

# healthwatch

Kingston upon Hull

## Intelligence Report

March 2021



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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 March 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 number 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:**

- Care Homes
- GP Surgeries
- Hull Royal Infirmary
- Dentist
- Home Care
- Local Authority
- NHS Humber Learning Disability
- Mental Health Services

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

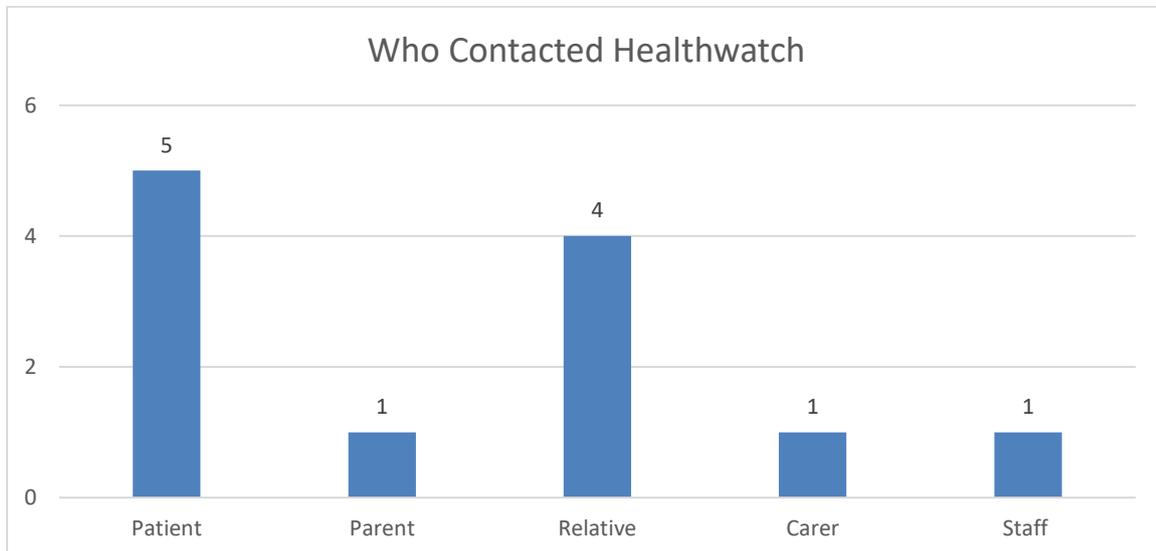
*We also may not publish every experience we've recorded as some experiences may be very similar to others; for example, “I couldn't get an appointment” and “I've had to wait weeks to even speak to a doctor” (which are both appointment issues).*

*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.*

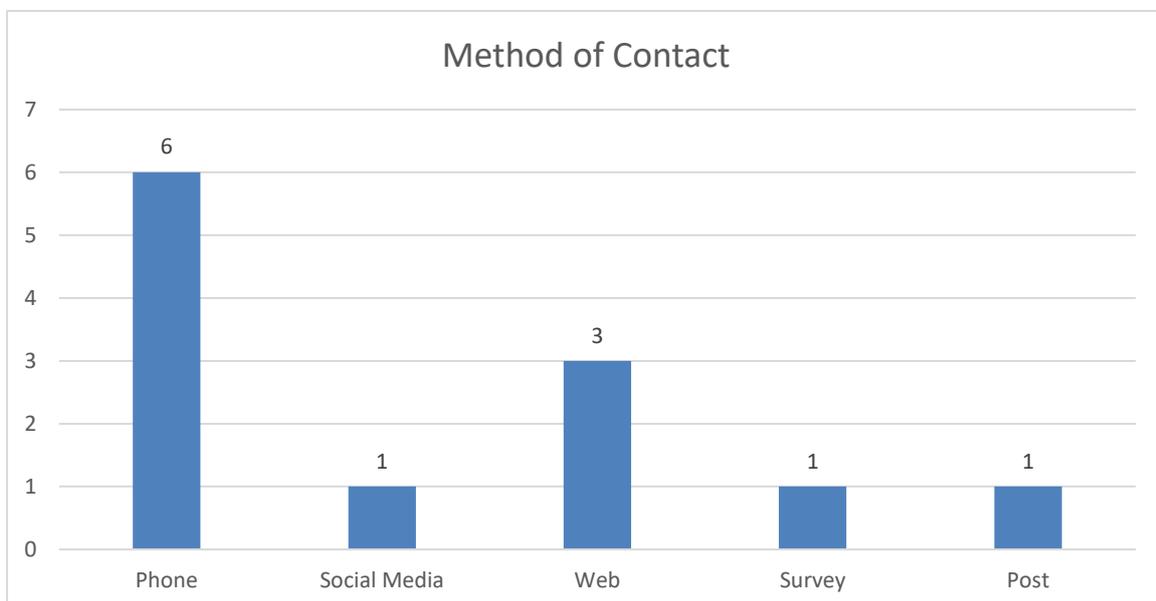
*Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.*

## 2. Contact Statistics

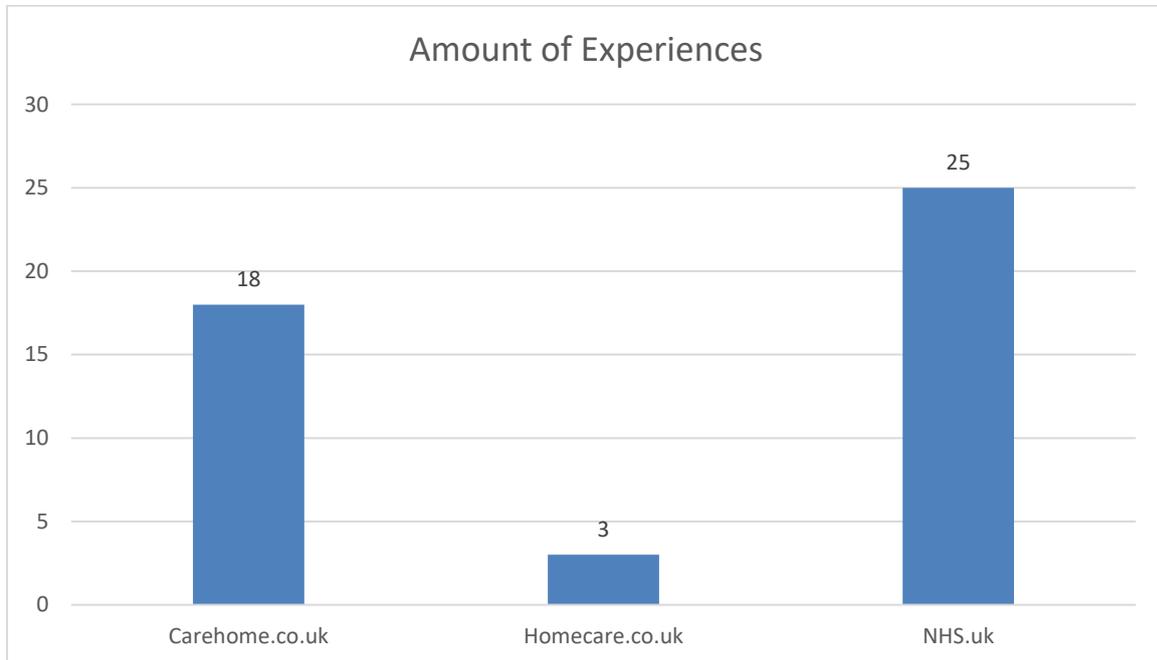
In March we had 12 people contacted Healthwatch directly to provide feedback or to ask for information / advice. The graph below provides information on who contacted Healthwatch directly this month.



The most popular means of contacting Healthwatch was by Telephone followed by Web (Email). 10 of these contacts was to provide experiences of local health and social care services and 2 contacts were information requests.

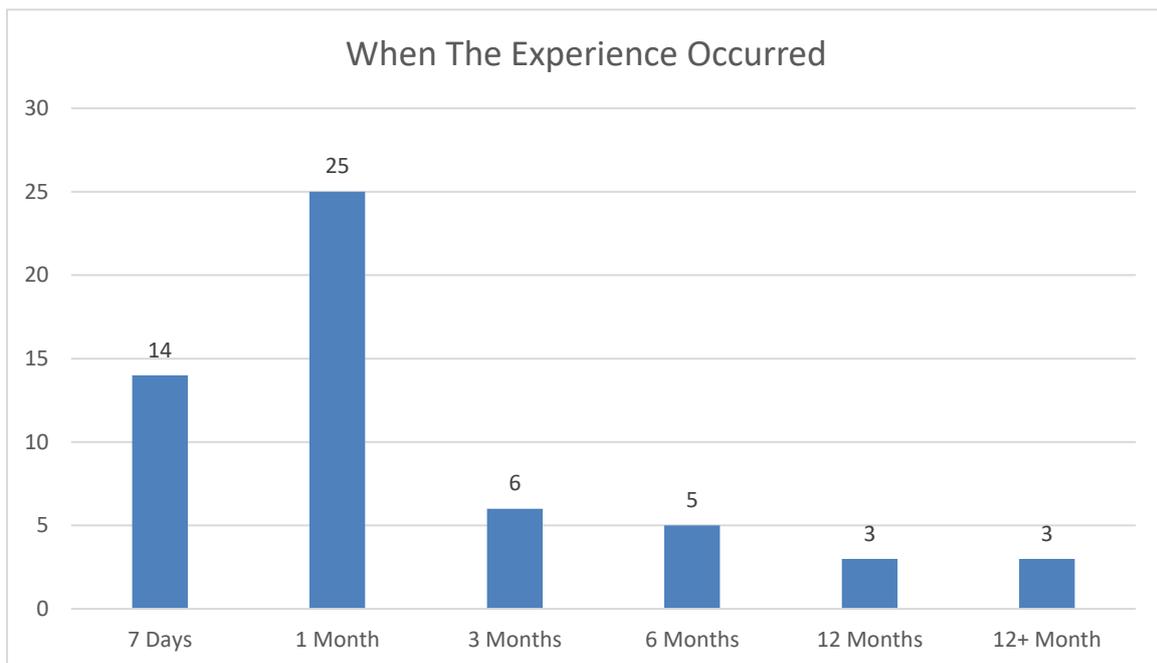


We also conducted online research of local services, looking at a range of websites and social media channels to see what people have been saying about local services, where we found 46 experiences. The graph below demonstrates where we found these experiences.



The total amount of experiences received this month through direct contact and through research is 56 experiences.

From the date Healthwatch recorded the experience, we found that the majority of experiences occurred within 1 month, followed by experiences which occurred within the last 7 days.



### 3. Information Requests

The Information Requests we received in March.

<b>Area</b>	Dentistry	<b>Date Recorded</b>	09/03/2021
<b>Experience identified by:</b>	Phone		
<b>Experience</b>	Our service provides support to refugees and we are struggling to find an NHS dentist, do you know which dentists are taking on patients?		
<b>Actions Taken (Healthwatch)</b>	Provided information for local dentists taking on NHS Patients		

<b>Area</b>	Dentistry	<b>Date Recorded</b>	09/03/2021
<b>Experience identified by:</b>	Phone		
<b>Experience</b>	I provide care to two young refugees and we need a NHS dentist as they are having dental issues. Do you know where we can get an NHS dentist?		
<b>Actions Taken (Healthwatch)</b>	Provided information for local dentists taking on NHS Patients		

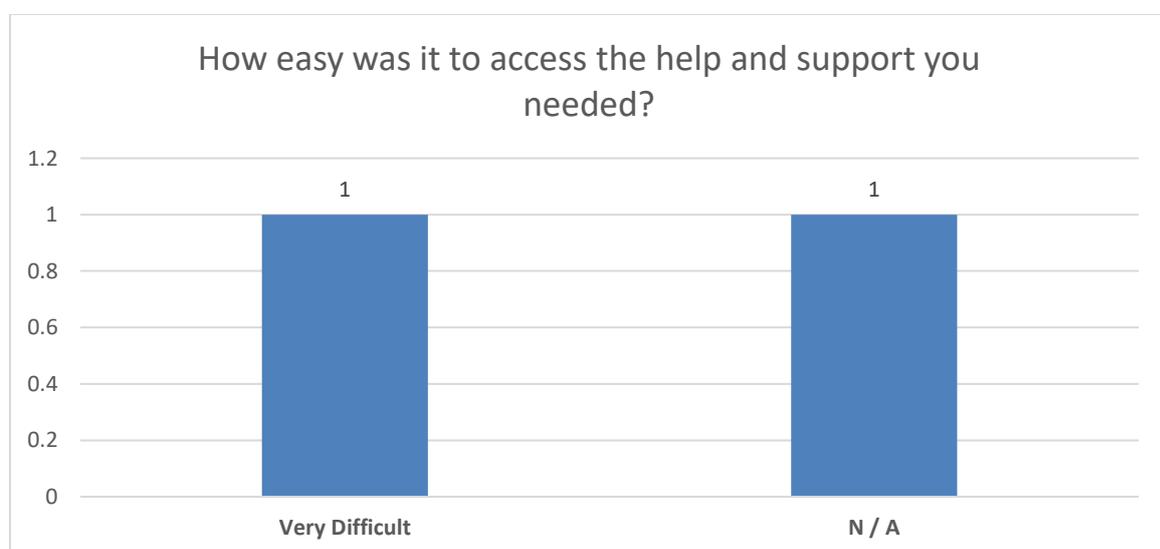
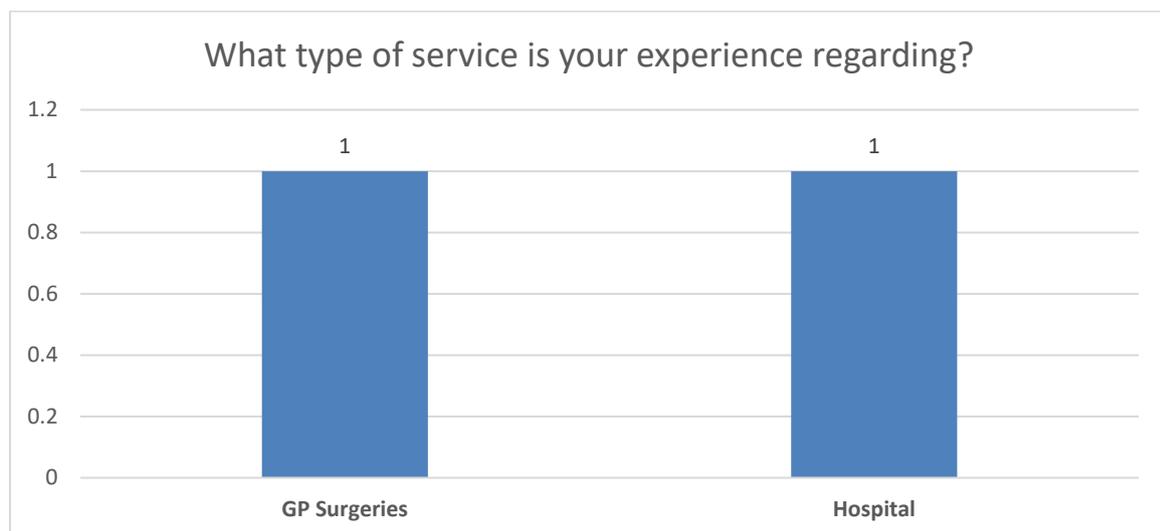
## 4. Healthwatch England

