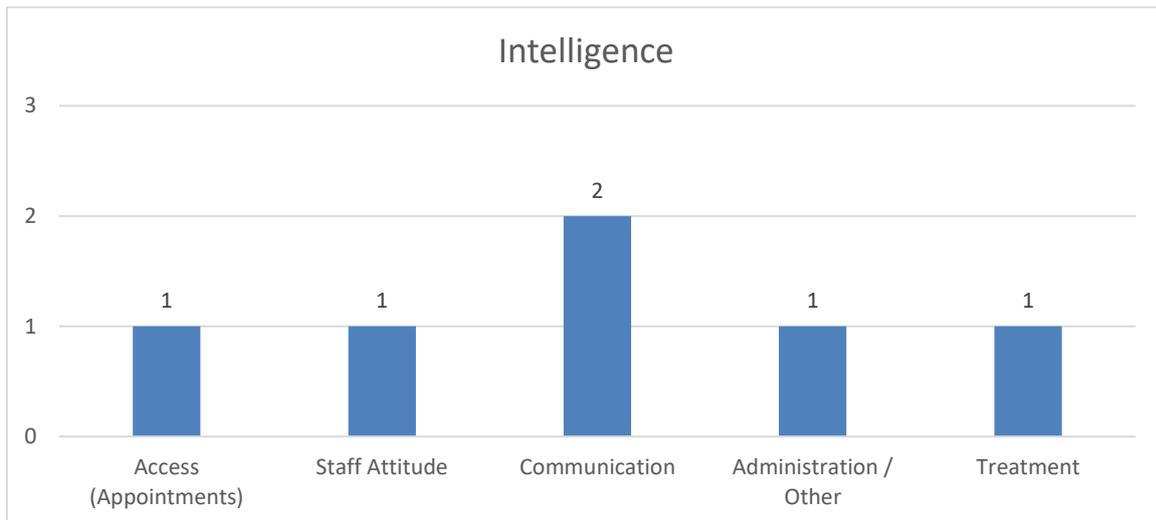
Experience	just had a call back from the practice nurse which I found very helpful indeed couldn't ask for anymore great service in difficult times		
GP Surgery	Burnbrae Surgery	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	This has been my family practice for 50 years. After being away from the area for 20 years my parents were having some serious medical issues. We have had nothing but the most excellent and compassionate service including home visits from the doctor - he cannot have provided a better service for the family during a difficult time. We even had the doctor visit at 3am. Great service when it matters. Thank you.		
GP Surgery	Bridge Group Practice	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	The Reception Staff, Nurses and Doctors of this surgery are outstanding. I cannot believe what others have posted. I have been with this surgery for almost 50 years way back when it was situated on Maraduke Street. I have never been faced with not getting an appointment for myself or my family. I listen to others at work complaining about their Doctors Surgery and I am thankful for all the hard work and support the team provide. Keep up the fantastic work!		
GP Surgery	Southcoates Medical Centre	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	Excellent, helpful staff and a wonderful doctor who really cares about patients.		

4.3 Experiences Breakdown - Dentist Practices

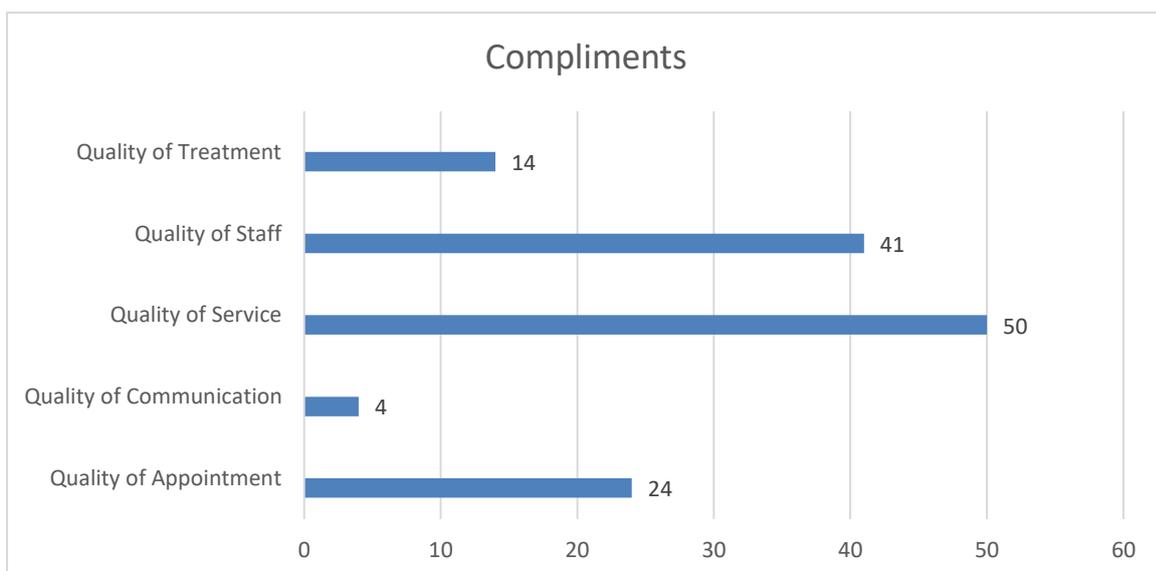
Statistical Information and Graphs

This month, we recorded 139 comments about Dentist Practices. 6 of these were intelligence and 133 were compliments.

From the experiences we've recorded this month, we found that Manor Dental Health and The Dental Design Studio received the most comments with 45 each.



We recorded 5 different areas of intelligence, the main compliment we received was in relation to Communication with 2 comments, with the rest having 1 comment each.



We recorded 5 different areas of compliments, the main compliment we received was in relation to Quality of Service with 50 comments followed by Quality of Staff with 41 comments.

What We Were Told

Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

Dentist Practice	City Health Dental	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	Apart from the difficulty of getting an appointment due to COVID this was a great experience.		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No Actions Taken		

Dentist Practice	City Health Dental	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	I am in pain needing a dentist, I called 111, they told me I will get sorted here, it's a full mouth thing. I got there and they told me to pin point where the worst is, they told me I could have one tooth extracted yet I need many more gone, so taking one out wouldn't resolve my issue, the dentist (female) just wouldn't listen and I ended up leaving without any treatment. Absolutely shocking. I got the impression she couldn't be arsed.		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No Actions Taken		

Dentist Practice	Genix Healthcare Hull	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	The provision of dentistry is ok, but the customer satisfaction from the clinic was poor which led me to contact the head office.		
	The company have just started using a third-party portal to process NHS and patient forms. Having read the terms and		

	<p>conditions for the third party, I decided I did not want to use it. The practice manager advised staff to tell me that the only solution they could offer is that I should go to a dentist that does not use the portal.</p> <p>They therefore refused my dental care over an electronic process. I subsequently contacted the head office and received a call from the practice manager advising me the earlier conversation with her staff was a miscommunication. The issue is now concluded with a resolution that the staff would fill in the detains on the Genix system when I went to my dental appointment rather than me using the portal against my wishes.</p>
Actions Taken (Provider)	Resolved by provider as mentioned above
Actions Taken (Healthwatch)	No Actions Taken

Compliment

Dentist Practice	The Lund Dental Practice	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	<p>Initially I was greeted outside and instructed about health and safety measures, which made me feel safer, taken in after a few minutes by the dentists' assistant. An amazing and professional doctor, even took the time to draw on a piece of paper a recommended future procedure, got me sorted in no time! As a doctor myself I can't be thankful for service provided</p> <p>Again thank you all and see you soon,</p>		

Dentist Practice	Night Dental Ltd	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	<p>Rang 111 at 3.30pm and was seen at Night Dental at 5pm on the same day for extraction of terrible toothache. Thank you for a brilliantly service - I couldn't be seen by an access centre, 2 private practices or a local NHS urgent dental centre, all of whom I rang and got no help.</p>		

Dentist Practice	Night Dental Ltd	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	<p>I attended here today after calling 111 for an urgent appointment over the weekend. The receptionist was lovely and welcoming. I was very very nervous, the male dentist and female nurse made me completely at ease. I ended up having a tooth extraction due to an ongoing abscess. I was in</p>		

	and out within 15 minutes. Well worth the nearly 2 hours round trip to be seen. I wish this surgery wasn't just for emergencies, I wouldn't even hesitate to attend the dentist then. I would 100% recommend this place to anyone.
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Dentist Practice	Night Dental Ltd	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	extracted on the NHS service emergency service but the dentist was excellent he gave me a temporary filling after removing my old one (which you will need replacing in 2 to 6 months) with a tool no drillings he told me the next tooth to it had some decay the filling was not permanent which must have been given to me by a dentist whom I assumed gave permanent fillings. Unfortunately, they cannot give root canal treatment. They provide a vital service which may keep your teeth alive until you can get the right treatment. It was well worth the trip to Hull!		

