

# healthwatch

Kingston upon Hull

## Intelligence Report

May 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 April 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:**

- Castle Hill Hospital
- Care Homes
- Domiciliary Care
- Dentistry Practices
- GP Surgeries
- Hull Royal Infirmary
- 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 May 2021.

*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.*

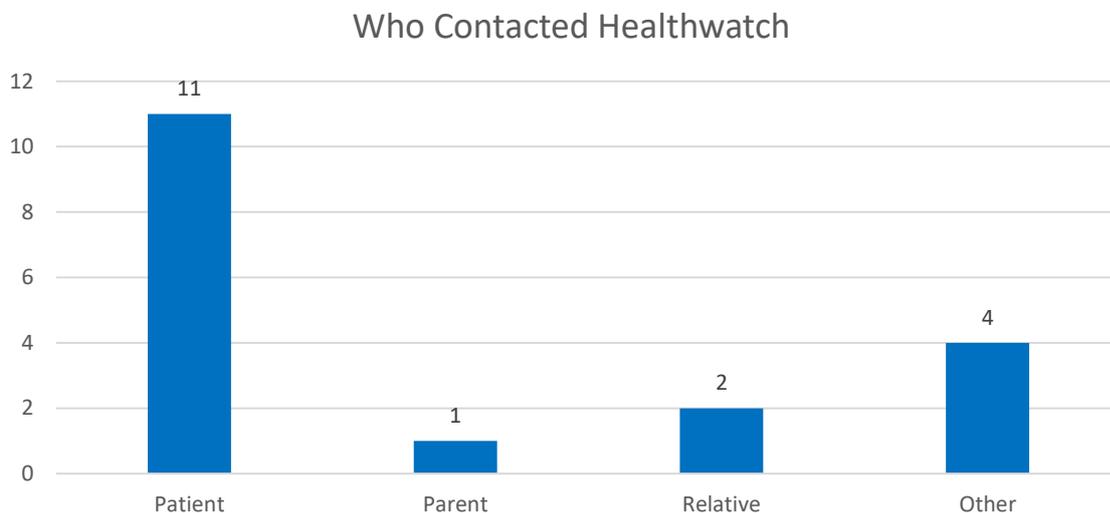
*We also may not publish every experience we've recorded as some experiences may be very similar to others; for example, “I couldn't get an appointment” and “I've had to wait weeks to even speak to a doctor” (which are both appointment issues).*

*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.*

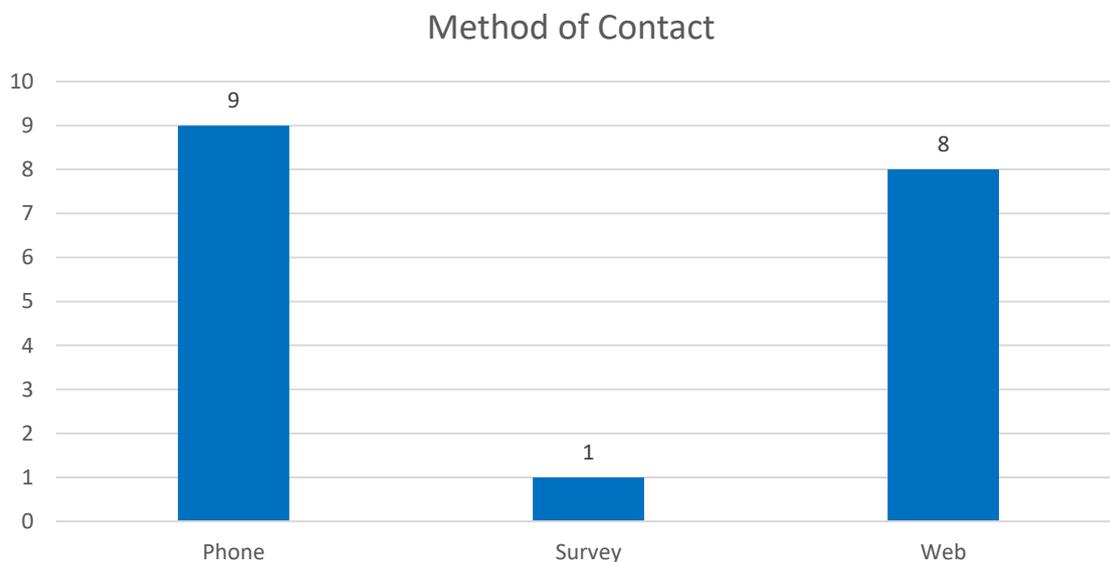
*Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.*