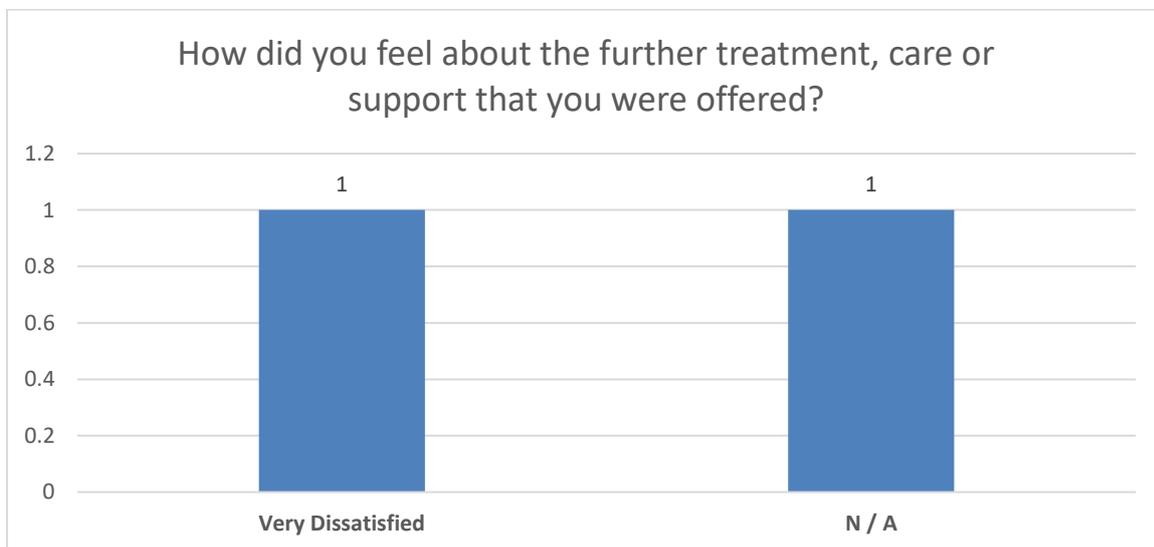
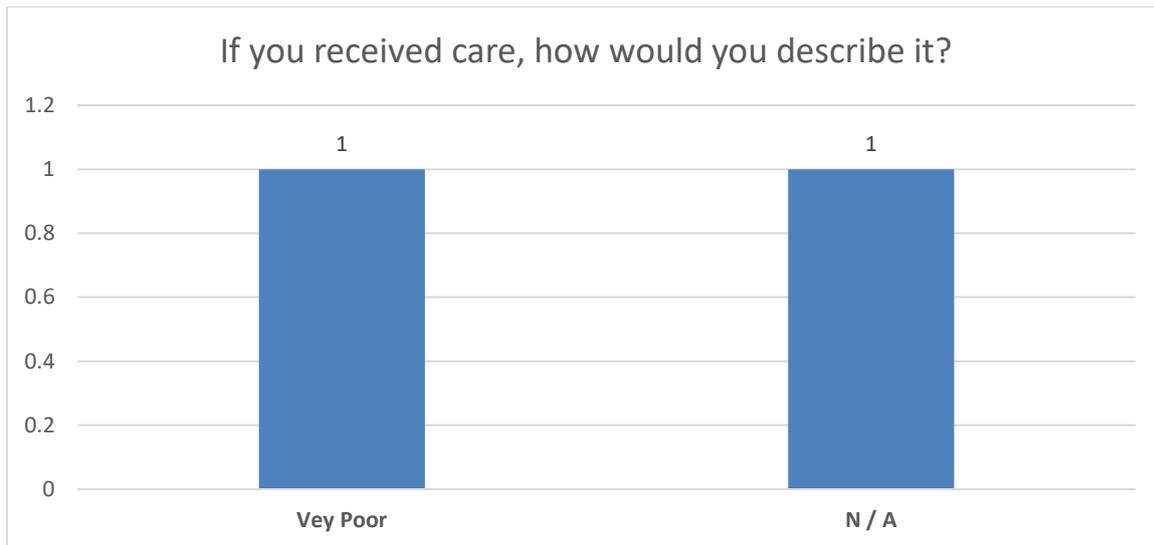
Each month Healthwatch England shares data with local Healthwatch's regarding the feedback they have received about local services. We have included this information within our report to ensure it is recorded and reported along with our own findings.

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 March, Healthwatch England had 2 surveys completed regarding health and social care services in Hull. Please see the breakdown of their findings below:





## What We Were Told

<b>Service Name</b>	Hospital - Not Specified	<b>Date Recorded</b>	11/03/2021
<b>Experience</b>	I have not seen my thyroid specialist for well over a year even a phone call would have been ok I had to reduce and come off medication using my own judgment on blood test results.		
<b>Actions Taken (Provider)</b>	Not Known		
<b>Actions Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	GP Surgery - Not Specified	<b>Date Recorded</b>	10/03/2021
<b>Experience</b>	<p>I went to my doctor twice as I found a lump in my neck - a goitre. It is large and full of blood and tissue. Also, I felt and still feel very unwell. I was told it is probably my age and should have no symptoms. I have had blood tests and a referral for a scan. My scan revealed an interminate goitre. I have family history of thyroid cancer. I got a telephone call with my doctor who said I was fine even though I am fainting and my heart racing with night sweats. I am not fine! My blood test revealed my TSH level and FT4 are out of range indicating a thyroid problem, also low vitamin D and iron. I know this as I have a copy but I haven't had them explained. I now have swollen legs to add to my symptoms. I will not humiliate myself by phoning my doctor - I will have to wait until I need the emergency room.</p> <p>It would be great if doctors followed the NICE guidelines for treatment of thyroid.</p>		
<b>Actions Taken (Provider)</b>	Not Known		
<b>Actions Taken (Healthwatch)</b>	N/A		

## 5. Experiences Breakdown

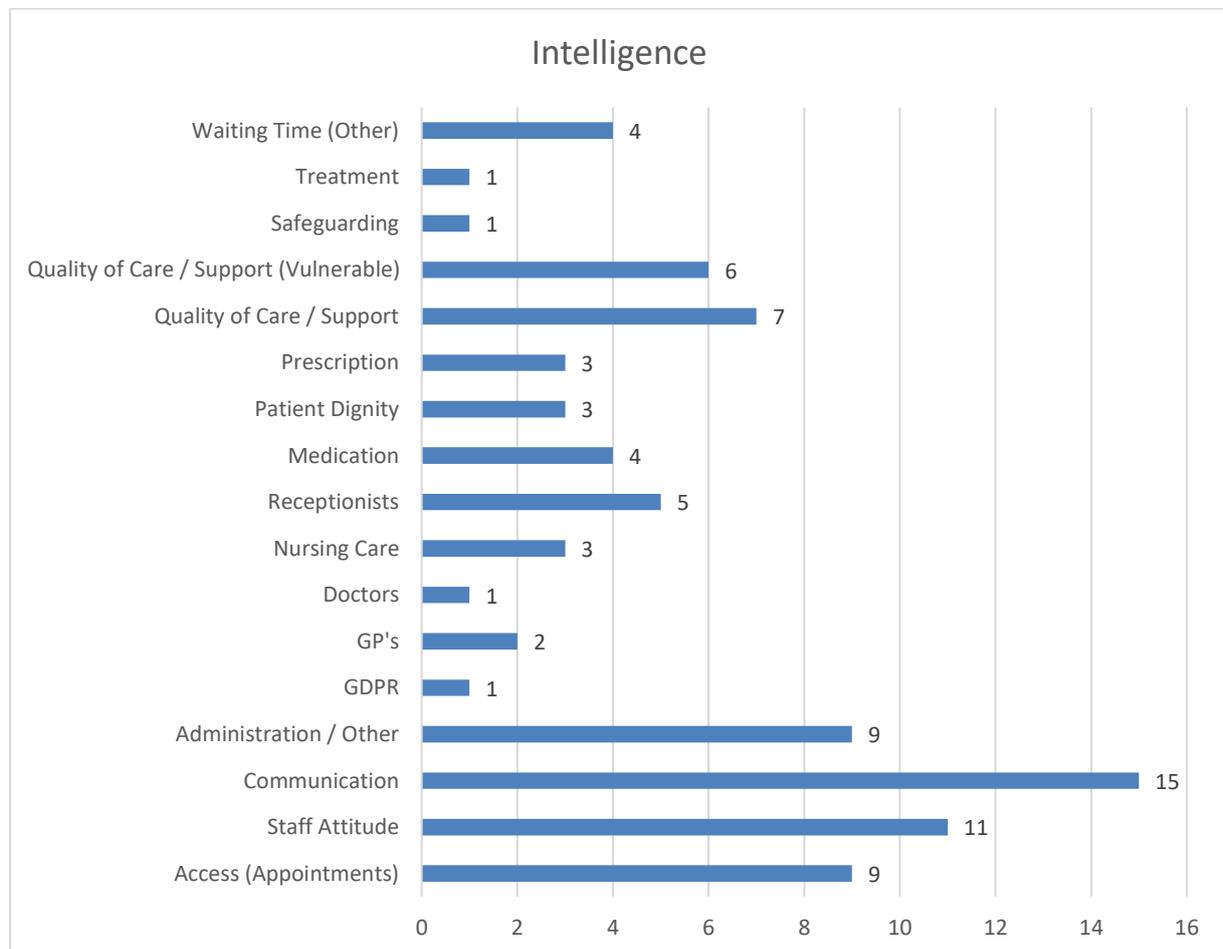
### Overall Statistics for March

The graphs below provide an overall breakdown of the experiences we received this month. Between the 10 experiences we recorded through being contacted directly and the 46 experiences we found through research; we recorded a total of 56 experiences this month.

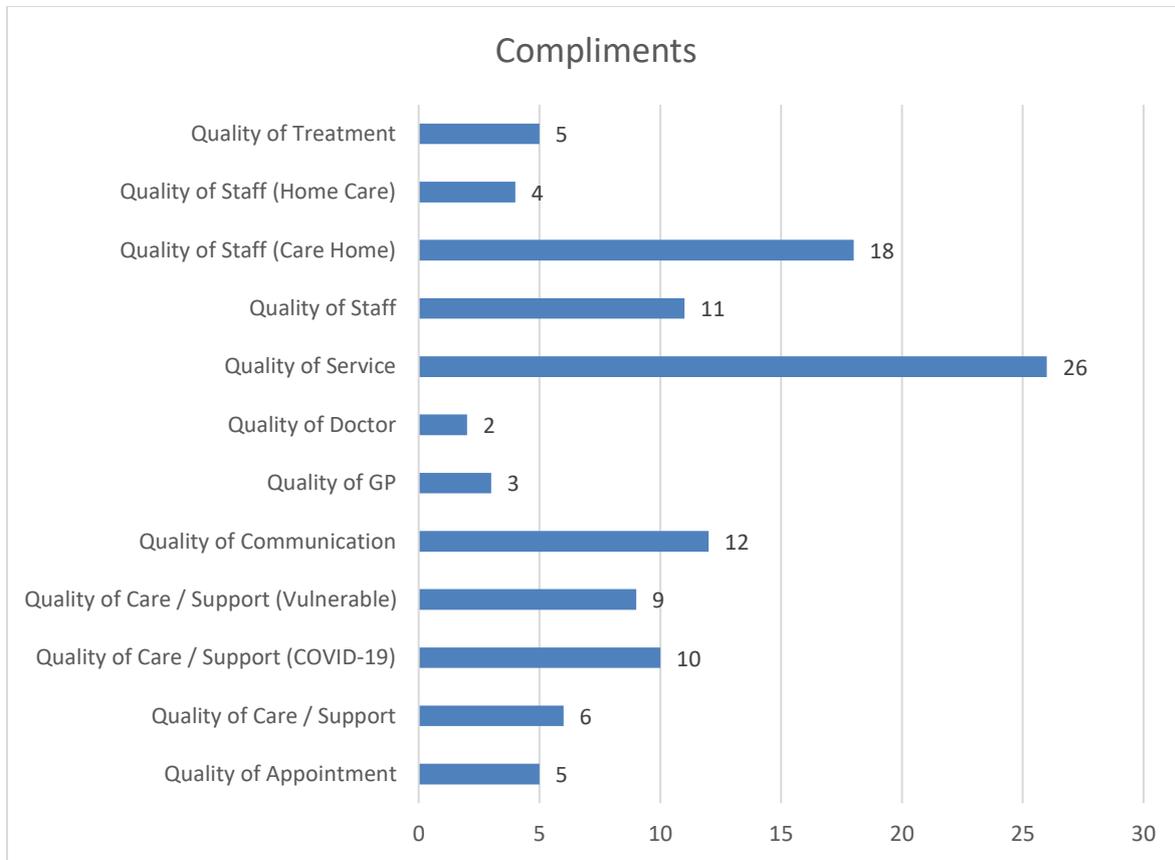
Upon further analysis of these experiences, that we received directly (10 experiences) We were able to identify 32 pieces of intelligence and 5 compliments. From our research (46 experiences) we identified 53 pieces of intelligence and 106 compliments that is a total of 85 pieces of intelligence and 111 compliments.