Dentist Practice	Mydentist - Newland	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	Very friendly and professional felt at ease when I arrived for my appointment did all safety procedure for COVID-19		
Similar Experiences	We recorded 3 experiences with a similar comment at: Mydentist - Hessle High Road and IDH Marfleet (x3)		

Dentist Practice	Mydentist - Newland	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	Excellent patient care from start to finish. I nearly fainted and they looked after me so well. Walked me to the car and carried my stuff for me.		
Similar Experiences	We recorded 2 experiences with a similar comment at: Mydentist - Hessle High Road and Mydentist - Holderness Road		

Dentist Practice	Mydentist - Newland	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	Excellent patient care from start to finish. I nearly fainted and they looked after me so well. Walked me to the car and carried my stuff for me.		
Similar Experiences	We recorded 1 experience with a similar comment at: Mydentist - Hessle High Road		

Dentist Practice	Mydentist - Newland	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	I never normally leave reviews however in this case I have. All the staff here are incredibly lovely and will go out of their way to help you. I was so nervous going to the dentist after a really bad experience with my last one, I didn't need to worry the dentist was lovely she explained everything and was very patient with me, I can't recommend this place enough.		

Dentist Practice	IDH Marfleet	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	I was apprehensive about attending my dentist for a check-up during the COVID pandemic however I should not have worried. The COVID safety measures were excellent. This dentist always runs on time, they remind you about your appointments so you can't forget. The dentist and practice nurse always puts you at ease and they only carry out essential work. I would have no hesitation in recommending this practice to anyone.		

Dentist Practice	CHCP CIC	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	After not attending a dentist for a few years I was apprehensive. Reception staff very efficient and friendly. I arrived early (30 mins) to fill in relevant paperwork. Got me in early, full check-up, X-Ray, replacement of a temporary filling with a permanent, scale and polish. Next appointment booked in six months. Excellent practice all round.		
Similar Experiences	We recorded another experience with a similar comment for CHCP CIC		

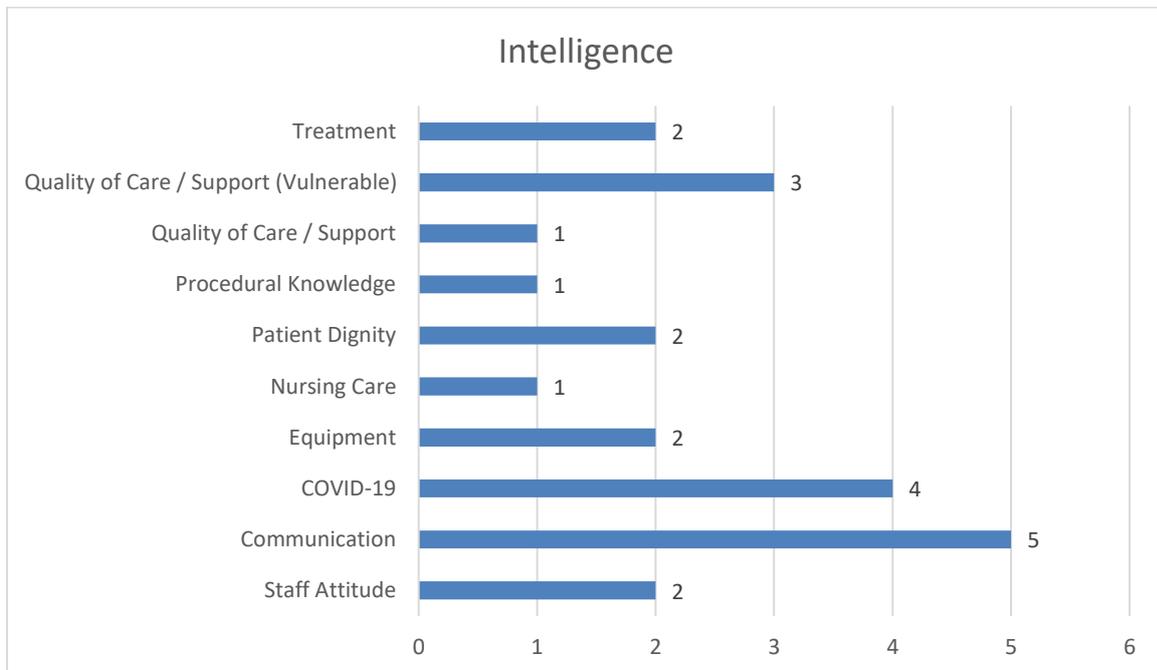
Dentist Practice	The Dental Design Studio	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	I had a really, really painful loose tooth & gum during the last lockdown, I phoned for an appointment and was so pleased to be given one for the following day, after an assessment by the wonderful dentist it was critical because of infection to have the tooth removed immediately, injected & numbed the tooth was taken out much to my relief from the pain it had caused. I had no painful after effects. very happy it was dealt with so quickly. dentist, nurse & receptionists all very caring & considerate. THANK YOU so much everyone at Dental Design Studio, Percy street, Hull. Would highly recommend		
Similar Experiences	We recorded another 15 experiences with similar comments for The Dental Design Studio		

Dentist Practice	Manor Dental Health	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	Fantastic service, the reception staff are helpful and polite. Andrew is a brilliant dentist and explained everything to me very well I felt looked after and safe during my appointment with the current regulations in place, his nurse was also very attentive and helpful. I would definitely recommend this practice.		
Similar Experiences	We recorded another 15 experiences with similar comments for Manor Dental Health		

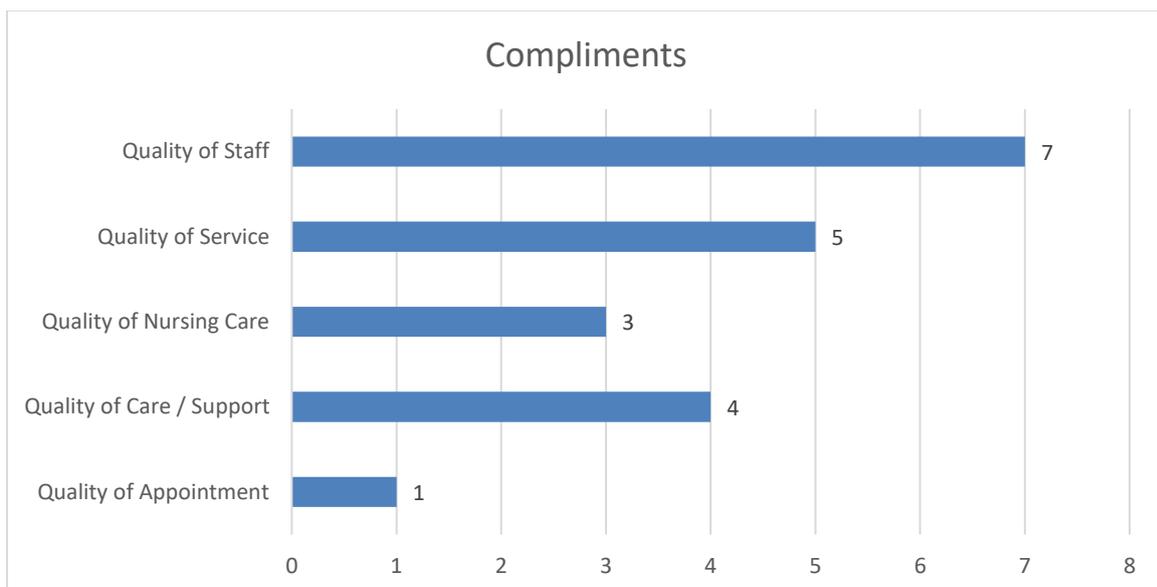
4.4 Experiences Breakdown - Hull Royal Infirmary

Statistical Information and Graphs

This month, we received 43 comments about Hull Royal Infirmary. 23 of these were intelligence and 20 were compliments.



We recorded 10 different areas of intelligence, the main compliment we received was in relation to Communication with 7 comments, followed by COVID-19 with 4 comments.