*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.*

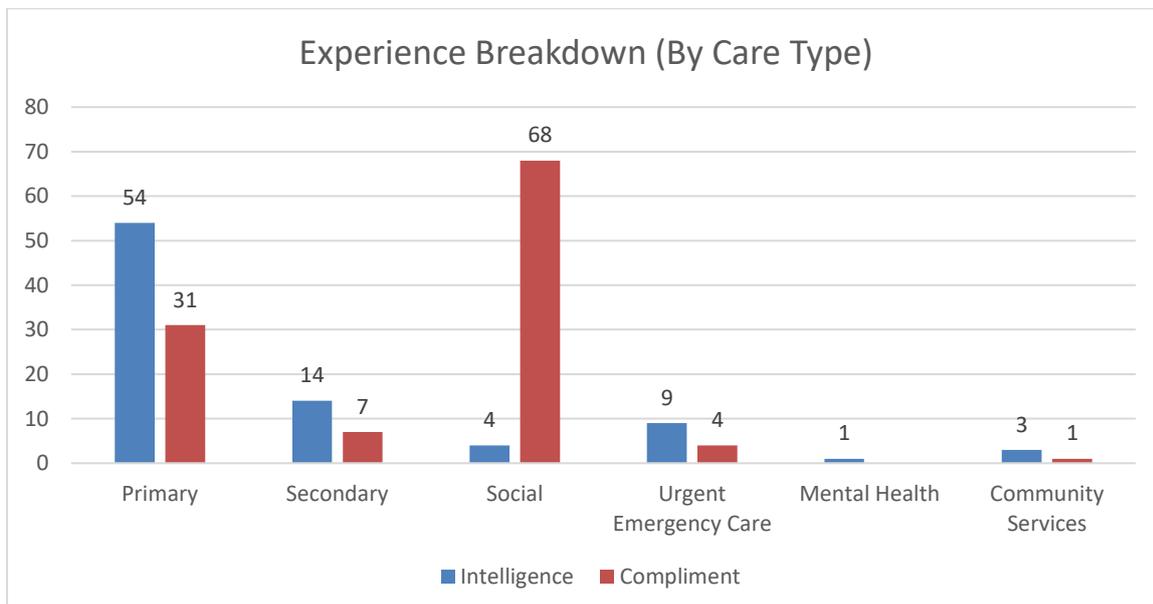
As can be seen, in the graph below, the main themes in relation to the intelligence received for this month are Communication (15) and Staff Attitude (11).



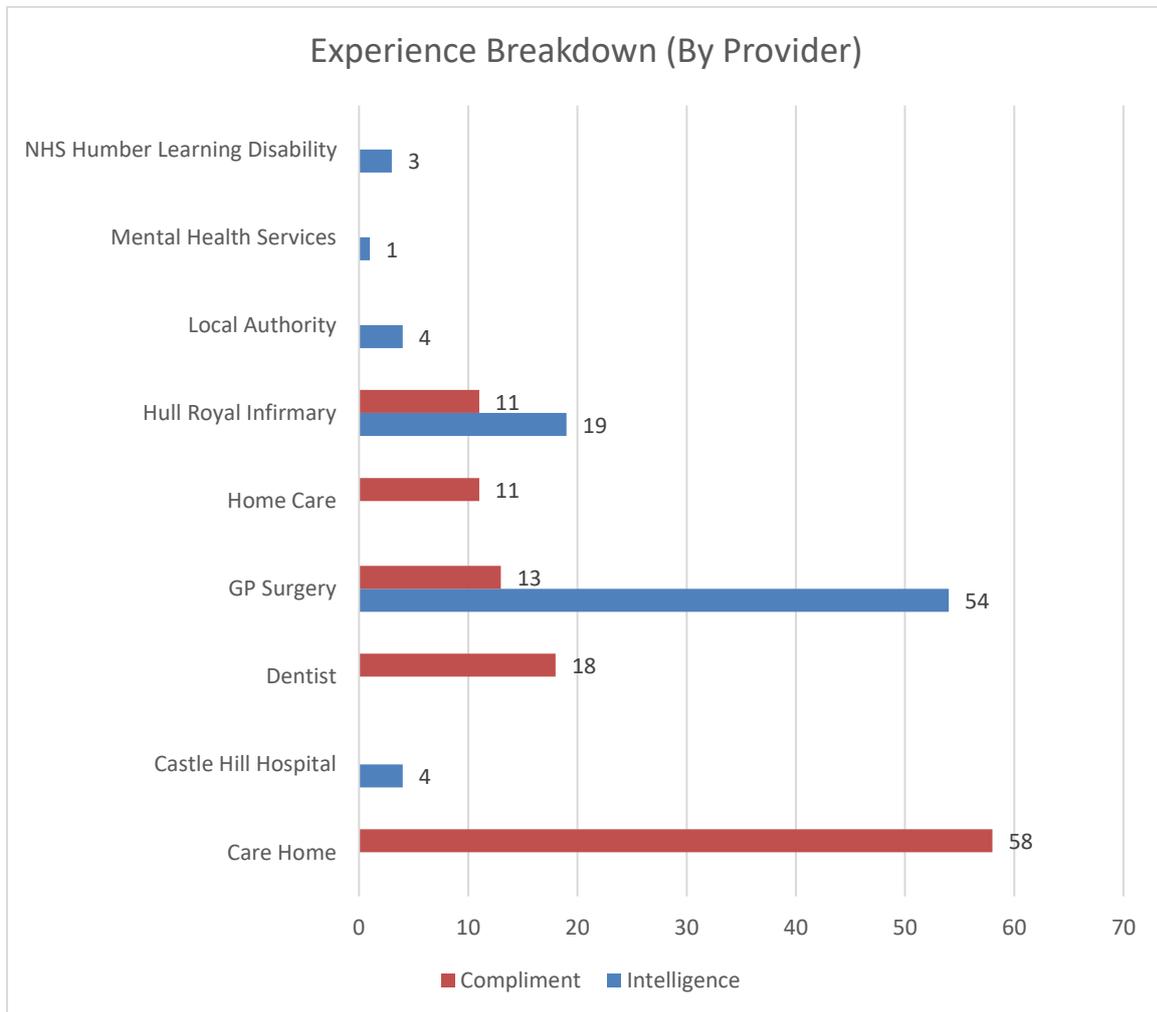
As can be seen, in the graph below, the most compliments received during March were in relation to the Quality of Service (26) and Quality of Staff (Care Home) (18).



The graph below demonstrates the breakdown by care type. This month, the majority of comments were in relation to Social Care which had 4 pieces of intelligence and 68 compliments, followed by Primary Care which had 54 pieces of intelligence and 31 compliments.



The graph below breaks these down to the service level. We have found that GP Surgeries received the most comments with 54 pieces of intelligence and 13 compliments followed by Care Homes with 58 compliments.

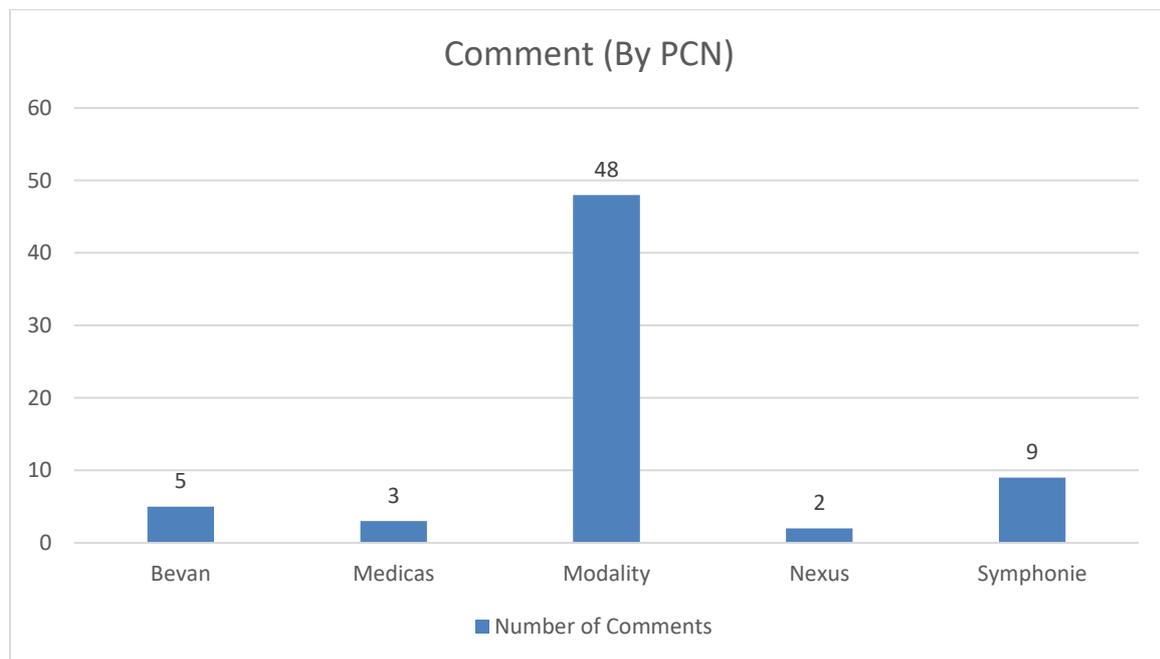


## 5.1 Experiences Breakdown - PCN

### Statistical Information and Graphs

This month, we received 67 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 Symphonie.

*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.*

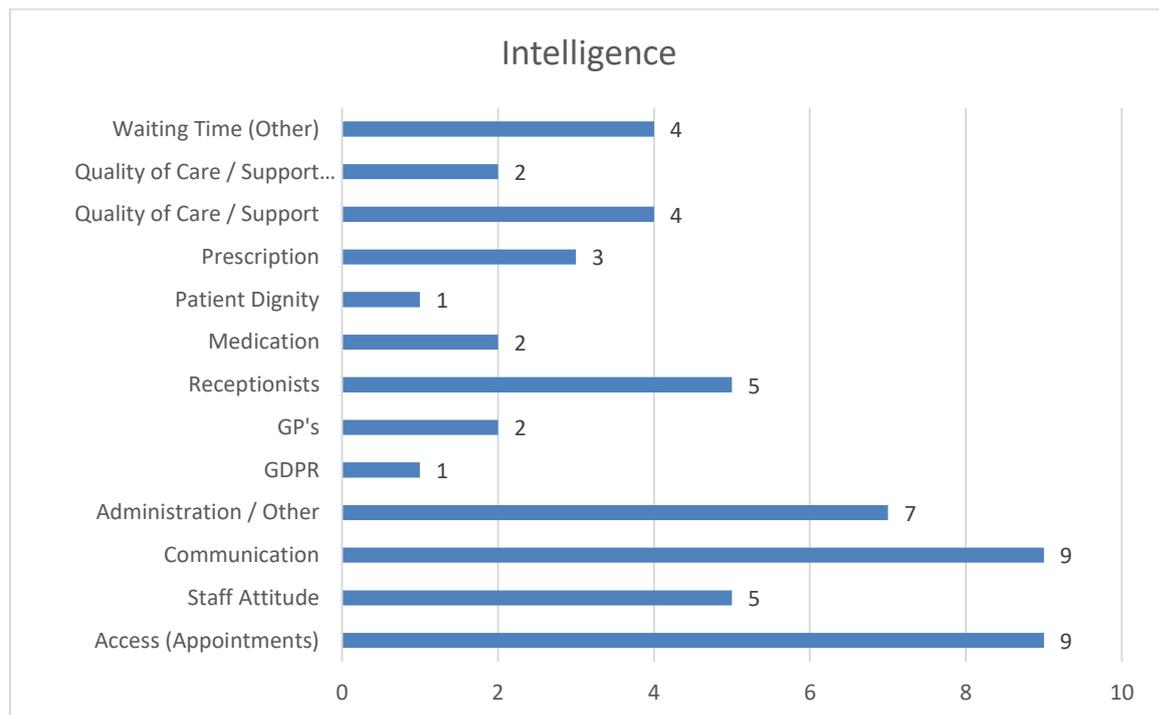


## 5.2 Experiences Breakdown - GP Surgeries

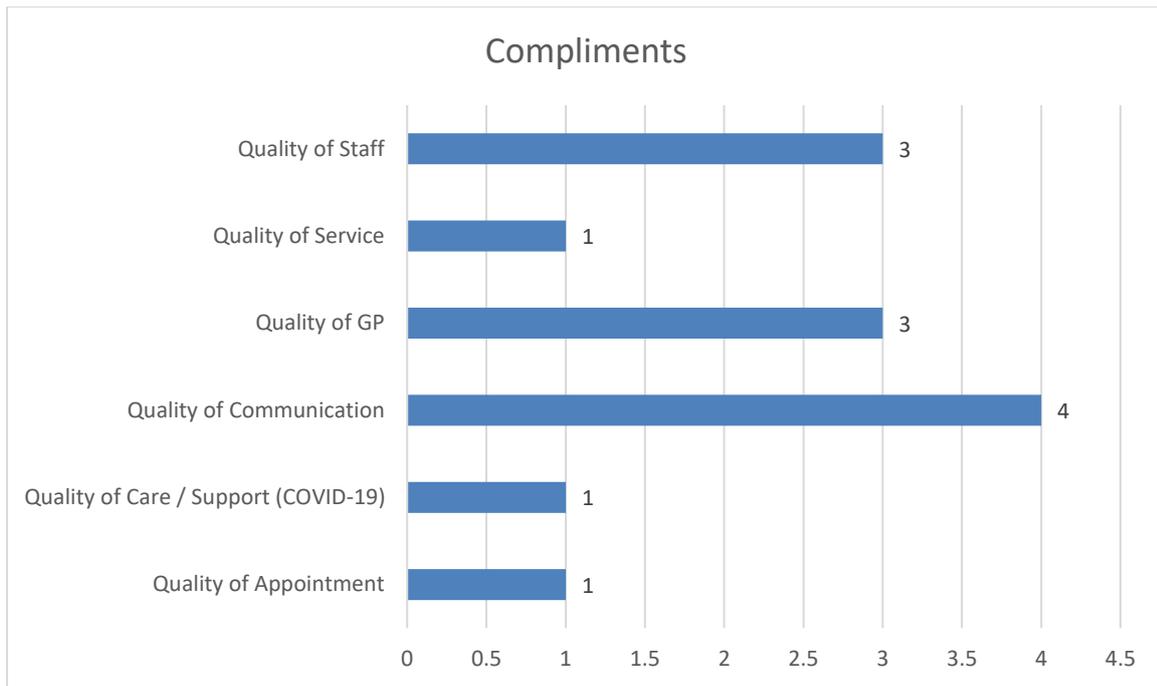
### Statistical Information and Graphs

This month, we received 67 comments about GP Surgeries. 54 of these were intelligence and 13 were compliments.

In March, we identified 13 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) and Communication, each with 9 comments followed by Administration / Other which had 7 comments each.



Out of the compliments we received, the main compliments we recorded were in relation to Quality of Communication which had 4 comments and Quality of Staff and Quality of GP, each with 3 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

<b>Service Name</b>	Springhead Medical Centre	<b>Date Recorded</b>	01/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	I rang this surgery at a time when I was extremely low. I needed help from the doctor and all I got was a phone number thrown at me and told to ring it. I had no idea who I was calling and there wasn't even a follow up call after. For all they knew I could have carried out what I said I was going to do. I am shocked that I was dismissed so quickly. I have never suffered from any mental issues before but certainly will not be going to them again. They made me feel even worse.		

<b>Action Taken (Provider)</b>	Good afternoon, we pride ourselves on listening to our patient's concerns and making positive change where we identify this needs to happen. Posting on here, rather than contacting us direct, gives us no opportunity to do this. We'd therefore be grateful if you could contact us so as we can investigate your concerns and make improvements for other patients where the investigation highlights this is necessary. On our website there is a feedback form under 'Policies' which you are welcome to complete. Many thanks, Patient Liaison Officer
<b>Action Taken (Healthwatch)</b>	N/A

<b>Service Name</b>	Springhead Medical Centre	<b>Date Recorded</b>	08/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	<p>Following previous treatment for Prostate Cancer I asked the practice 15 months ago for a fertility test as my partner would like a second child. At no time during this period did my practice call me back to confirm said test &amp; eventually I had this done privately!!! Also, I have given up trying to arrange my regular &amp; possibly "lifesaving" blood tests to check my PSA level. It is almost impossible to contact Springhead Medical Centre &amp; when you do get through you are confronted with discourteous &amp; ignorant staff. I also found that after several years of being on 200mg Tramadol I suddenly had my prescriptions stopped without any explanation or consultation with myself. This was totally irresponsible by the practice rather than weaning me off the medication but guess "irresponsible" just about sums up the attitude to its patients of The Springhead Medical Centre. In my opinion this surgery should be fully audited &amp; held to account for its failings to its patients. You just need to read all of the negative reviews that preceded this review to realise that there are serious shortcomings at this practice.</p>		
<b>Action Taken (Provider)</b>	Good afternoon, we pride ourselves on listening to our patient's concerns and making positive change where we identify this needs to happen. Posting on here, rather than contacting us direct, gives us no opportunity to do this. We'd therefore be grateful if you could contact us so as we can investigate your concerns and make improvements for other patients where the investigation highlights this is necessary. On our website there is a feedback form under 'Policies' which you are welcome to complete. Many thanks, Patient Liaison Officer		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Springhead Medical Centre	<b>Date Recorded</b>	31/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	I was told last week by a doctor to phone today Monday 22nd March to book an appointment for a blood test I have been trying since 8am, for 40 mins all the surgery has done is cut me off with the lines are busy. It would be easier if I was kept on the phone till it was my turn to book my appointment.		
<b>Action Taken (Provider)</b>	Good morning, as your comment is anonymous I cannot investigate your query. If you are still struggling to get through on our telephone lines you can submit an eConsult at <a href="https://modalitypartnershiphull.webgp.com/">https://modalitypartnershiphull.webgp.com/</a> Kind regards, Patient Liaison Officer		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Springhead Medical Centre	<b>Date Recorded</b>	31/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	<p>When I first changed doctors and completed the paperwork regarding my repeat prescriptions, I was told I would "hear from them Friday" to arrange my repeat prescriptions. This was 10 months ago! I called to follow up on this and was told someone would call, nobody did! I ended up going months without medication, including for my anti-depressants, and only after calling again after feeling suicidal did I get a prescription again. (I must say the doctor herself who dealt with this was excellent, and is the only good experience of this surgery so far) I then followed up regarding my asthma medication which I have been having to go without, only to be told "they have no record of me ever being asthmatic". I have been admitted to hospital 3 times due to asthma attacks. Having finally been given my daily steroid inhaler, I was told I am still not eligible for my Covid-19 jab as "I am not on regular steroids". Another of my medications I was on, could not be prescribed by the asthma nurse, so I was told a doctor would call me next week. They did not. When I then called back again myself and finally spoke to a doctor, he told me the medication I have been on daily for the last 3 years, is not for daily use and he would prescribe it only once not on repeat. I enquired about why as an asthmatic who has been to hospital and is on daily inhalers, I cannot receive the covid-19 jab, and he said I do not qualify. It is well publicised that I should in fact now be able to receive the jab, and everyone I know with asthma, much milder than my own, has received the jab. They have then sent a prescription to a different pharmacist to the one I have been using, resulting in my previous order being cancelled. I believed this meant I would still receive all my medication from the new pharmacist, but no, they have only</p>		

	sent one item. Leaving me, an individual with mental health issues who was prescribed medication to avoid feeling suicidal, without my medication again! From the day I moved to this surgery it has been an absolute disaster, and they have been totally incompetent at every stage. Every person involved (bar the one excellent doctor) is a poor reflection on our national health service.
<b>Action Taken (Provider)</b>	Good afternoon, we pride ourselves on listening to our patient's concerns and making positive change where we identify this needs to happen. Posting on here, rather than contacting us direct, gives us no opportunity to do this. We'd therefore be grateful if you could contact us so as we can investigate your concerns and make improvements for other patients where the investigation highlights this is necessary. On our website there is a feedback form under 'Policies' which you are welcome to complete. Many thanks, Patient Liaison Officer
<b>Action Taken (Healthwatch)</b>	N/A

<b>Service Name</b>	Springhead Medical Centre	<b>Date Recorded</b>	31/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	Having recently had surgery leaving me housebound trying to get pain medication is an absolute joke as I can only arrange for someone to collect medication one day a week. Reordered pain medication 1st thing Monday, nothing done with it yet (its Wednesday pm) after being on hold over 40 mins was told nothing can be done until the doctor has looked at request. Yet again being left with no pain medication and having to waste a family member's day off work tomorrow AGAIN (if I can get through on the phones!!)		
<b>Action Taken (Provider)</b>	Good afternoon, we pride ourselves on listening to our patient's concerns and making positive change where we identify this needs to happen. Posting on here, rather than contacting us direct, gives us no opportunity to do this. We'd therefore be grateful if you could contact us so as we can investigate your concerns and make improvements for other patients where the investigation highlights this is necessary. On our website there is a feedback form under 'Policies' which you are welcome to complete. Many thanks, Patient Liaison Officer		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Springhead Medical Centre	<b>Date Recorded</b>	31/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	<p>On Friday 12th March I telephoned the practice at 5pm, I needed to ask for my prescription to be put on repeat so I could order online. I was 22nd in queue, finally spoke to a receptionist at 5.50pm who told me she could do nothing for me, I asked how to make a complaint regarding the fact that I had been on hold for 50 minutes, she said she was fed up with people complaining and ended the call. I find this unreasonable behaviour; I wasn't rude and did not raise my voice.</p>		
<b>Action Taken (Provider)</b>	<p>Good afternoon, we pride ourselves on listening to our patient's concerns and making positive change where we identify this needs to happen. Posting on here, rather than contacting us direct, gives us no opportunity to do this. We'd therefore be grateful if you could contact us so as we can investigate your concerns and make improvements for other patients where the investigation highlights this is necessary. On our website there is a feedback form under 'Policies' which you are welcome to complete. Many thanks, Patient Liaison Officer</p>		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Springhead Medical Centre	<b>Date Recorded</b>	31/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	<p>Referred for a chest X-ray by the doctors on 16th March 2021, doctor's surgery received my results on 17th March from Castle Hill. After trying to call and waiting for 50 minutes in a queue [caller number 42], hung up and chased them via e-consult requesting the doctor's review. Received a response saying they didn't have ANY results and I would have to wait 2 weeks. Knowing they had the results sent another e-consult on 19th March chasing them up only to receive another response saying that they did have the results but were waiting for a doctor to view the X-ray and if I had no response by 22nd March to get in contact with the surgery. Tried to call on 22nd and waited on hold for 40 minutes this time [got to caller number 21 before giving up] so sent another e-consult explaining they had not got in touch within their defined time frame. This time got a text saying I have to wait because doctor hadn't viewed the X-ray. So sent another e-consult saying that they had not met their own deadline and can a doctor please look at my results. No answer but this time but got a call from a receptionist on Friday 26th March [10 days after they received my results] saying nothing showed up on the X-ray [what a relief]. I expressed my frustration at having</p>		

	<p>to wait 10 days after the surgery got my X-ray back for the doctor to look at the results and was told if I'm unhappy to put a complaint in writing. I said I would not do that and requested the Practice Manager [not allowed to publish her name] to call me back so that she can listen 1st hand to my frustrations so that hopefully they can improve on their service. Sadly she didn't call but a different receptionist did and subsequently told me to put a complaint in writing... Springhead Medical / Modality Partnership deliver ZERO patient care, they hide behind the anonymity of using e-consult, don't answer the phones and when you register a concern tell you to put it in writing. This once wonderful doctors' practice is now run by a bunch of faceless bureaucrats who refuse to accept any accountability for their dreadful lack of patient care and should be investigated and held to account for their arrogance and lack of patient care. I don't understand how it can take 10 days for a doctor to review the X-ray results and contact a patient to put their mind at rest. This review will get the standard generic response that every other negative review gets, but I have tried to engage before writing this review!</p>
<b>Action Taken (Provider)</b>	Not Known
<b>Action Taken (Healthwatch)</b>	N/A

<b>Service Name</b>	Newland Group Medical Practice	<b>Date Recorded</b>	31/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	<p>Getting through to this practise is almost impossible. I am at this moment having waited 75 minutes with no response. When you do the receptionists seem to be very attentive and promise things will be done. Then they are not. I get the impression that it is very disorganised and shambolic. I am a carer for someone and if I acted like these people, I would expect the sack.</p>		
<b>Action Taken (Provider)</b>	<p>Good afternoon, we pride ourselves on listening to our patient's concerns and making positive change where we identify this needs to happen. Posting on here, rather than contacting us direct, gives us no opportunity to do this. We'd therefore be grateful if you could contact us so as we can investigate your concerns and make improvements for other patients where the investigation highlights this is necessary. On our website there is a feedback form under 'Policies' which you are welcome to complete. Many thanks, Patient Liaison Officer</p>		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	James Alexander Family Practice	<b>Date Recorded</b>	25/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	The receptionists are nearly always rude and unwelcoming. My experience on this occasion was the worst yet. I have never felt so embarrassed. A receptionist who was totally unprofessional, aggressive, and raising her voice, saying confidential information aloud.		
<b>Action Taken (Provider)</b>	Not known		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Diadem Medical Practice	<b>Date Recorded</b>	25/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	The last 3 times I've called the surgery I have been on hold more than 50 minutes. I think this is totally unacceptable, I know it's hard times due to Covid but to wait an hour for your call to be answered is way too long.		
<b>Action Taken (Provider)</b>	Good afternoon, we pride ourselves on listening to our patient's concerns and making positive change where we identify this needs to happen. Posting on here, rather than contacting us direct, gives us no opportunity to do this. We'd therefore be grateful if you could contact us so as we can investigate your concerns and make improvements for other patients where the investigation highlights this is necessary. On our website there is a feedback form under 'Policies' which you are welcome to complete. Many thanks, Patient Liaison Officer		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Newland Group Medical Practice	<b>Date Recorded</b>	25/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	I moved to this surgery not by choice but because my great surgery was taken over by modality and closed down. So far, I've had nothing but bad service. You can't get through to talk to anyone, just endless hold music and excuses that due to understaffing. I've done 2 e consul appointments both said reply within 24 hrs both times nothing, no call back no email! I've been told by a very rude receptionist that I can't get an appointment for blood test (which they surgery said I had to have) as fully booked 14 days ahead, I was told to ring every day before 8 30 am until I get one, if I don't, they will stop my		

	medication. Is this a doctor's surgery or a big business? I think the latter is the case.
<b>Action Taken (Provider)</b>	Not known
<b>Action Taken (Healthwatch)</b>	N/A

<b>Service Name</b>	Newland Group Medical Practice	<b>Date Recorded</b>	25/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	Have tried to ring several times this week, endless options and messages, nobody ever answers the phone. Information was to use econsult, which I did, filled out all the necessary details, only to get to the end, for the message to read, that I needed to be seen by a Dr and to ring the surgery or 111. Please tell me how I can ring when nobody is answering? This practice used to be brilliant and I never had any complaints, but now it's a shamble!		
<b>Action Taken (Provider)</b>	Good afternoon, we pride ourselves on listening to our patient's concerns and making positive change where we identify this needs to happen. Posting on here, rather than contacting us direct, gives us no opportunity to do this. We'd therefore be grateful if you could contact us so as we can investigate your concerns and make improvements for other patients where the investigation highlights this is necessary. On our website there is a feedback form under 'Policies' which you are welcome to complete. Many thanks, Patient Liaison Officer		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Newland Group Medical Practice	<b>Date Recorded</b>	31/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	Getting through to this practise is almost impossible. I am at this moment having waited 75 minutes with no response. When you do the receptionists seem to be very attentive and promise things will be done. Then they are not. I get the impression that it is very disorganised and shambolic. I am a carer for someone and if I acted like these people, I would expect the sack.		
<b>Action Taken (Provider)</b>	Good afternoon, we pride ourselves on listening to our patient's concerns and making positive change where we identify this needs to happen. Posting on here, rather than contacting us direct, gives us no opportunity to do this. We'd therefore be grateful if you could contact us so as we can investigate your concerns and make improvements for other		

	patients where the investigation highlights this is necessary. On our website there is a feedback form under 'Policies' which you are welcome to complete. Many thanks, Patient Liaison Officer
<b>Action Taken (Healthwatch)</b>	N/A