We recorded 5 different areas of compliments, the main compliment we received was in relation to Quality of Staff with 7 comments followed by Quality of Service.

What We Were Told

Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

Department /s	Ward 90 and MRI	Date Recorded	22/12/2020
Experience Identified by:	Survey		
Experience	<p>This all started when my granddad had a fall back in October where he was sent to the fracture clinic at Hull Royal, he was sent home with a fracture on the shoulder and bruising to the head without a CT scan nor did he have a pot on for three weeks.</p> <p>He was in extreme pain and nobody contacted him, it took my auntie to call them and then they said bring him in to get it plastered. Then this was the second part, he went into ward 90 with a chest infection and water infection following an operation to put a stent in his throat at Castle Hill hospital on to open it up because he was struggling to eat solid foods.</p> <p>He was in ward 90 from the 5th December till the 17th December where he had contracted COVID. He then went to sweet 20 Castle Hill for 1 night without ward 90 sending him with his COVID test results back.</p> <p style="text-align: center;">- Castlehill Related Experience</p> <p>He went from sweet 20 Castle Hill into Glenfield care home Driffield for 1 night. My auntie was contacted on Saturday morning by track and trace telling them that my granddad had tested positive for COVID but by this time he had been in contact with several nurses and carers.</p> <p>My auntie called the care home to let them know and they explained that they couldn't have my granddad at the home because of the risk on other residents so was sent to waters ward in Bridlington hospital where he is there for two weeks isolating. He is in distress and called up crying last night, it is</p>		

	really not good enough. I am so annoyed and upset as are the rest of the family.
Actions Taken (Provider)	Not known
Actions Taken (Healthwatch)	Signposted to PALS and Independent NHS Complaints Advocacy

Department /s	Ward 90 and Ward 37	Date Recorded	19/12/2020
Experience Identified by:	Social Media		
Experience	<p>December 5th: “Mum’s in hospital, had a bad night. Can’t speak to her as there’s no cordless phone on the ward. Told not to phone at certain times of the day, can’t visit, so how are we supposed to communicate?</p> <p>Switchboard rings continuously, the ward phone rings and then you’re cut off. Spoke to patient liaison, they didn’t call me back. Assumption is everyone can use mobiles / facetime / tablets. Wrong on so many levels.</p> <p>Been trying to call all afternoon. Most recently half an hour ago. The ward telephone number cuts straight off. Rang switchboard to put me through and ended up hanging up after 10 minutes.”</p> <p>December 7th: “Email sent to Patient Advice and Liaison at @HullHospitals as we’ve still not had the opportunity to speak to mum. This is her 6th day in hospital. Her heart rate continues to be elevated. Perhaps because of anxiety because of lack of communications with us?</p> <p>If this was in a care home, would this be regarded as abuse and neglect?</p> <p>This is the reply to the email I’ve sent. (see below) How can I ring and speak to the Ward Manager when no-one answers the phone or we’re told the phones are ‘broken’ on the ward?”</p> <p>December 8th: “@HullHospitals Mum Update Finally managed to speak to the Ward Manager last night, apparently there SHOULD be a phone which can be wheeled to patients so they can speak to family members but it’s broken. There is tech to be able to organise a Facetime or similar (audio) but no-one has read the instructions on how to set it up yet. However, hopefully that will be address today. I’m</p>		

sure we can't be the only family finding this worrying and stressful. I find it truly disturbing that the only way we have been told we can communicate is by getting a member of staff to 'pass a message on'.

Given that we have been promised phone calls and updates from staff which have never materialised, we're not confident that messages will be passed on."

December 16th:

"@HullHospitals

Currently trying to track down my 90-year-old mum down who was supposed to be transferred from one ward to another last night. Can't get through to the ward by telephone, your Patient Enquiry Systems are down.

We have been able to speak to her because a nurse has allowed my mum to use their mobile phone with their help. We have been passed from pillar to post and Patient Advice and Liaison Service have been useless.

How do you expect she is feeling? This lack of communication is appalling. This is unacceptable."

December 17th:

"Hospital have phoned, mum is not doing well at all. Lungs keep filling up with fluid, going into end stage of heart failure. She was terrified of dying on her own and the prognosis is that this may happen as she's in hospital and cannot have visitors."

December 18th":

"Mum's tested positive for COVID. I'm not quite sure what to say, apart from bollocks. It just goes from bad to worse. She's caught it in hospital."

December 19th:

"Finally managed to speak to my Mum very briefly a few minutes ago. Feel so relieved to have spoken to her. She sounded ok(ISH) but obviously very fed up and still not out of the woods yet."

At this point Healthwatch had been tagged in a Tweet and we discussed the issue with her.

December 22nd:

(A DM to us after I enquired how her mum was doing)

"Hi there, she is still in hospital and again we can't communicate with her. A Dr today suggested I drive from Sheffield to Hull to drop off a tablet (I don't have one) as it's

only an hour to an hour & a half down the road. My sister spike to her on Sun (again thanks to a lovely nurse who held her phone so mum could talk to my sister) but she is fed up as she has no-one to talk to there. It's heart-breaking and wearing us all down. Sorry for being so down.”

Healthwatch Note:

We advised they contacted PALS again but they said that they weren't particularly helpful. We suggested going to Independent NHS Complaints Advocacy at this point to make a complaint and we asked about whether she'd been given any other options to speak to her mum she said:

“She was on Ward 90 & is now on Ward 38. Spoke to the Ward Manager on 90 who said they had the tech (assuming he means tablets) but no-one had been available to download the software. He said he would get someone to do it but they never did.

Ward 38 were going to look into where these mythical 'tablets' are supposed to be but no- one seems to know.”

December 23rd:

Healthwatch Note:

We offered to call the HRI at this point to speak to a member of staff about the tablet. We spoke to the Ward Manager on Ward 38 about the issues and she said she'd get something sorted.

As we did not have permission from the patient to share her details, we asked the Ward Manager if we could advise her relative to contact the ward and speak to the manager directly. She obliged.

“Hi, just spoken to the ward manager who was extremely helpful. Ward 38 does have an iPad however it is not data secure do has been taken away by IT as this is a known issue.

The ward manager is as frustrated as I am and their protocol is that nurses should not be using their mobile phones to help patients speak to loved ones.

The ward manager is going to try to find a cordless phone or some other way of enabling us to communicate with Mum & will ring before 8pm. She acknowledges this is a heart-breaking situation and is really upsetting for them too.

Mums condition is such that she wouldn't be able to use a mobile phone without support.
So that's the latest update.

I really appreciate your help with this .”

“The ward manager has just hunted down a tablet from ICU and I've been able to see & speak to my mum, and she is going to do the same tomorrow. The sound wasn't brilliant but at least I've been able to speak to her and she knows I've phoned. Thank you so much x”

“Mum now has Hospital acquired pneumonia as well as Covid, both caught in hospital. 50/50 if she'll pull through as she's very poorly.

Thank you @HealthwatchHull you have been amazing in the support you have given me.”

Healthwatch Note:

I asked her if she would be able to feedback to us in full detail about her experience and she said:

“That's absolutely fine, the ward manager was brilliant and also a Matron was extremely helpful over the weekend. Thank you for your support. It would be good to talk to you at some point to go through everything as I have tried to document everything as the weeks have progressed.”

December 25th:

[Retweeting a HUTH post wishing staff, patients, partners and the public a merry Christmas]

“I'd like the gift of care demonstrated by a buzzer being within reach for my mum to use, a drink being within reach and someone actually listening to her needs. Which is difficult when her mouth is so dry & lungs so congested she can barely talk. & empathy.”

“Went to see mum yesterday as had a call to say she was deteriorating. Buzzer in the floor, liquid out of her reach so she wouldn't be able to drink, cursory offer of something to eat - no offer of a meal.

Mum finding it very difficult to talk so if she wanted someone's attention she would find it impossible. Was desperate for a commode and took us prompting nurses twice who decided to catheterise her by which time I have a strong suspicion she

may have wet herself. If that's the case then the sheet was removed & changes several hours later. With my help she managed to drink nearly a full beaker of orange & said she was hungry.