<b>Service Name</b>	Newland Group Medical Practice	<b>Date Recorded</b>	25/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	Hi, I am a professional supporting a none English speaking gentleman to register with yourselves. I have called to enquire about the forms and process. I have been told a new patient application form cannot be emailed to myself (Hull City Council Social Worker) and I would have to attend the surgery (unnecessary travel) to collect the forms. I was then offered the online form but would still need to attend the surgery to collect further forms to complete. I am unsure the reasoning behind this process? If the forms were able to be emailed to me I could print them complete them in full with the client and then have him bring them in with his Identification and proof of address. Now instead I will complete the online form to then attend the surgery for the additional forms to meet with my client and complete and then have him return to the surgery with proof of ID and address. I would hope if I am required in the future to register a client with yourselves this process has changed and become more user friendly Thank you		
<b>Action Taken (Provider)</b>	Good morning, in the future if you contact us via our website by selecting 'Contact', we will support you with the registration. Kind regards, Patient Liaison Officer		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Alexandra Health Centre	<b>Date Recorded</b>	31/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	No-one ever answers the phone at Alexandra Health Centre. I have called them so many times. They just do not pick up the phone. This surgery is an absolute waste of space.		
<b>Action Taken (Provider)</b>	Good afternoon, we pride ourselves on listening to our patient's concerns and making positive change where we identify this needs to happen. Posting on here, rather than contacting us direct, gives us no opportunity to do this. We'd therefore be grateful if you could contact us so as we can investigate your concerns and make improvements for other patients where the investigation highlights this is necessary. On our website there is a feedback form under 'Policies' which		

	you are welcome to complete. Many thanks, Patient Liaison Officer
<b>Action Taken (Healthwatch)</b>	N/A

<b>Service Name</b>	East Hull Family Practice	<b>Date Recorded</b>	29/03/2021
<b>Experience identified by:</b>	Email		
<b>Experience</b>	Lady called us to say that Morrill Street Health Centre had refused to register her father in law - who is here on a visitor's visa - with the surgery as he has no proof of residence here and was quite abrupt with her.		
<b>Action Taken (Provider)</b>	Not Known		
<b>Action Taken (Healthwatch)</b>	Hull CCG PALS information provided		

<b>Service Name</b>	Bransholme Health Centre	<b>Date Recorded</b>	29/03/2021
<b>Experience identified by:</b>	Email		
<b>Experience</b>	Lady called with regard to having an appointment at Bransholme Health Centre which she had rung up earlier and confirmed - on arrival she was greeted by a 'yeah' from the gentleman receptionist and told she didn't have an appointment for that day, it was a week later but the lady said she wouldn't have agreed to that date as she already had a prior appointment. When she said she had already confirmed it earlier with somebody else - he said 'not his problem'. She asked to speak to the other lady but was told she wasn't available. The lady said the receptionist's attitude was very abrupt and unhelpful.		
<b>Action Taken (Provider)</b>			
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	East Hull Family Practice	<b>Date Recorded</b>	23/03/2021
<b>Experience identified by:</b>	Phone		
<b>Experience</b>	<p>"I am calling as I have just been to the East Park Family Practice to have a blood test and I am unhappy with what has transpired. I had two heart attacks eight years ago and I'm supposed to have a blood test every year. At my previous practice (Marfleet) I would get contacted prior to my appointment to book it in, get asked questions regarding my health and just a general "how are you doing?"</p> <p>With East Park Family Practice over the last three years, they have forgotten about arranging my blood test twice and I have</p>		

	<p>had to contact them. Today, I got a text to say my blood test was arranged for 10:20 AM. I got there for past 10 AM and had to wait outside. The doors were locked, it is 8 degrees and when I pressed the buzzer multiple times and no-one came to the door. As there's a door to enter the building and a further door after that to get into the reception area, it would have been better for the first door to be open so at least I can be out of the cold.</p> <p>I waited around until 10:25 AM and as no-one had yet to come. I decided to go home. I called later on and after multiple attempts and not being able to contact the practice, I reached a different practice in the same medical centre who advised they would speak to East Park Family Practice.</p> <p>I got a call back from them who said that they had been told if I come in today at any point then I can have my blood test. It's ridiculous that I have gone to my appointment well on time, they've missed the appointment and now I have to go back to have the appointment I should have had this morning.</p> <p>A previous year when I had an appointment, I had a young nurse who nicked a nerve when trying take blood, she took the needle out and tried again and she hit the nerve once more; I've had some pain in my shoulder ever since. When I had my blood-test the year after I got the same nurse and so I said I would need to see a different nurse as I didn't have confidence due to my previous experience.</p> <p>Overall, the experience has been very poor and I want to complain. There's no point complaining to the practice because when you call them you can't even get through."</p>
<b>Action Taken (Provider)</b>	Not known
<b>Action Taken (Healthwatch)</b>	Provided PALS and Cloverleaf Advocacy Information

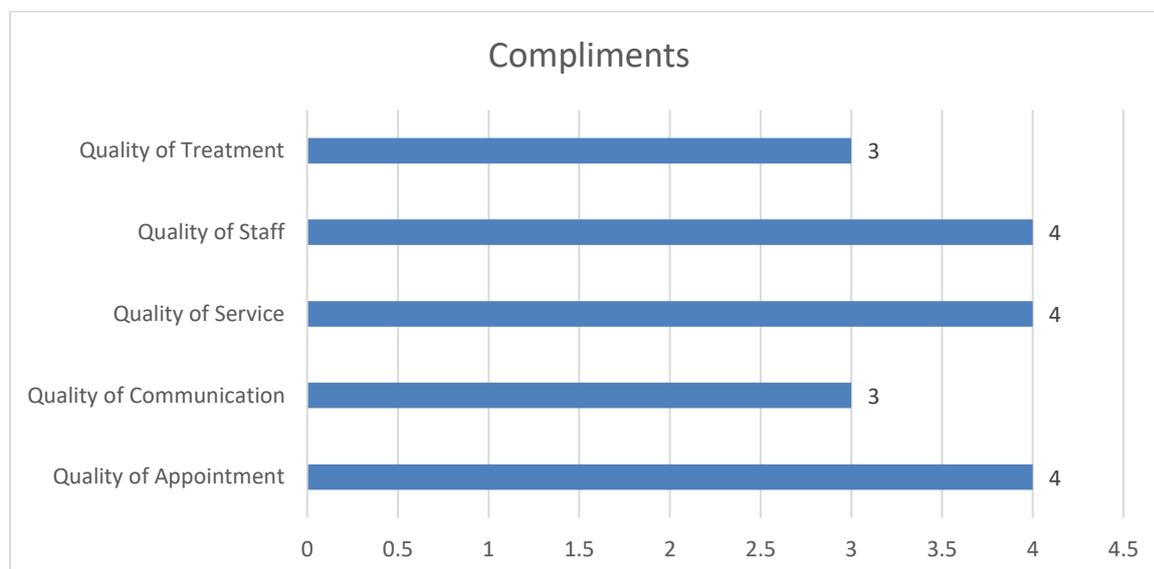
## Compliment

<b>Service Name</b>	Newland Health Centre	<b>Date Recorded</b>	25/03/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	I am a long term patient at the surgery and have always been greeted with warmth and given swift treatment to my ongoing issues. My fiancé, currently visiting, whilst I studied needed urgent care. The staff at the desk were considerate and with our 111 referrals gave advice on what we can do. She then exceeded everything and told us the doctor would see us despite not doing face to face appointments which is understandable given that we are in a pandemic. Thankfully my fiancé now has his essential medicines and will be able to continue functioning as a human during his stay! I can't express my relief and gratitude enough as it genuinely feels like a blessing. Thank you for going above and beyond to take care of us all in this crisis!		
<b>Service Name</b>	The Quays Medical Practice	<b>Date Recorded</b>	15/03/2021
<b>Experience identified by:</b>	Survey		
<b>Experience</b>	VERY courteous team, reception and clinician. Very well cared for respected.		

## 5.3 Experiences Breakdown - Dentist Practices

### Statistical Information and Graphs

This month, we recorded 18 comments about Dentist Practices. All 18 of these were compliments.



We recorded 5 different areas of compliments, the main areas where compliments were received was for Quality of Staff, Quality of Service and Quality of Appointment, each with 4 compliments.

### 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.*

### Compliment

Dentist Practice	Night Dental Limited	Date Recorded	25/03/2021
Experience Identified by:	Research		
Experience	Having been in a lot of pain with a broken wisdom tooth, I ended up with an emergency procedure to have it removed here. I found the dentist, assistant and reception to be lovely, putting me at my ease at all times, talking me through everything and providing painless and successful		

	treatment. I could not have found better treatment anywhere.
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<b>Dentist Practice</b>	Night Dental Limited	<b>Date Recorded</b>	25/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I had my wisdom tooth taken out today and I've always had a fear of the dentist but now I can happily say I feel more confident in going. The staff at the clinic are so kind and caring and that made me feel at ease. Thank you so much.		

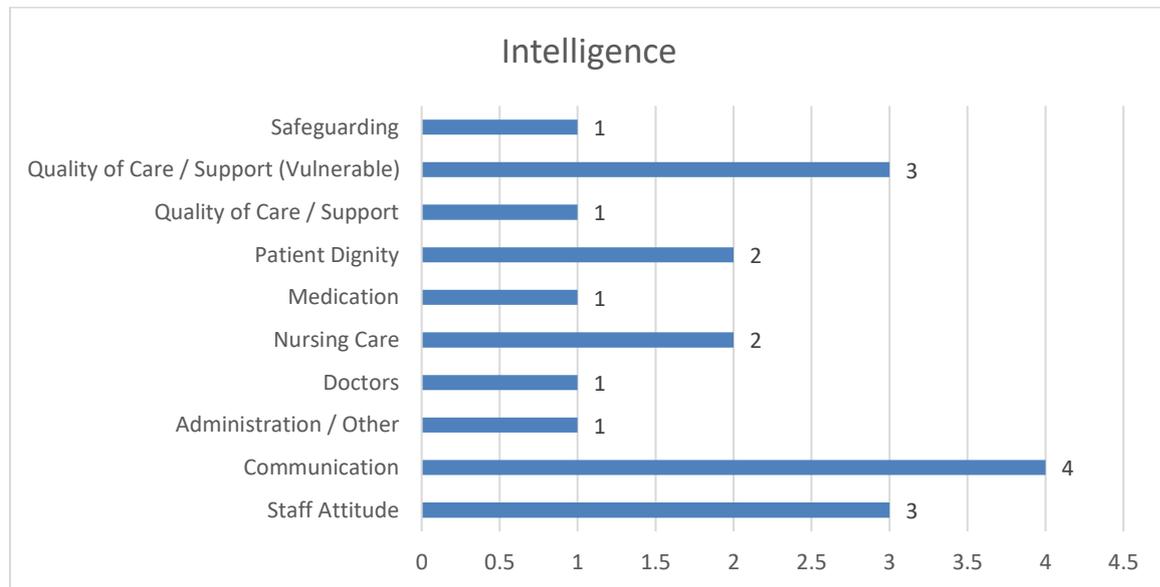
<b>Dentist Practice</b>	IDH Marfleet	<b>Date Recorded</b>	25/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	The practice was running on time. The staff were friendly, polite and professional. I was having treatment, a filling on one side and a repair on the other side. I didn't feel the local anaesthetic at all. I didn't feel the work being done at all. And I was given a white filling. It's fabulous because when I got home, I had a good look and I couldn't even tell that there was a filling in there. I always feel safe and confident in my dentist and the assistants' hands. I would be devastated if the practice ever had to close. I'd start a protest!		

<b>Dentist Practice</b>	Night Dental Limited	<b>Date Recorded</b>	25/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I bring my grandson here, he has several disabilities from ASD, ADHD and PDA. The dentist he has visited has always been so very welcoming even under pressure from his moving around and constantly questions him, very understanding and brilliant with children with disabilities, cannot thank you enough for your patience.		

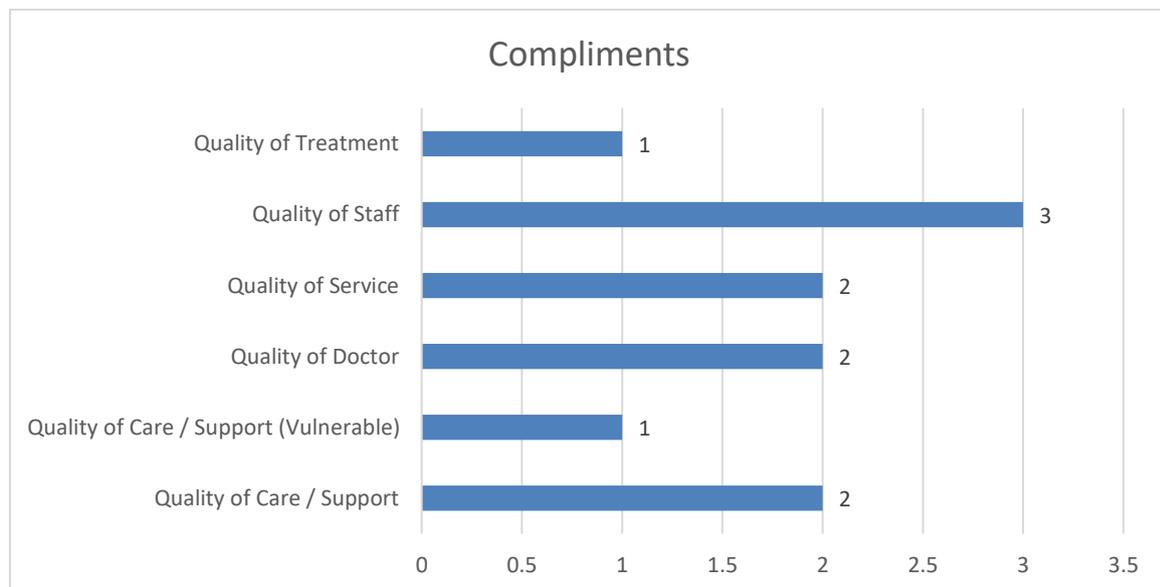
## 5.4 Experiences Breakdown - Hull Royal Infirmary

### Statistical Information and Graphs

This month, we received 30 comments about Hull Royal Infirmary. 19 of these were intelligence and 11 were compliments.



We recorded 10 different areas of intelligence, the main areas were related to Communication with 4 comments, Staff Attitude and Quality of Care / Support with 3 comments each.