It feels like because she is elderly no effort is made to provide 'care' with compassion, empathy & dignity. It feels like they are leaving her to get to a point where medical interventions can be withdrawn. I spoke to the Junior sister before I left and aired my concerns & begged them to look after her. I was told she would be; the ward wasn't full & they had plenty of staff. There was no indication they were rushed off their feet. And it sticks in my craw to see an article in the Hull Daily Mail saying how wonderful the staff on Ward 37 are & how they have a tablet & phone so patients can communicate with family.

I'm a qualified counsellor, and I've worked in Health & Social Care -the lack of empathy, compassion and care is disgraceful. Mum was frightened & scared yesterday, in a room on her own, no way to communicate her needs, she is partially sighted, deaf & has limited feeling in her hands. This must feel like a prison sentence to her & I feel helpless. Oh and I needed the loo, no-one told me to change my PPE after I'd been."

"I spoke to Nurse in Charge and expressed concern about position of buzzer & drink & also food and she said that they check regularly to see if patients are thirsty but she would check re buzzer. I also asked why mum was still in cubicle on her own and why she hadn't been moved back onto to the Ward where she may feel less vulnerable and more able to be checked on. The Nurse said the ward can be quite noisy (it has 4 beds in it) which I understand, but I made the point that perhaps she could ask mum what her preference would be. She said that "yes I suppose I could". I also said that we were unhappy that we had

To prompt the staff twice for someone to help mum as she wanted to go for a wee.

I also found out that Mums oxygen was increased to 5 litres yesterday which weren't aware of, we were told she was on 2 litres.

I do wonder if Mum was a younger person, would the 'care' she was getting be better? The way the staff talk to her, there's little eye contact, no real effort to ensure she understands what is happening e.g. Taking blood pressure, checking blood sugar.

	<p>Maybe I'm just picky but surely this is the sort of thing which demonstrates person centred care & the maintaining of dignity.”</p> <p>December 26th:</p> <p>“I've just phoned but the ward manager had left for the day and the Junior sister who is coming on shift between now and 14.00 I wasn't impressed by. I felt she was very defensive when I was asking about food/liquid - buzzer on the floor.</p> <p>I question whether the verb 'care' actually means anything to the majority of medical professionals.</p> <p>I cannot thank you enough for the support you are giving me, it really is appreciated.”</p> <p>“One if the things which is preying on our minds at the minute is the fact we can't visit Mum. We were allowed to be there on Xmas Eve when she'd deteriorated (which happened very quickly as there was literally about 30 mins between me talking to a Dr & then the Junior Sister phoning to tell us to get across) why we can't visit her. We've already been exposed to COVID on Xmas Eve.</p> <p>The staff didn't wear visas or face masks so to me it doesn't make sense. This just seems so cruel that the only time we will now be allowed to hold her hand or stroke her hair is when she is near the end. We want to be with her now to comfort her and let her know we're there for her. And if she hadn't caught COVID in hospital she could have been discharged home or into respite care.”</p>
<p>Actions Taken (Provider)</p>	<p>The staff member dealing with the comms for @Hullhospitals did try to resolve the issue with the tablets however due to technical issues this did not resolved.</p> <p>The ward manager did assist in ensuring video conversations did go ahead with the patient and her relative.</p> <p>This has been escalated in HUTH and they will contact the relative directly to discuss the experience.</p>
<p>Actions Taken (Healthwatch)</p>	<p>Healthwatch contacted the individual and provided signposting options. We contacted the ward and spoke to the ward manager to enquire about what methods of communication were available for patients and relatives; informing her of the experience and passing her contact details to the relative to discuss the issue.</p>

	<p>We have continued to provide support to the relative (which is still ongoing) after the patients passing to make sure that if there are any more issues identified or arise that we can be involved and get them addressed. We have also made the individual aware if they need to speak to someone that we are here for them.</p> <p>We also escalated this experience to HUTH who has informed us they will contact the relative directly.</p>
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Department /s	A&E, Ward 6, Radiology	Date Recorded	22/12/2020
Experience Identified by:	Survey		
Experience	This experience has been recorded under Castlehill Hospital as it covers both hospitals.		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No action taken, individual requested not to be contacted about their experience and did not leave their details.		

Compliment

Department	Women and Children's	Date Recorded	30/12/2020
Experience Identified by:	Survey		
Experience	Fantastic service from all midwives and people involved in my surgery, c section. Midwives were really kind and helpful and people in the surgery were calming, whilst professional and efficient		

Department	Women and Children's	Date Recorded	30/12/2020
Experience Identified by:	Survey		
Experience	I gave birth by elective c section on the 15th Dec at Hull Women and Children's. My experience was truly fantastic. I didn't think it could ever been as amazing as it was. Every single person I came into contact with was caring, passionate about their work and made me feel like I was the only person in the room! I was worried about procedures due to COVID but I didn't need to, everything was handled in a way which made me feel safe and cared for without changing my birth experience. I can't say enough about every person who helped me over the day and night I was in the hospital, they all contributed to making it an experience I will remember forever. Thank you!		

Department	Labour Ward	Date Recorded	30/12/2020
Experience Identified by:	Survey		

Experience	From admission to being discharged everyone I crossed paths with couldn't be more helpful towards me and my new baby. Due to COVID obviously things was difference but midwives on the Rowan ward was very helpful when needed.
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Department	Rowan Ward	Date Recorded	30/12/2020
Experience Identified by:	Research		
Experience	My baby was born via emergency C section, thank you to the midwives and all surgery staff & Donna and all the staff on the Rowan Ward		
Similar Experiences	We received another experience similar to this		

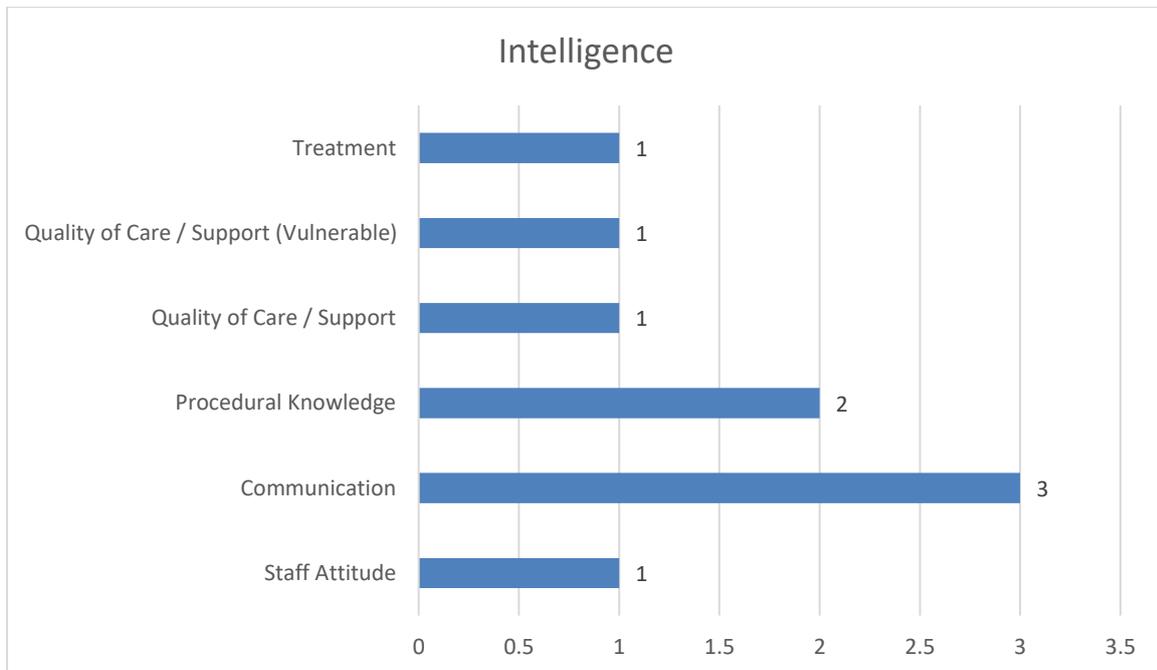
Department	Labour Ward	Date Recorded	30/12/2020
Experience Identified by:	Research		
Experience	Thank you to the midwives and massive thanks to doctor who delivered her, you were amazing!		