We recorded 6 different areas of compliments, the main areas were related to Quality of Staff with 3 comments, Quality of Service, Quality of Doctor and Quality of Care / Support, each with 2 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

Department /s	Ward 9	Date Recorded	14/03/2021
Experience Identified by:	Post		
Experience	<p><b>Below is a summary of the information we received via letter:</b></p> <ul style="list-style-type: none"><li>• Patient was taken to the Emergency Care Department and later admitted to the Elderly Assessment Unit.</li><li>• Patient was given means to give herself an enema but not provided with any means of washing her hands and had call button taken away from her.</li><li>• Patient was told she was being transferred to Ward 9 but not given a time. A Matron came in later that evening and started to pack her things in a plastic bag without warning or explanation. The patient was told her walking stick would be sent over to Ward 9 but this never happened.</li><li>• Patient saw an Auxiliary come into the room in Ward 9 and strip a bed of another patient in the room. She saw this patient was upset and had been rough handled.</li><li>• Auxiliary came in to take patients commode away despite it being needed by the patient. The patient was told she could walk to toilet with the aid of a stick but left the commode after the patient explained she had not had her stick returned to her.</li><li>• The same auxiliary nurse came in later and took the commode away as well as pulling something off the wall behind the bed.</li></ul>		

	<ul style="list-style-type: none"> <li>• The patient was visited by two physiotherapists. They said no-one from the ward had rang them otherwise they would have brought one up but all the items were in the basement.</li> <li>• They suggested I use my call button behind my bed and I found it did not work. One of the therapists inspected it and said it did not have a battery (despite it previously working).</li> <li>• The same nurse came in to weigh the patient despite already being weighed. The patient started to pass and needed her commode, despite this, the auxiliary said that the patient could walk and started to take her to the toilet.</li> <li>• The patient attempted to stay in the room however was forcibly removed by the nurse, who physically harmed the patient.</li> <li>• The patient was left alone in the bathroom and had an accident prior to reaching the toilet. The patient struggled to get back to her bed and was not offered any assistance.</li> </ul>
<b>Actions Taken (Provider)</b>	Not known
<b>Actions Taken (Healthwatch)</b>	Contacted by telephone, patient was hard of hearing and distressed with the situation. Sent letter with information regarding safeguarding, the Independent NHS Complaints Advocacy Service and CQC.

<b>Department /s</b>	Emergency Department	<b>Date Recorded</b>	10/03/2021
<b>Experience Identified by:</b>	Email		
<b>Experience</b>	<p>I explained my situation to 111 and was told that it was an emergency and an ambulance arrived in about 10 minutes. When I saw a doctor... Whilst I was vomiting. They told me that it looked like I was suffering from 'a bit of anxiety'... Gave me a drink of water and offered me a sandwich and took me to an isolation room where they told me to lay down for a while. The doctor later came back with a piece of paper with the phone number for the mental health response team and instructed me to go home and call them. That could not have been more insulting. It was agreed that my situation was a medical emergency. I went home feeling like a hypochondriac. They could and should have at the very least arranged for someone to see me there. I would have happily waited as many hours as was needed for that to happen. I could have got a phone number from Google. Cannot believe they could treat</p>		

	<p>someone in a medical emergency in that way. They are there to help people in urgent need and could not have fallen shorter in that. It definitely made my mental health situation far worse!</p>
<b>Actions Taken (Provider)</b>	<p>Thank you for placing your posting on the NHS Choices website. We are sorry to read of your recent experience in the Emergency Department. We will ensure your comments are shared with the Emergency Department. In order to address the concerns, you have raised, we would like to invite you to contact our Patient Advice and Liaison Service (PALS) who will be able to take further details and advise accordingly. The PALS service can be contacted on:</p> <ul style="list-style-type: none"> <li>• Telephone: (01482) 623065</li> <li>• Email: pals@hey.nhs.uk</li> <li>• Online: <a href="https://www.hey.nhs.uk/patients-and-visitors/feedback/">https://www.hey.nhs.uk/patients-and-visitors/feedback/</a></li> </ul> <p>Thank you once again for taking the time to provide us with your views on local NHS services Kind regards Patient Experience Department Hull University Teaching Hospitals NHS Trust</p>
<b>Actions Taken (Healthwatch)</b>	N/A

<b>Department /s</b>	Emergency Department	<b>Date Recorded</b>	09/03/2021
<b>Experience Identified by:</b>	Email		
<b>Experience</b>	<p>Me and my father have looked after my 81-year-old mother at home with advanced Alzheimer's for the last three and a half years.</p> <p>On Saturday 6th. February we were advised by 111 to call the police after she became physically uncontrollable and a direct risk to my 85-year-old father who has severe arthritis and very limited mobility.</p> <p>The police called for an ambulance and my mother was admitted to A&amp;E at Hull Royal Infirmary. She was held in the hospital for nine nights until a mental health bed became available after being given a Section 2.</p> <p>When she arrived at Forest Independent Hospital in Mansfield she was in a critical physical condition, heavily sedated and found to have unknown tablets wedged in the roof of her mouth. She was blue-lighted to the King's Mill Hospital in Sutton-in-Ashfield within 24 hours of arriving at the mental health hospital.</p>		

	<p>They have told me she should never have been discharged from Hull Royal in her condition and that the level of care was appalling. They have also been unable to gain access to medical records to find out what medication she had been given at Hull Royal despite the requests coming from Laura Stretton, the director at Forest Independent Hospital.</p> <p>My mother was put on a drip with pneumonia, dehydration from kidney failure, had lost almost two stone in bodyweight and I was told to prepare for the worst and to travel to King's Mill Hospital at a moment's notice. We have the two police officers from Preston Road Police Station as witnesses to the fact that my mother was physically strong and well at the time, she was taken in to Hull Royal. To top it off all her clothes and possessions went missing.</p> <p>What's happened is an absolute disgrace. I'm hoping to obtain a full list of the medical issues from the hospital director in Mansfield that I will be able to forward to whoever needs it. I would also like to remind all concerned that my mother was physically well when she entered Hull Royal Infirmary and was discharged on the verge of death.</p> <p>She is now fitted with a catheter and is being pushed around in a wheelchair just to add to everything else. The mental anguish caused to my dad who has been married to my mother for over 60 years cannot be overstated. We saw her yesterday for the first time in three weeks and he is a broken man.</p>		
<b>Actions Taken (Provider)</b>	Not known		
<b>Actions Taken (Healthwatch)</b>	Advised to contact PALS, CQC and / or CCG		
<b>Department /s</b>	PALS / Mortuary	<b>Date Recorded</b>	09/03/2021
<b>Experience Identified by:</b>	Phone		
<b>Experience</b>	<p>This experience relates to a historical issue which has already been raised with Hull University Teaching Hospitals. However, we are aware that it is currently with the Ombudsman so it is still relevant for us to include in this report. The experience has been summarised for this report due to the complexity of the issue.</p> <ul style="list-style-type: none"> <li>• Patient was found injured and taken to Hull Royal Infirmary in 2017 where they were treated reservedly.</li> <li>• Patient died under DNAR several days after admittance. The inquest took three years to complete.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Attitudes at the hospital towards the next of kin was poor. She was questioned at the mortuary as to whether or not she was the next of kin and despite being the emergency contact and the hospital having the patients ID and records, she was not notified of his admittance or death.</li> <li>• Next of kin was not offered any bereavement support, they were told an incorrect cause of death.</li> <li>• When complaint was raised through PALS as DNAR guidelines were not followed and progressed to the Clinical Nurse Director, they denied the evidence and stated they did not have to follow the guidelines. I was told I was being vexatiousness and threatened with legal action from the medical team.</li> <li>• The next of kin wants to understand why the issues occurred and why she has had such difficulty in getting answers however up to this point has not had any closure.</li> </ul>
<b>Actions Taken</b>	These are historic issues and the person had already complained to the Hull University Teaching Hospitals, Local Authority. She approached the ombudsmen in May 2020 but has not received a response from them.
<b>Actions Taken (Healthwatch)</b>	'Healthwatch Hull are aware of this ongoing case and have advised the person to contact the ombudsmen for further advice.

## Compliment

<b>Department</b>	Gynaecology	<b>Date Recorded</b>	25/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I have just been on the Cedar ward to have a laparoscopy and would like to thank the team for the wonderful job that they are doing, their dedication and care was unparalleled. The ward was immaculate and I felt extremely safe and well looked after. Thank you for the marvellous job that you all do, you really are amazing! X		

<b>Department</b>	Emergency Department	<b>Date Recorded</b>	25/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I unfortunately had an accident at home which caused major damage to my foot and ankle. All the staff were very caring and help me through what was a very traumatic experience, I have had to have k wires put in my foot/ankle and a cast on		

	and am still under the care of the orthopaedic doctor, I was in hospital for 2 nights, the staff again were so caring, nothing was too much trouble, I class all the staff as (Angles). It's going to be a long slow recovery before I am back walking normally. A big THANKYOU, to you all once again.
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<b>Department</b>	Emergency Department	<b>Date Recorded</b>	25/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	My mum was taken in by ambulance from her care home after a fall. From the start to finish she was treated with ultimate care! I cannot thank the staff enough - ambulance/paramedics 5 star - Auxiliary/healthcare assistants 5 star - Doctors 5 star - Nurses 5 star - transport ambulance service 5 star. Every one of you treated my mum with respect dignity and care (she has dementia) You all are ALL amazing. Thanks for her speedy care. Everything was SUPER clean and tidy, we felt very safe and nothing was too much effort.		

## 5.5 Experiences Breakdown - Castle Hill Hospital

### Statistical Information

This month, we received 4 comments about Castle Hill Hospital which was intelligence. The intelligence was in relation to Treatment, Staff Attitude, Nursing Care and Quality of Care / Support.

### 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	Ward 14	Date Recorded	31/03/2021
Experience Identified by:	Phone		
Experience	Nature of complaint(s)  1) Undue suffering caused by lack of adequate pain relief in the period immediately following surgery. (An IV cannula for pain relief administration had 'dislodged' and was not re-situated until 6 hours later. Patient reports the male nurse 'shouted at him' for asking for basic care- to which he has exchanged telephone numbers with a witness for).  2) Physical harm - Within 6 days, Patient was diagnosed with rectal 'bedsore'. This was caused (upon omission of one of the nurses) by inadequate care and hygiene practices from staff during the course of his care. Liability was admitted, (to which patient has a witness) and was asked if he would like a verbal or written apology, which was then followed with "well we are sorry." (he had been left in 'blood soaked pads' for extended periods of time, which was eventually noticed by the Physio, he was never offered bed baths and was never advised he should be lying on his side. He should have been observed more readily considering his nutritional status). In addition to this, fragmin was never administered to prevent blood clots nor did anyone ever check that he had his stockings on, despite ticking on his chart that this had been done.		

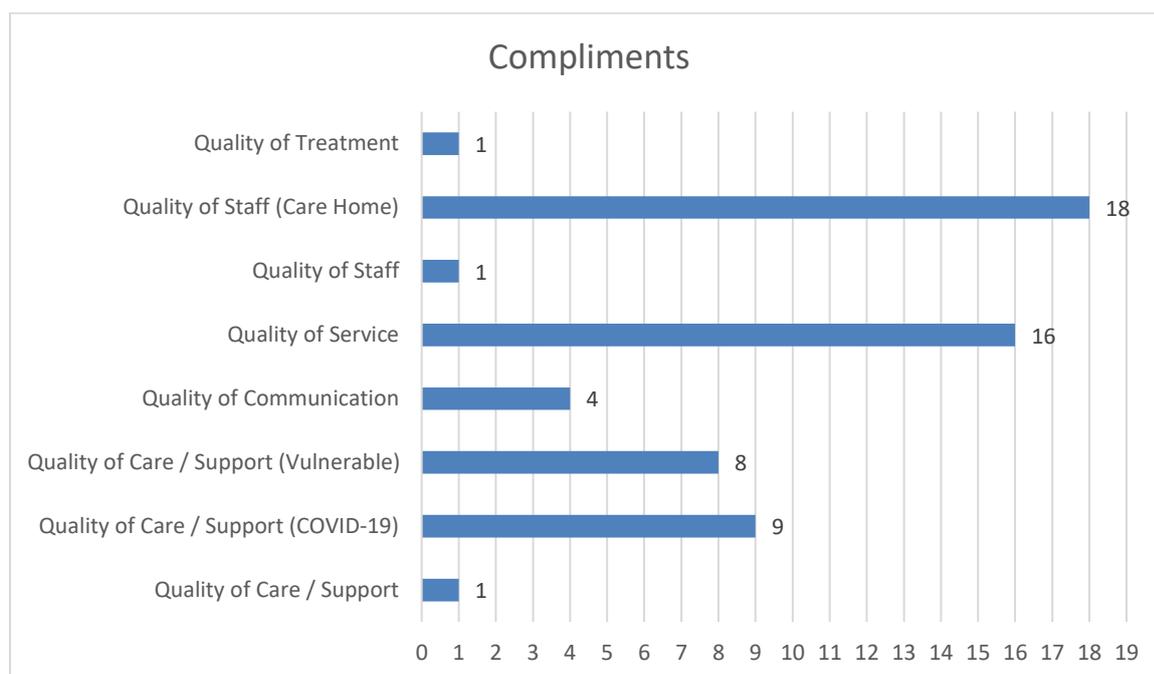
	<p>3) Consent to treatment Lack of transparent information about the nature of surgical intervention - lack of informed consent to treatment (he had been told his rectum had not been removed, yet it was identified that - in fact - the rectum had been removed on his follow up consultation).</p> <p>4) Delayed treatment &amp; preventable adverse drug reaction. He had signs and symptoms of UTI and this was reported at (urinary) catheter removal - yet diagnosis was delayed because 2 samples had 'gone missing'. Despite clinical signs and symptoms - and a 'dipstick urine test noting presence of proteinuria - oral antibiotics were not administered until 10PM. Despite staff being alerted to his allergy to the metronidazole antibiotics, staff still prescribed them. This caused a severe adverse reaction. Staff then left him for two hours with no fluids, to which point he was on the floor, to only be told to "get up" unaided.</p> <p>5) Lack of specialist mental health intervention. He expressed suicidal ideations because of his severe discomfort and pain. Despite knowing about PHX mental ill health, there was a delay in seeking specific care and advice. He was told that any antidepressant medication or therapy would take two weeks to work anyway, so there would be 'little benefit'.</p> <p>6) Attitude of staff nurses during his period of time on Ward 14. He was victim to a number of derogatory comments when requesting basic care, including one individual saying "he who shouts the loudest gets the monsters milk" (said by nurse). He has a witness to all of these comments.</p>
<b>Actions Taken (Provider)</b>	Not Known
<b>Actions Taken (Healthwatch)</b>	Advised to contact the NHS Independent Complaints Advocacy Service and Citizens Advice

## 5.6 Experiences Breakdown - Care Homes

### Statistical Information and Graphs

This month, we received 58 comments about Care Homes, all of these were compliments.

From the experiences we received this month, we found that Kesteven Grange received the most comments followed by Alexandra Court Care Centre.



We recorded 8 different areas of compliments, the main compliments we received was in relation to Quality of Staff (Care Home) which received 18 comments and Quality of Service which received 16 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.*

### Compliment

Care Home	St Clare House	Date Recorded	31/03/2021
Experience Identified by:	Research		

<b>Experience</b>	My mother has lived at St Clare's since December 2019. The patience and dedication of the whole staff team are second to none, and this has been really evident throughout the pandemic where they have received the best care and protection that could be offered. She is so well cared for in every aspect of her care. The meals are tasty and nutritious, the rooms are all homely, the communal areas are beautifully kept and welcoming, and the residents every need are met by the fantastic staff team.
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<b>Care Home</b>	St Clare House	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	St Clare's has responded to Covid rules throughout. Every effort to keep the family informed has been 100%. The staff are caring and very helpful. We could not be happier with the care our mother has received during her stay.		

<b>Care Home</b>	Salthouse Haven	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	My father is well looked after. They do lots of activities they do with them every day to keep them entertained. He has a lot of friends, which is a blessing during the pandemic as we can only do window visiting.		

<b>Care Home</b>	Alexandra Court Care Centre	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	My mum has been in this care home for 6 months and within that time she is happy and very well cared for. All the staff have gone above and beyond during covid to sort out skype video calls and pod visits which have been fantastic to keep in touch with my mum and also to have her grandchildren be able to see and talk to her. The staff always contact me if anything happens. I give them 10/10 for everything. Thank you		

<b>Care Home</b>	Alexandra Court Care Centre	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I have always thought the staff caring and considerate. They look after mam really well and she never has a wrong word against them. She is happy and content. What more can anyone ask.		

<b>Care Home</b>	Alexandra Court Care Centre	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	My mum has been a resident at Alexandra Court Care Centre for nearly 5 years. She has complex medical needs and now is		

	<p>confined to bed. Her care and treatment have been very good. All her needs are taken care of by a team of nurses and carers. During the covid pandemic, I have been able to talk to my mum over a skype call every other week and I am now able to have a visit once a fortnight.</p>
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<b>Care Home</b>	Alexandra Court Care Centre	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	<p>We are very pleased with the care and attention my other receives. Due to the difficult time, we are having with the virus, we have not been able to visit as much as we would have in normal times but we have been able to facetime call my mother and recently been able to have a visit in a booth and see my mother through a screen. This has been purely down to the excellent staff at the home. Many thanks.</p>		

<b>Care Home</b>	Castle Rise	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	<p>My husband has been in Castle Rise since the 5th of November 2020, and in the time, he has been cared for in a supportive and kind way. Sometimes he has presented challenges, which they have tried to address as best they could. The home has worked co-operatively with the rehabilitation team, who have come into the home to work with him. Overall, he has been kept safe and treated well, which has aided his recovery from his brain injury.</p>		

<b>Care Home</b>	Castle Rise	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	<p>I would just like to say if anyone is looking for somewhere to leave a loved one Castle Rise has met all my expectations the staff are caring understanding treat my husband and myself with the greatest respect nothing is too much trouble. My husband is sometimes difficult as he has difficulty expressing himself. It's things that are done when no one is watching that really matter when you see someone being extra kind or just doing things to make someone's life happier, I've seen a lot of this at Castle Rise with this lockdown it has been very difficult as it's been nearly a year since I've seen my husband. I feel lucky that he is in such a lovely place where the staff have become more like family members, I ring all the time and I've never felt that I am being a nuisance. They always give me time to talk about my husband and they tell me all I need to know; they have worked a miracle keeping everyone safe in lockdown I am so grateful for all their hard work.</p>		

<b>Care Home</b>	Castle Keep	<b>Date Recorded</b>	31/03/2021
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<b>Experience Identified by:</b>	Research
<b>Experience</b>	My husband was taken into respite care last May at the beginning of Covid restrictions. A very difficult and emotional time for all concerned. To my amazement, I found that the care and love given, was much more than I could have hoped for. Not just for my husband, but for myself too. Thank you all so much to all who work so hard at Castle Keep for keeping our loved ones safe and contented. I highly recommend this Care Home when you are unable to cope with the situation at home. Well done everyone.

<b>Care Home</b>	Rossmore	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I was very well looked after when in the home.		

<b>Care Home</b>	Berkeley House	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	A lovely care home and the staff are extremely helpful and friendly. It's nice to see my dad smiling again and that is all due to the care home and the amazing care they give. They always keep me informed of his progress and changes and I am so glad we have found such a lovely place for my dad to stay.		

<b>Care Home</b>	Berkeley House	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I cannot speak too highly for my husband's care he always seemed happy which is what I always wanted for him. They really seemed to care for him and put themselves out for him, they also said he was no trouble that was his nature. I loved him very much and was so happy with his care. I would recommend Berkeley House to anyone. I have told my family if I end up in a home that is where I want to go. I have always been satisfied with my husband's care.		

<b>Care Home</b>	Kesteven Grange	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Mum is very happy at Kesteven Grange. She is nicely cared for, all the staff knows her and me, they look after her very well. They do a difficult job well. I am kept informed about what is going on. I do not live locally so during the recent pandemic I have been unable to see her in person, however, I have had the opportunity to have video calls with her which is reassuring.		

<b>Care Home</b>	Kesteven Grange	<b>Date Recorded</b>	31/03/2021
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<b>Experience Identified by:</b>	Research
<b>Experience</b>	The care my mum has received over the last 12 months has been outstanding. The carers have worked tirelessly to make sure my mum (and all the other residents) have been cared for and protected during an awful period. Because we haven't been able to visit, we have been able to video call, had zoom sessions with other relatives and updates regularly. I know that all the brilliant entertainment, hairdresser and other support have not been able to visit but all the staff have risen to the challenge. I know that without them all I would not have coped not seeing my mum. My brothers and I thank you from the bottom of our hearts.

<b>Care Home</b>	Kesteven Grange	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	My relative has been a resident of Kesteven Grange for around 6 months. In that time the staff have provided a safe, clean, welcoming, friendly and caring environment for him. All of that with the extra challenges of Covid. The home is very well managed and the staff or always helpful. I would seriously consider Kesteven Grange if your loved one is in need of care, couldn't recommend it highly enough.		

<b>Care Home</b>	Kesteven Grange	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	All staff are brilliant and work really hard. They all look after my mum's needs 100 percent with a smile on their faces - even though mum can be awkward at times. Always available to talk to management if needed. Excellent.		

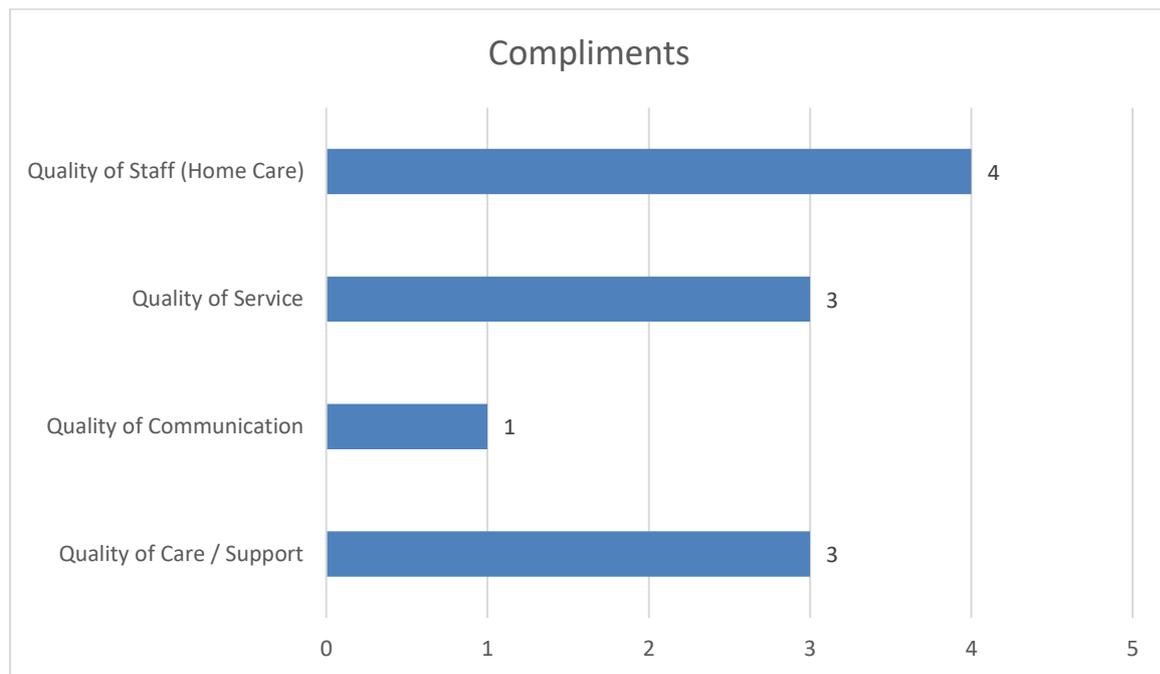
<b>Care Home</b>	Kesteven Grange	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	My Auntie is truly loved and cherished by all the care staff and they have supported her and me from the day she was admitted. Today it was her 105th Birthday and they pulled out all the stops to make her day memorable by singing outside of the visiting pod and Birthday signage and balloons to decorate the pod, even a glass of wine and cake provided. The care team keep me fully informed in relation to any health issues and I know are always happy to help and assist with any concerns I may have regarding my Aunt's health and well-being. My Auntie always tells me the care team are lovely and the food is very good.		

## 5.7 Experiences Breakdown - Domiciliary Care

### Statistical Information and Graphs

This month, we received 11 comments about Domiciliary Care services, all of these were compliments.

From the experiences we received this month, we found that Westwood Care and Support Services received the most comments followed by Avocet Trust.



We recorded 4 different areas of compliments, the main compliments we received was in relation to Quality of Staff (Home Care) which received 4 comments followed by Quality of Service and Quality of Care / Support which each received 3 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.*

## Compliment

<b>Care Home</b>	Avocet Trust	<b>Date Recorded</b>	14/03/2021
<b>Experience Identified by:</b>	Phone (relates to another experience with NHS Humber Learning Disability)		
<b>Experience</b>	The carers are really good and friendly with my son who has autism		

<b>Care Home</b>	Westwood Care and Support Services Yorkshire Ltd	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	We simply can't thank Westwood Care enough. They have helped transform the life of our 93 year old uncle. His transition from respite to an independent life in his own home wouldn't have happened without Westwood support. The staff are friendly, helpful and they always go the extra mile. Their care and support have been invaluable and we couldn't have done it without them. Nothing is too much trouble and it's always with a smile. The carers treat people with dignity, consideration and compassion. A thoroughly heartfelt recommendation from us.		

<b>Care Home</b>	Westwood Care and Support Services Yorkshire Ltd	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Westwood Care and Support Services have enabled my mum to continue independent living for over five years now; since she had a stroke at the age of 90. Prior to her stroke, she was fiercely independent and it was important to maintain as much independence as possible. All staff at Westwood - carers and office staff have played a part in preserving her dignity and wellbeing, through their friendly, caring and compassionate approach to every aspect of her needs.		

<b>Care Home</b>	Westwood Care and Support Services Yorkshire Ltd	<b>Date Recorded</b>	31/03/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	The guys at Westwood are very friendly and nothing is too much trouble. They are all pet friendly too, which makes life much easier. If they are running late, which is very rare, the staff in the office update me and are always very polite and helpful.		

## 5.8 Experiences Breakdown - Local Authority

### Statistical Information and Graphs

This month, we received 4 comments about the Local Authority, all of these were intelligence and related to Staff Attitude, Communication, Administration / Other and Quality of Care / Support.

### 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	Social Services	Date Recorded	09/03/2021
Experience Identified by:	Phone		
Experience	<p>This experience relates to a historical issue which has already been raised with the Local Authority. However, we are aware that it is currently with the Ombudsman so it is still relevant for us to include in this report. The experience has been summarised for this report due to the complexity of the issue.</p> <ul style="list-style-type: none"><li>• Patient suffered brain damage due to car accident in 1993. Assessment showed he had no financial capacity and the next of kin was made appointee by DWP.</li><li>• Patient went missing and reported as High Risk to the police. He was found later and returned home.</li><li>• As patient seemed discontent at home, both he and the next of kin attended a meeting with PAUL to discuss options for him to live independently. Following a meeting he went missing again and this was the last time he was seen by the next of kin.</li><li>• When the patient was found, he was placed with Doorstep of Hull who highlighted concerns to Social Services about his safety at the hostel due to his</li></ul>		

	<p>significant vulnerabilities.</p> <ul style="list-style-type: none"> <li>• Social Services advised he was not eligible for Extra Care or Thornton Court as he had been living in a hostel. They were however looking at alternative options.</li> <li>• Social Services moved forward with a Multi-Agency Referral with DAP regarding the next of kin for financial abuse, despite there being no evidence.</li> <li>• Next of kin was not made aware of his wellbeing and the patient was given full access to financial benefits despite his vulnerability without the next of kin being made aware and with an assessment already in place which said he had no financial capacity.</li> <li>• Local Government Ombudsman stated that the Local Authority needed to do new assessments which they did not as the patient had since passed away. Later on they then stated assessments were done despite previously stating they weren't.</li> <li>• Following an inquest in March 2020, Social Services / Information Governance was contacted by the next of kin to rectify her data stating she had financial abused the patient.</li> <li>• She received a response to say that there was no evidence to show that she had not financial abused her husband so the information was being kept on file. This is despite the inquest, and information from investigation, police and DWP who state that her husband had a confabulation disorder.</li> <li>• Next of kin just wants closure and to get this information corrected as she wants to grieve for her husband but cannot while knowing there is incorrect information stating she abused him.</li> </ul>
<b>Actions Taken</b>	These are historic issues and the person had already complained to the Hull University Teaching Hospitals, Local Authority. She approached the ombudsmen in May 2020 but has not received a response from them.
<b>Actions Taken (Healthwatch)</b>	'Healthwatch Hull are aware of this ongoing case and have advised the person to contact the ombudsmen for further advice.