Department	Labour Ward	Date Recorded	30/12/2020
Experience Identified by:	Research		
Experience	Our Midwife was amazing as my assisted birth was traumatic for a first baby. We can't thank her enough for everything she did for us. Also the lovely doctor who helped deliver her via forceps was amazing too		

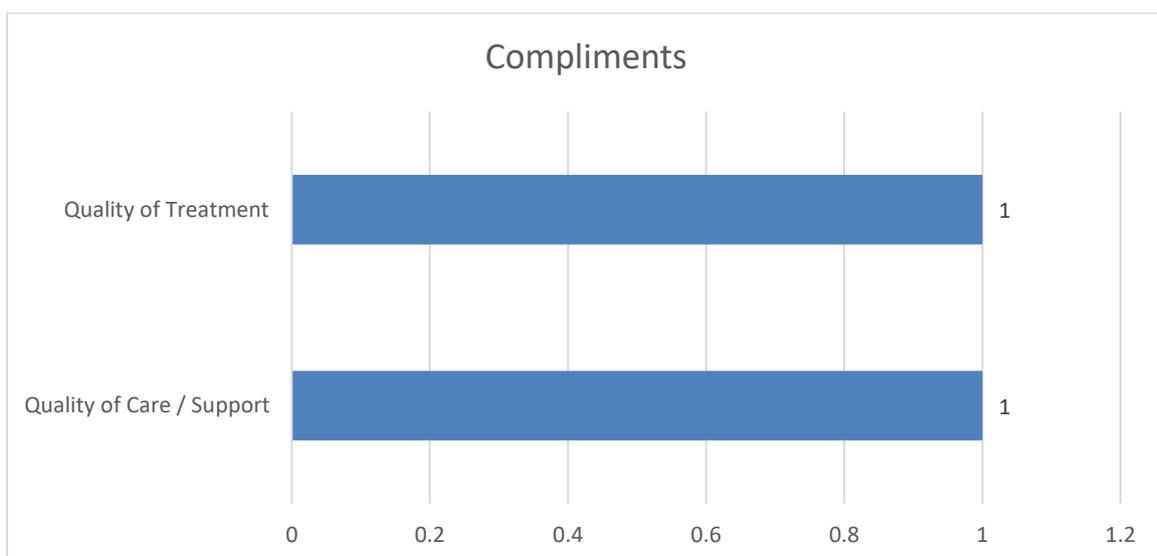
4.5 Experiences Breakdown - Castlehill Hospital

Statistical Information and Graphs

This month, we received 11 comments regarding Castlehill Hospital, 9 of these were intelligence and 2 were compliments. The graph below provides a breakdown of the categories.



We recorded 6 different areas of intelligence, the main compliment we received was in relation to communication with 3 comments followed by Procedural Knowledge.



We recorded 2 different areas of compliments, both with a single comment each.

What We Were Told

Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence and Compliments

Department /s	Adult Social Care Discharge Suite	Date Recorded	19/12/2020
Experience Identified by:	Survey		
Experience	This experience was recorded in Hull Royal Infirmary section		
Department /s	Day Surgery Unit (Daisy Building) and Ward 15	Date Recorded	22/12/2020
Experience Identified by:	Survey		
Experience	<p>Routine Day Surgery Hernia Operation I was contacted in August to ask if I would attend a routine hernia operation on Thursday 17th September 2020 which I agreed to.</p> <p>I had seen a consultant about a year ago with a groin hernia and his abruptness then set the scene for the whole episode. When I asked if there was any other option, he replied that unless I had an operation it wasn't going to fix itself.</p> <p>As exercises could not help, I said yes could I have the operation please. So, he said he would put me on the list. I think it was late August when the hospital contacted me to ask if I would be available for the operation on 17th September. I decided yes that would be as a good time as any so agreed- I was on top of things at work.</p> <p>I attended a pre-op on 8th September which involved a series of questions on my medical background. When I asked what the operation would involve and was its keyhole the nurse replied that she couldn't answer because she didn't usually work in this area.</p> <p>On 14th I had a drive through COVID 19 test and I was ready for the operation assuming I didn't receive a phone call informing me that it was positive. On Thursday 17th September I had a light breakfast at 7am, emptied bins,</p>		

tidying the house ready to be away until the weekend as I was going to stay at my Mums after the operation, my husband being a lorry driver was away during the week.

My Mum then picked me up at 10am to take me to Castle Hill Day Surgery Unit, dropping me off at 11 am. I whiled away the time sitting in the autumn sun and walking around until I was called through at 3.30pm. I had seen the surgeon earlier who explained that it would be open surgery not key hole and expressed surprise that the consultant I originally saw hadn't informed me of this.

However, I would still be discharged that day. I awoke from the anaesthetic on the recovery ward and I'm sure I had to pass urine before I could be discharged. I seem to vaguely remember sitting on the toilet and my Mum collecting me at 7.30pm. I was in discomfort as expected that evening, trying to eat a few mouthfuls of cauliflower cheese, and passing a small amount of urine which I noted had blood in it because I was unable to bend to sit on the toilet and had to use a jug. I slept and tried to pass urine again during the night but was in extreme discomfort trying to do this and there was blood again in it.

- **GP Related Experience**

In the morning there was just a bloody beetroot juice looking dribble into the jug in the morning. This was staring to cause me concern and I felt I wasn't making the recovery expected. You're not sure because I had very little guidance if any on what to expect in terms of recovery. So we rang the ward for advice, they referred us to 111 who referred us to my GP. They eventually rang me back sometime on Friday morning to advise that it was probably just due to catheter trauma during the operation. If it didn't settle down over the weekend I should ring back.

With hindsight I believe this was a poor diagnosis. I ate 3 small meals that Friday, took regular paracetamol and co-codeine to control the pain and being eager to move I sat up in the living room for a few hours. I was still in extreme pain trying to pass urine and had to do this into a jug as I could not sit down on the toilet. Overnight on Friday I think I tried to go during the night but was unable to.

I the morning I threw up all the food I had eaten on the Friday and we again rang the ward to be referred to 111 and then my GP. A GP rang me back around lunch time and sent me through a link which enabled me to show him the wound area. He

immediately said he would send an ambulance within the hour to bring me into hospital.

- **Hull Royal Infirmary Experience**

I was admitted to ward 6 at Hull Royal Infirmary on Saturday 19 September. I recall them inserting a cannula with a saline drip to rehydrate, painkillers through the drip and antibiotics; a tube inserted down my throat to stop vomit going into my lungs, a tummy fragmin injection to prevent blood clots; put on oxygen; catheterised; bloods taken and being wheeled down for a CT scan. There were a lot of doctors at the bottom of my bed and I was a bit woozy, sleeping a lot of the time.

I think they explained that I had an infection, cellulitis down my left-hand side and they drew on me in pen to mark the extent of the inflammation. The wound itself looked fine and was healing nicely. On the Sunday they took me down for a second CT scan and on my return one of the doctors explained that it showed that during the operation my bladder had been 'nicked' which I took to mean 'cut' by the surgeon during the operation. I believe it was at the same time that one of the doctors passed on an apology for this from the surgeon. This bladder damage had caused urine to leak into surrounding tissues causing the cellulitis (infection).

I was moved from a cubicle to the 4 bed women's unit on the ward. I just want to say that the porter who took me down for the CT scan was wonderful. He put his hand on my shoulder and said 'Now what have you been doing?' Just that simple touch meant the world. 'I said don't be nice to me or you'll set me off!' We laughed. On the Sunday there was a nurse in charge of our 4 bed women's unit and everything about her attitude said 'I do not want to be here'. During the afternoon I woke to find her stood beside my bed. She said something, just a couple of words, to which I said sorry I can't understand and she said louder 'tummy injection'. I said 'Oh yeah, last time they did it in my thigh because of the infection in my tummy area'.

She said impatiently 'tummy or leg then?' so I said 'Oh tummy then'. Later she returned to administer the antibiotic via the cannula first she injected saline to clear and I informed her that it was beginning to hurt to which she replied 'Oh'. Other nurses had said let them know if it started to hurt as it would need reinserting into my other hand. She then injected the antibiotic even faster than the saline which really hurt. I then felt very vulnerable and quite scared at her lack of compassion and care. I rang my husband in tears not knowing what to do.

That evening at 7.30pm she came back to my bed with a urology doctor from Castlehill and drew the curtains round my bed. He was examining my wound, the inflammation and asking her questions about my notes (e.g. urine volume) to which she began to get flustered clearly struggling to answer his questions. She said 'I have to go its hand over' to which he replied it will only be a few more minutes and 'you can't leave me on my own with a female patient'.

He told me that I had two problems they were treating; one being the infection and the other the bladder damage. He felt the cellulitis was now responding to the antibiotics and this had been the first priority. He explained that there were 2 possible courses of action to deal with the bladder leak that was now the focus. They could operate to suture the wound or they could leave the catheter in to continue draining urine and monitor over the next 24 hours to see if the bladder would heal itself. He said neither was without risk but he felt the monitoring was the better option and I agreed to follow his advice and expertise.

Then she said 'I'm going to the handover and I'll get someone else to help' throwing my notes on the bed. The doctor looked at me in amazement and I raised my palms to him and said 'Just get me out of here.' He said nothing and left. The next day I was transferred to the urology ward 15 at Castlehill. On the Sunday evening I asked for some food as I clearly wasn't having an operation in the immediate future. They checked with the doctors and I was given a piece of toast.

That was the first time I had eaten and kept anything down since Thursday and I was beginning to worry I needed to eat to keep my strength up. I was given a little breakfast the next day but again had to ask because the notice still said nil by mouth so they had to check with the doctor at each meal time. I believe they came late Monday morning with a wheel chair to move me to Castlehill. The nurse on the day was the complete antithesis to the other nurse. This nurse, like the nurses from the cubicle and the doctors showed compassion and consideration in all their dealings with me and others I overheard. That was the most I had sat up to be moved for 5 days so it was quite an ordeal just to get to the ambulance.

- **Yorkshire Ambulance Service Experience**

Then I was asked to get out of the wheel chair and sit in the chair in the ambulance. There was another gentleman who was also being transported and he showed no discomfort. I was told he had cardiac problems and bed sores. Strangely he was laid on the stretcher whilst I clung to the side of the

ambulance during a harrowing ride to Castlehill. I had tears streaming down my face with the pain from sitting which had been a problem for me all along. As I was asked to get into the wheelchair on arrival I said 'that redefined Chris Reas 'Road to Hell' to which the ambulance lady in the back said 'I'm sorry about that, I will have a word with my colleague on the way back'. I don't understand why I wasn't laid on the stretcher.

- **Castlehill Hospital Experience**

I was then admitted to ward 15 at Castlehill. Generally, the care on this ward was excellent, with a real feel of team work, however there were still some unsettling anomalies. The next morning, they tried to give me Lansoprazole which I queried and someone went off to check but never returned. I remember a discussion by nurses at the end of my bed around whether the strike through on the drug card meant the medication was stopped or started. The drug cards and handovers were unchanged over the last 40 years. Hand written introducing opportunities for error.

The next day they attempted again to give me Lansoprazole and when I queried it the nurse said it was maybe to line my stomach for the pain killer co-codeine so I accepted it. The next morning the doctor asked me why Lansoprazole was prescribed on my drug card and I replied 'If you don't know I've no idea!' I was discharged with a catheter from ward 15 home on Friday 25th September at 15.30pm. I was told that I would be sent an appointment for a radiology scan to confirm the bladder repair followed by removal of the catheter all being well on ward 12.

I was quite teary and emotional that weekend and realised I was suffering from the stress of the last 10 days as if it was PTSD as the impact was now hitting me. I then recuperated at home, taking a course of strong antibiotics and some paracetamol (which I was able to quickly reduce over the weekend until it was not needed). My wound was healing well and did not need a dressing. On Wednesday 30th September I showered and was sat downstairs when at 10am I noticed my dress was wet and when I stood up a bloody clear fluid was running down my legs. I checked my catheter and that seemed OK but my wound was bleeding and the fluid seemed to be running from that.

- **GP Surgery Experience**

I was worried that it was the bladder leaking again and that was the fluid weeping from the wound. Maybe I had opened it up again. I rang my doctor and they rang back at 1.30pm,

asking me to attend an appointment at the surgery at 3.30pm. As I asked if there was anything earlier, she said that had gone so would I be able to travel to Withernsea for an appointment or did I want to wait until tomorrow morning. I couldn't believe it and said I was very unhappy about having to ask my 80-year-old Mum to drive me to Withernsea with a catheter round my leg and a towel shoved between my legs in a dressing gown on.

- Hull Royal Infirmary Experience

My Mum said I am not taking you to Withernsea, I'll take you to A&E. We then rang others for advice and rang ward 6 who advised us to go to A&E. So, we arrived at Hull A&E at 3.30pm and I was shown to a seating area where I sat on a plastic chair for 2 hours in extreme discomfort again. I was wearing Ted socks, a dressing gown with a catheter around my leg and a towel between my legs and over my wound. I had to suffer the indignity of sitting there and the pitying looks of some of the other patients. I honestly believe if I had seen me, I would have approached the reception desk to ask them to see me or place me somewhere more comfortable.

I was eventually seen after 5pm and the doctor who saw me was sure the discharge was just the body getting rid of the cellulitis swelling and possibly the old urine. He said he would check with the surgeons on ward 6 and when he rung back, he asked him not to discharge me until he had been down to check. The doctor that came down asked if I recognised him from ward 6 but I said I was probably a bit under the influence of the painkillers.

He explained that he had seen the CT scans and there was a lot of fluid in between the linings of my stomach which with the cellulitis and old urine the body was probably finding the weakest point to discharge. He checked my wound and confirmed that he was happy with the doctor's diagnosis. He said he was hopeful that the radiology scan would confirm that there was no further urine leakage. He explained that although they had thought it would be an inguinal hernia operation it was actually a femoral hernia.

I asked him what the significance of the difference was but he said it was just a medical term. My wound was dressed and I was discharged for my Mum to collect me at 6.30pm. Exhausted!

- Castlehill Hospital Experience

	<p>The next day I attended Castle hill radiology department at 3.20pm whilst my Mum waited for me in the car park. I had asked them when they rang me to make the appointment how long it would be but although she said about 10 minute it was clear the lady didn't really know. I was shown into the radiology room at about 4 pm and after the procedure was completed the radiologist asked me what was to happen next. I said I thought they might know but what I thought that I was to go to ward 12 for the catheter removal so I asked if the images could be sent there for viewing by the doctor. They said yes and put me in a wheel chair to wheel me to the ward. When I arrived at the ward, they asked me what the radiologist said, saying didn't she tell you what the image showed and I said no. I assumed a doctor would look at the results here on the ward.</p> <p>I then waited there for about half an hour after which I asked them to look at my wound which was still leaking to see if they could redress it. This they did and arranged for the district nurse to visit daily to redress it. Then the doctor from ward 15 came in having looked at the radiology report and said that it showed everything was fine and my bladder had healed. The catheter was removed and I had to wait until I had passed urine before I could go home. At 6.30 my Mum picked me up from the front of the general reception after waiting in the car park for me for 3 hours. The district nurse who attended the next day when I told my story expressed surprise that they weren't sent in to look at the wound by the doctor on the Wednesday as their specialism was of course wounds.</p> <p>They continued to attend every day to dress the wound whilst it continued to leak and after a week this discharge slowed so that I was able to dress it myself. From being unable to stand to chop a vegetable on my discharge two weeks later I am now able to walk down the street and prepare my own food. However, I think it will be a while before I will be attempting the three peaks again. Catalogue of errors doesn't begin to describe the experience. I truly am not one to complain and I am more likely to suffer in silence but I fear that if I had been less robust I might not have survived the whole experience and that means lesson must be learned and improvements made. I have submitted a complaint via Pals</p>
Actions Taken (Provider)	Not known
Actions Taken (Healthwatch)	No action taken, individual requested not to be contacted about their experience and did not leave their details.

4.6 Experiences Breakdown - Track and Trace

Statistical Information

This month, we received 1 of comments about Track and Trace which was intelligence. This comment was relating to communication from the Track and Trace service as a test result wasn't received prior to visiting hospital and this experience is recorded in the Castlehill Hospital section.