## 5.9 Experiences Breakdown - Mental Health Services

### Statistical Information and Graphs

This month, we received 1 comment about Mental Health Services, this intelligence related to Quality of Care / Support (Vulnerable).

### 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

<b>Service</b>	Hull East Community Mental Health Team	<b>Date Recorded</b>	25/03/2021
<b>Experience Identified by:</b>	Phone		
<b>Experience</b>	Gentleman contacted us about ongoing concerns for son's mental health who has had several appointments with his doctor, Hull Royal Infirmary and more recently Hull East Community Mental Health Team who he has said have failed to call him back. He also had concerns of the effect of his son's medication and him not receiving a PET scan which he thinks would help towards a diagnosis.		
<b>Actions Taken (Provider)</b>	Not Known		
<b>Actions Taken (Healthwatch)</b>	Signposted to Hull East Community Mental Health Team - Complaints & Feedback Team and his own GP and son's GP for further advice/support		

## 5.10 Experiences Breakdown - NHS Humber Learning Disability

### Statistical Information and Graphs

This month, we received 3 comments about the NHS Humber Learning Disability, all of these were intelligence and related to Staff Attitude, Communication and Medication.

### 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	Community Nursing	Date Recorded	14/03/2021
Experience Identified by:	Phone		
Experience	<p>I was offered support for my son who has autism whilst I was in hospital at end of May which I accepted.</p> <p>The Community Nurse has not been giving any updates to the changes to the care my son receives since the start, with things like medication etc. My son was given pain relief several times a day unbeknown to the family and there wasn't a specific reason to why this was started; I queried with the GP as I couldn't get an answer from the Community Nurse and this was stopped. I've been asking the Community Nurse to let them know about changes first however this doesn't happen as she doesn't listen and if I raise any concerns about the changes, I get told it's in my sons' best interests.</p> <p>I haven't attended any best interest meetings about my son and I have been told if I don't follow what I'm told, I will get into trouble. Up until a little while ago, my son was given a number of medications at the same time and he did not like this, I asked if there could be a 15 minute break between each but I was told at first that he needs to take them together; they now give him a couple of medications at a time and half an hour later give the rest. I have been told however they</p>		

	<p>don't have to give it to him bit by bit as it's not in his best interests. I just feel like we do not have any say about my sons care and struggle to be listened to by the community nurse. We told her that he got all his oral care needs sorted by a dentist in Leeds as he doesn't like things being put into his mouth but she still arranged for him to see a dentist and despite not being in any oral discomfort to have his teeth cleaned. When we saw the dentist in Leeds, he said my son wouldn't need any treatment for some time however since he's visited the dentist again, he's not having oral issues. We have carers come in and they are good carers but are just doing what they've been told, any updates we receive is from them.</p> <p>We are kept out of the loop, I thought we were having a meeting with the social worker this week but have just found out that it is actually a Continuous Healthcare meeting with people coming round to our property.</p>
<b>Actions Taken (Provider)</b>	Not Known
<b>Actions Taken (Healthwatch)</b>	Directed to NHS Humber Foundation Trust and provided information for the Independent NHS Complaints Advocacy Service

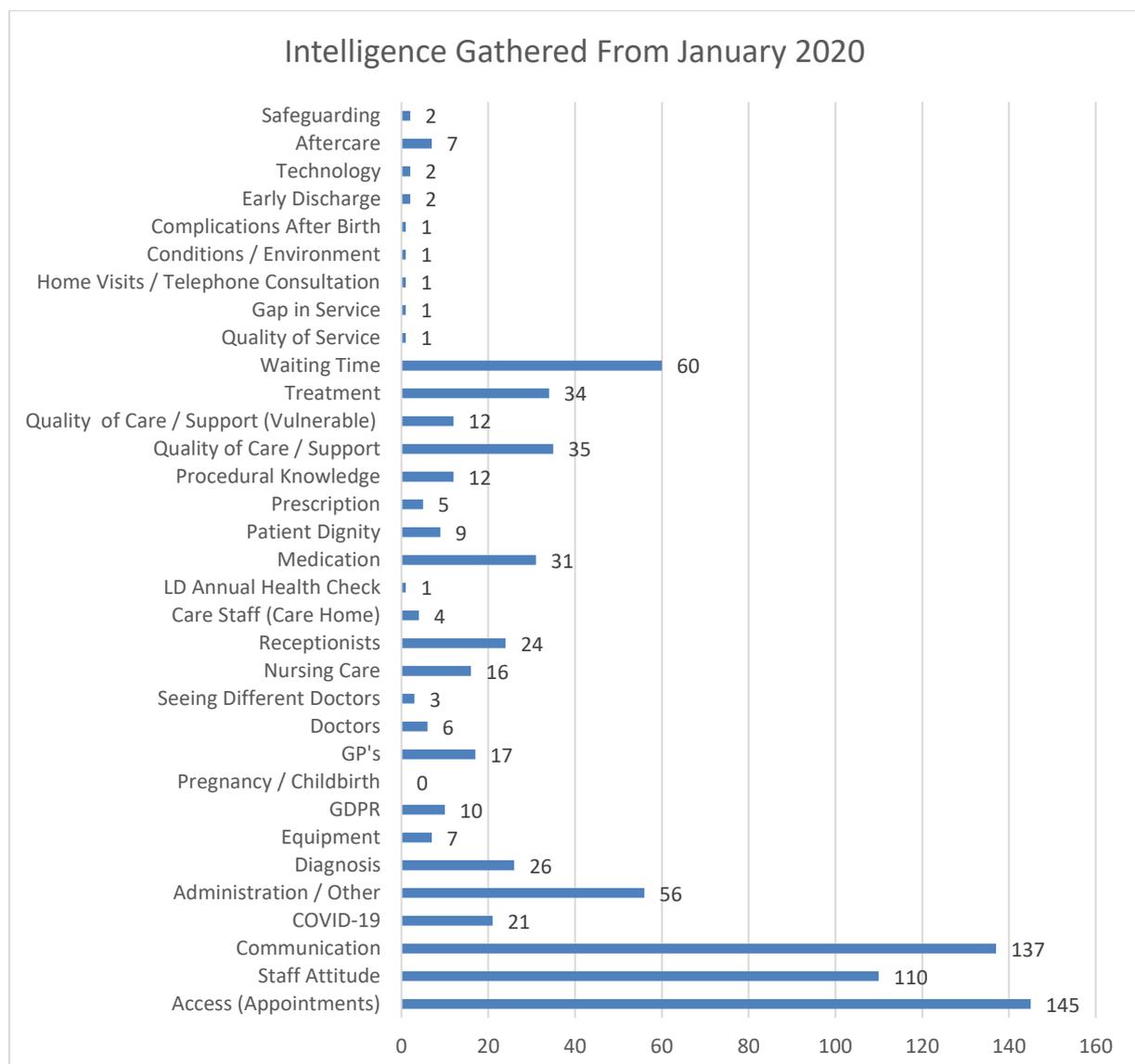
## 6. Experience Breakdown - From January 2020

### Statistical Information and Graphs

The graph below provides a breakdown of the intelligence we have identified from the experiences we have recorded from January 2020. We have now identified 799 pieces of intelligence and 618 compliments.

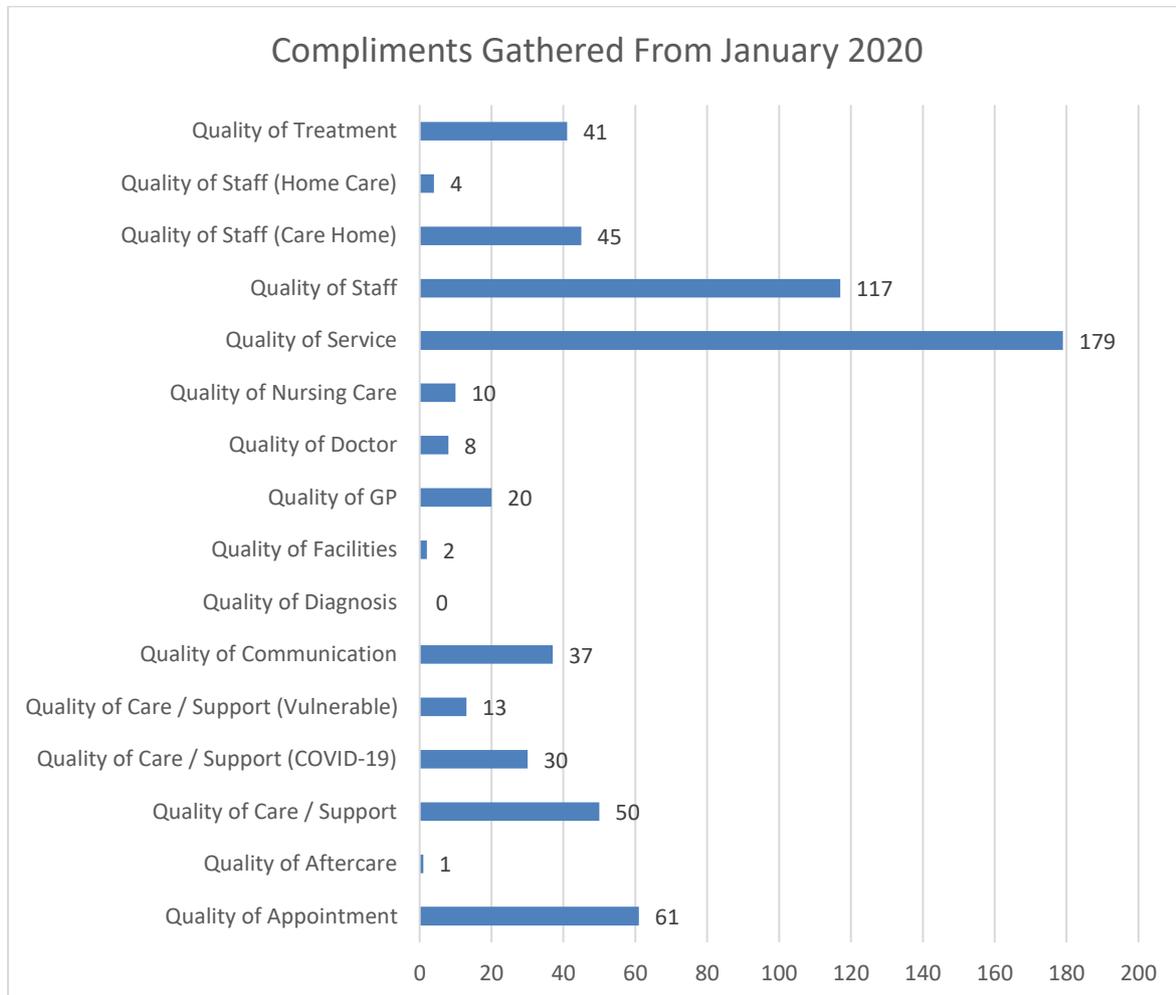
The most reoccurring themes are Access with 145 comments followed by Communication at 137 comments.

*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 have recorded since January 2020.

The most reoccurring compliment is Quality of Service with 179 comments followed by Quality of Staff with 117 comments.



## **7. NHS Independent Complaints Advocacy**

### **Statistical Information and Graphs**

This month the NHS Independent Complaints Advocacy received 4 complaints. The complaints involved the Yorkshire Ambulance Service, Hull University Teaching Hospital and New Hall Surgery.

#### **Nature and Substance of complaint:**

Dissatisfaction with Emergency Ambulance Paramedics when responding to patient who experienced an epileptic seizure. Dissatisfaction with the manner in which Hospital staff imposed a Do Not Resuscitate order on patient. Prescribing of medication which caused patient to experience allergic reaction. Substandard communication regarding status of patient's health.

#### **Who delivered the care to patient?**

Yorkshire Ambulance Service Trust & Hull University Teaching Hospitals NHS Trust

#### **Date of incident?**

15<sup>th</sup> January 2021.

#### **Nature & Substance of complaint:**

Dissatisfactory communication regarding circumstances leading up to death and cause of death of patient whilst Hospital inpatient at Castle Hill Hospital.

#### **Who delivered the care to patient?**

Hull University Teaching Hospitals NHS Trust

#### **Date of incident?**

30<sup>th</sup> December 2020 - 11<sup>th</sup> January 2021

#### **Nature & Substance of complaint:**

Confusion about status of patient's diagnosis of epilepsy and lack of clarity on future treatment.

#### **Who delivered the care to patient?**

Hull University Teaching Hospitals NHS Trust.

#### **Date of incident?**

February 2021.

**Nature & substance of complaint:**

Dissatisfaction with General Practitioner's decision to replace long term prescription medication to treat anxiety and depression with an alternative. The patient reports deterioration in mental health as a result.

**Who delivered the care to patient?**

New Hall Surgery

**Date of incident:**

October 2020 (approx.)

## 8. 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](mailto:mharrison@healthwatchkingstonuponhull.co.uk)

Organisation	Responsible person	Comments/Actions
Humber Teaching NHS Foundation Trust	Sarah Bradshaw (General Manager Planned Care, Mental Health Services)	We are sorry to hear of your experience with the Community Mental Health team and that the team failed to respond to your call. It would help us if we had further details to investigate to help understand why this occurred and would encourage all service users and their carers to tell the team if there is something they are not happy with or to go through our Complaints and Feedback team on either email <a href="mailto:HNF.TR.complaints@nhs.net">HNF.TR.complaints@nhs.net</a> or telephone 01482 303930. We continually monitor our Community Mental Health Service through the Friends and Family test and the annual CMHT patient survey which is carried out independently to the Trust.
Humber Teaching NHS Foundation Trust	Children's and Learning Disability Clinical Lead	There is a proposal to allocate a new doctor who has physical health background who has been recruited and starts on the 4th of May with the CTLD. We are asking him to undertake an independent review of the young man's care with a view to establishing a common understanding of his complex health care and day to day support needs. We are hoping to work with mum to resolve the current conflicts and ensure the appropriate care is delivered in partnership to the young man.

# healthwatch

Kingston upon Hull

## Intelligence Report

March 2021