4.7 Experiences Breakdown - Yorkshire Ambulance Service

Statistical Information

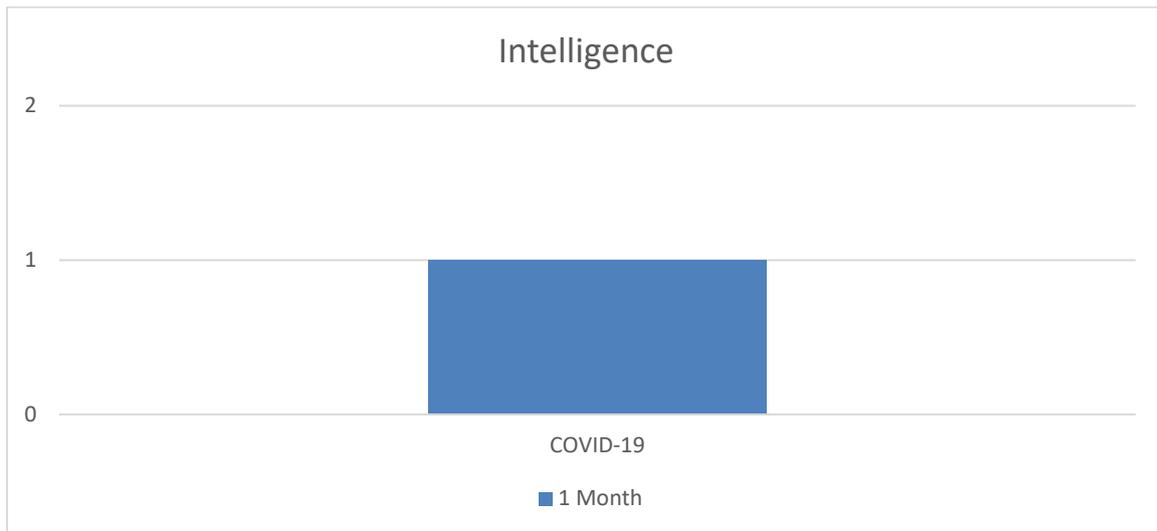
This month, we received 2 of comments about Yorkshire Ambulance Service which was intelligence. The comments were relating to Staff Attitude and Quality of Care and Support. This experience is recorded in the Castlehill Hospital section.

4.8 Experiences Breakdown - Care Homes

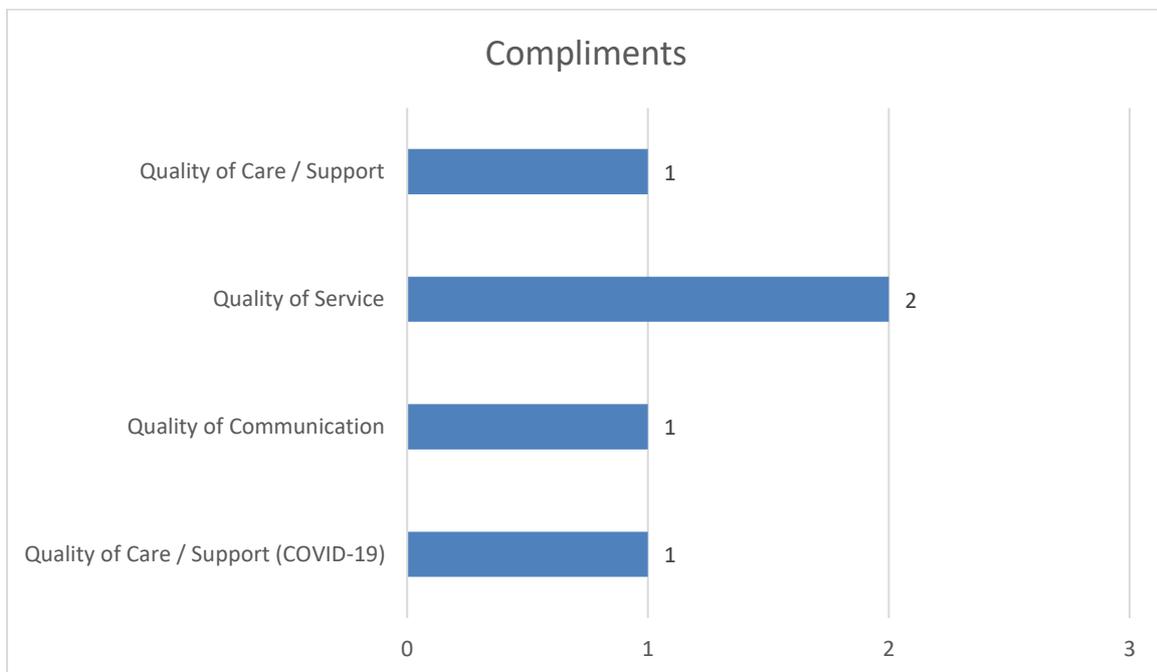
Statistical Information and Graphs

This month, we received 6 comments about Care Homes, this was broken down into 1 piece of intelligence and 5 were compliments.

From the experiences we received this month, we found that Priory Grange Care Home received the most comments followed by St Mary's Nursing Home.



The intelligence we received was regarding issues due to COVID-19.



We recorded 4 different areas of compliments, the main compliment we received was in relation to Quality of Service with 2 comments, with the rest having 1 comment each.

What We Were Told

Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

Care Home	St Mary's Nursing Home	Date Recorded	04/12/2020
Experience Identified by:	Phone		
Experience	<p>Today I have received a call from a lady who has a relative at the St Mary's care home on Chanterlands Avenue. The lady stated that they have been unable to see their relative due to the pandemic for 8 months. Her relative that lives at the care home has dementia, had a severe stroke and is now bed bound, so it is really upsetting for her and the family that they are unable to see her.</p> <p>The lady has already spoken to the home manager about what can be done about this, the manager has out it through to the regional manager. The company that the care home is under are going to be building a visiting pod outside, so that people can meet according to the rules. However, they don't have the facilities to turn an existing room within the home into a visiting room so their hands are tied.</p> <p>The care homes were meant to be receiving COVID testing packs so that they could be tested before commencing visits. However, as of yet the home has not received any, and the lady stated that it seems like the managers are as much in the dark as the public, and are not being updated or notified by the council. The lady has also said that there is no clear information on the council website about any actions they are taking. The lady was essentially asking what can they do in this situation now? They have not seen their relative for 8 months, and they used to see her every day before the pandemic, so it is very difficult for everybody.</p> <p>Could you let me know what could be possibly done? Or when will the testing situation for the care homes move forward at all? Any information that could help the lady would be much appreciated.</p>		

Actions Taken (Provider)	
Actions Taken (Healthwatch)	HW has emailed HCC and then contacted the lady with the response form HCC via email

Compliment

Care Home	Priory Grange Residential Home	Date Recorded	29/12/2020
Experience Identified by:	Research		
Experience	<p>My mum has been a resident here for about two years now. Naturally, there were a few ups and downs as my mum adjusted, but I have to say, the staff are amazing. They go above and beyond what is required of them and have dealt with the COVID-19 pandemic brilliantly.</p> <p>To my knowledge, there have been no occurrences of it within the home. Talking to the staff, they have all taken extra care to ensure that nobody catches it. It's always nice to see photos of what my mum has been up to and Faye, the activities worker, is a star!</p> <p>Putting a loved one into care is always traumatic for all involved, but our mum is settled and we know she's well looked after.</p>		

Care Home	Rossmore	Date Recorded	07/12/2020
Experience Identified by:	Research		
Experience	Very happy with the care, and able to speak to the family on the telephone.		

4.9 Experiences Breakdown - Domiciliary Care

Statistical Information

This month, we received 1 comment about Domiciliary Care Services. This intelligence was regarding Caremark and related to Staff Attitude.

What We Were Told

Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

When conducting online research, we have found that on occasions there is not a specified date, in these instances we will record the date we identified the experience.

Intelligence

Care Home	Caremark	Date Recorded	18/12/2020
Experience Identified by:	Research		
Experience	Twice 2 carers have thrown away cooking pans of mine because they were too lazy to clean them. So many times, I've had to spend money on replacing things in my home and now I'm getting very impatient about it. I know the pans have been thrown away because I've checked my bin. I'm not gonna keep wasting money on replacing things just because 2 carers are too lazy to clean my pans. They could have just left it and I could have had someone else clean it, no need to throw my dishes in the bin. I've really had enough of this and hope the CEO reads this because I'm losing my trust with their staff now.		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	Raised to Local Authority		

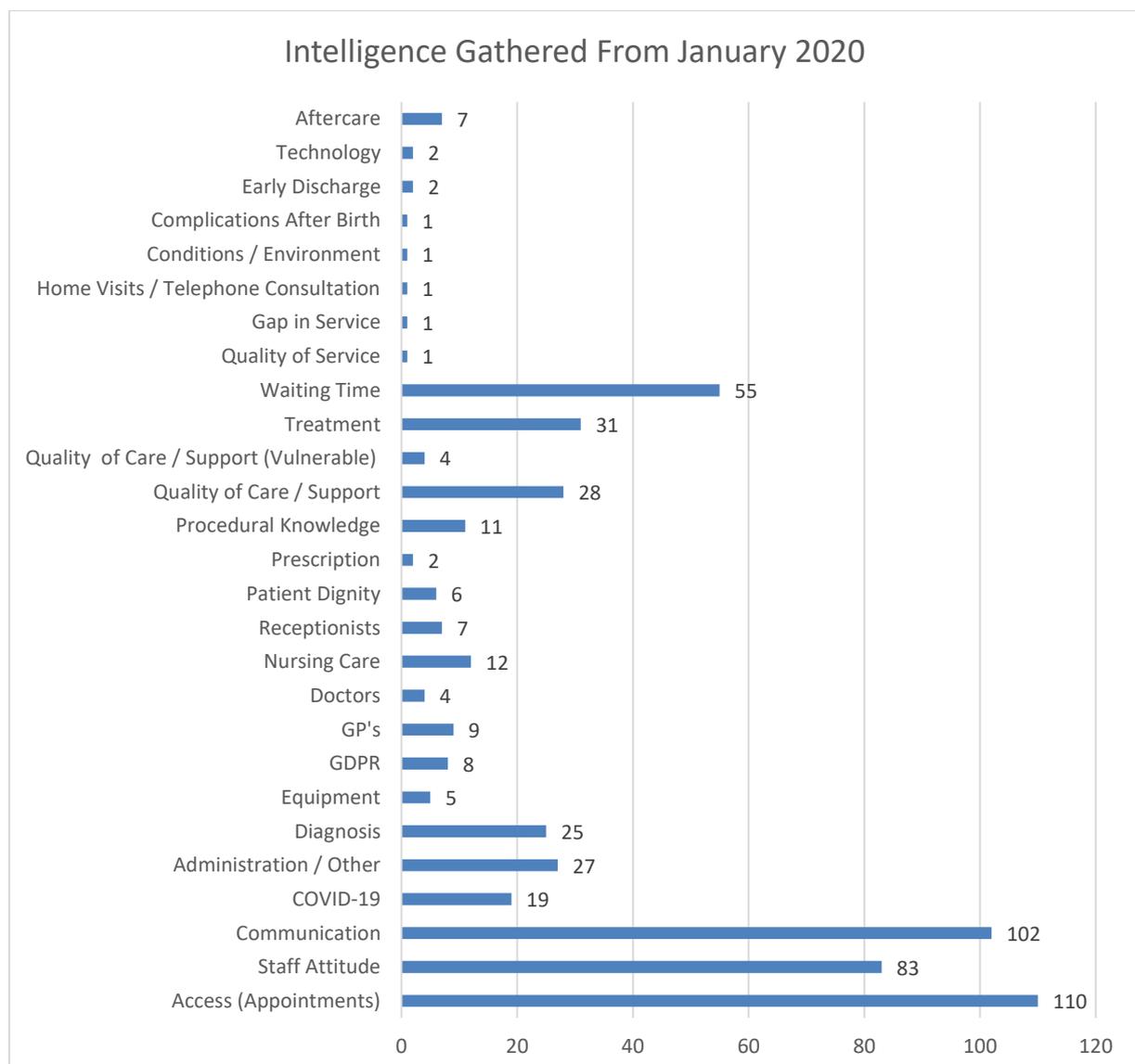
5. Experience Breakdown - From January 2020

Statistical Information and Graphs

The graph below provides a breakdown of the intelligence we have identified from the experiences we've recorded from January 2020. We have now identified 598 pieces of intelligence and 340 compliments.

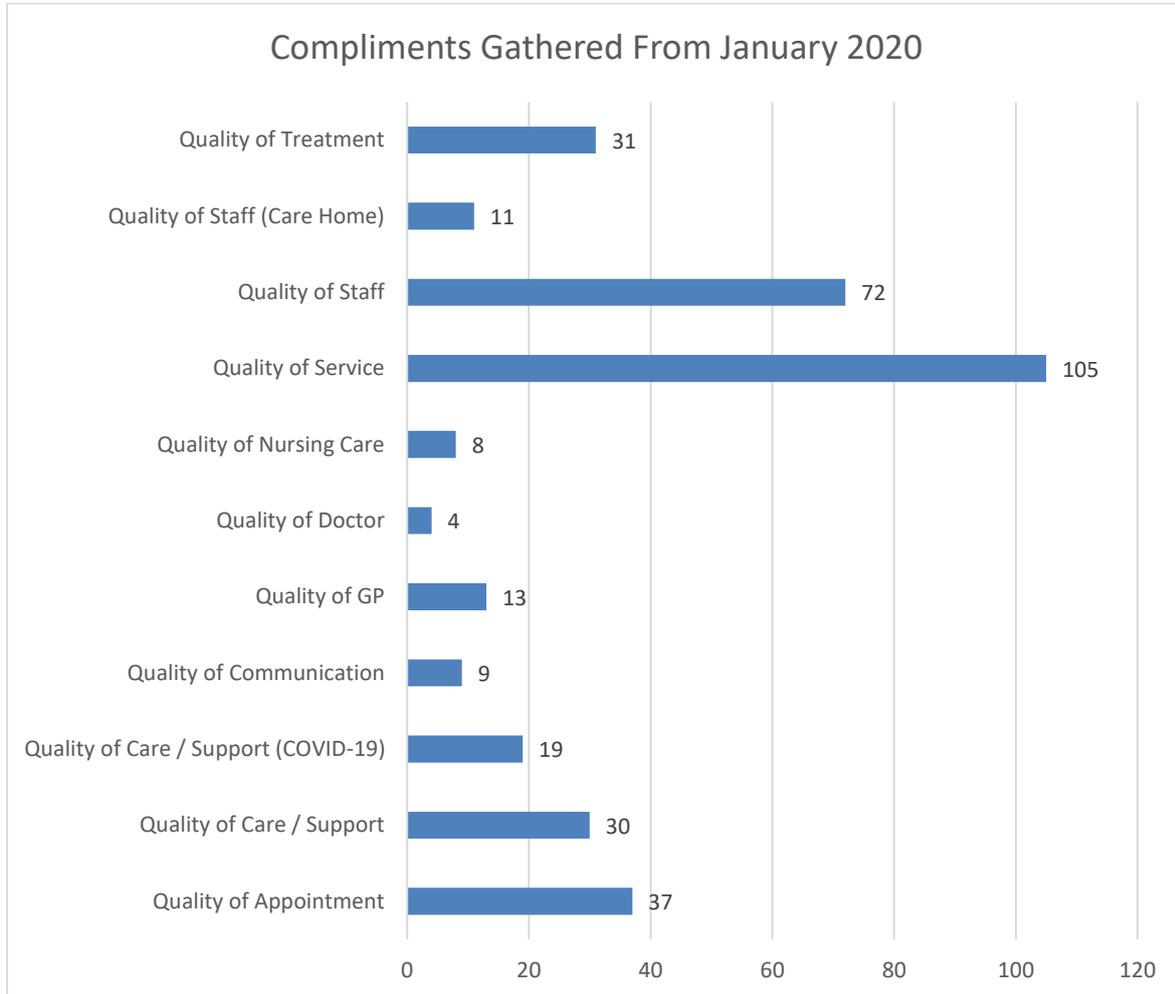
The most reoccurring themes are Access with 110 comments followed by Communication at 102 comments.

Please note, these figures differ from the amount of contact and experiences (research) as one contact and experience (research) can result in multiple comments about a particular service.



The graph below provides a breakdown of the compliments we have identified from the experiences we've recorded since January 2020.

The most reoccurring compliment is Quality of Service with 105 comments followed by Quality of Staff with 72 comments.



6. NHS Independent Complaints Advocacy

Statistical Information and Graphs

This month the NHS Independent Complaints Advocacy received 1 complaint. This complaint was in relation to Burnbrae GP Surgery.

Nature and Substance of complaint:

Delay in processing of supportive statement for Welfare Benefits claim and lack of support and information regarding introduction of new immune suppressant drug to treat Rheumatoid Arthritis.

7. Feedback Form

We request that the feedback form below is completed by commissioners and/or provider responsible for the service to enable members of the public to be assured that their feedback is recognised and acted upon and contributes to ongoing service development.

Please complete the form and return to:
mharrison@healthwatchkingstonuponhull.co.uk

Organisation	Responsible person	Comments/Actions

healthwatch

Kingston upon Hull

Intelligence Report

December 2020