## 2. Contact Statistics

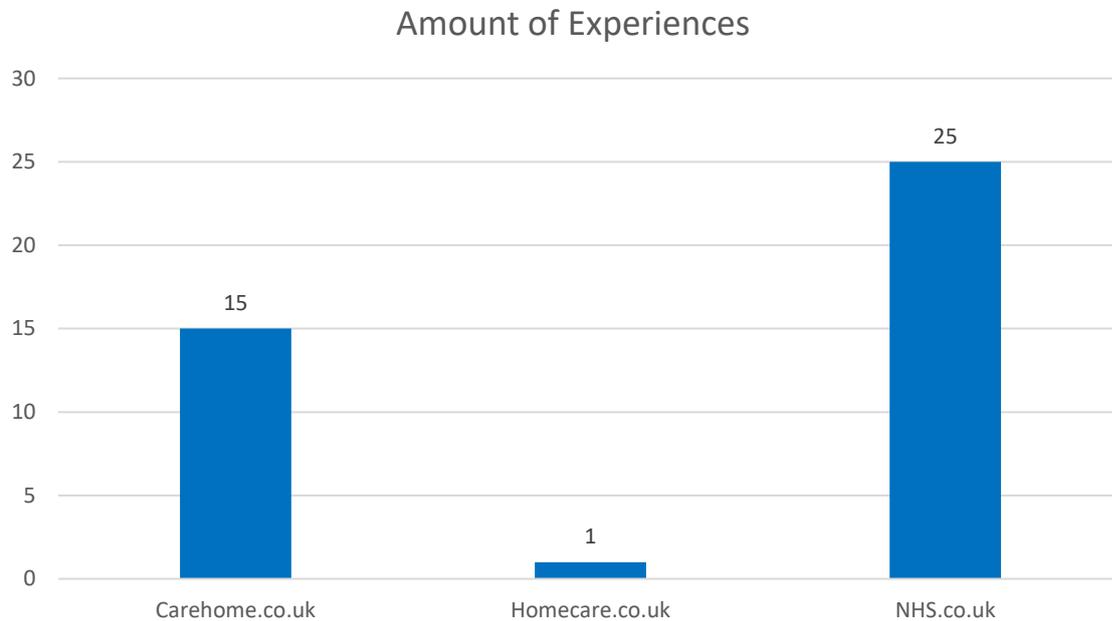
In May we had 18 people contact Healthwatch directly to provide feedback or to ask for information / advice. The graph below provides information on who contacted Healthwatch directly this month.



The most popular means of contacting Healthwatch this month was by Telephone with 9 contacts followed by Web (Email) with 8 contacts. 16 of these contacts was to provide experiences of local health and social care services and 2 of these contacts was an information request.

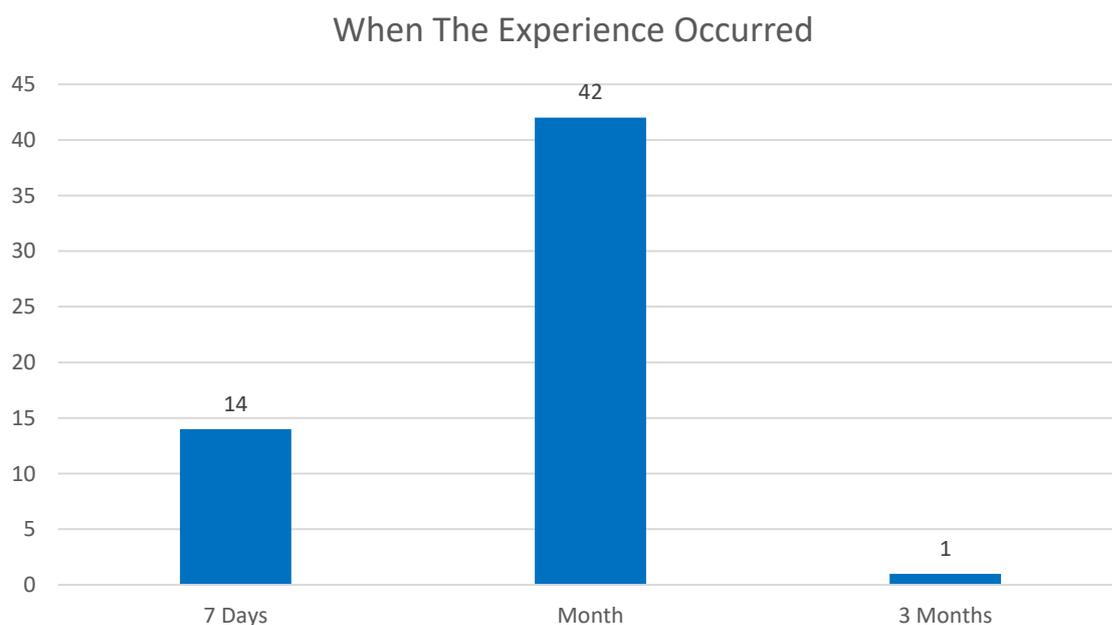


We also conducted online research of local services, looking at a range of websites and social media channels to see what people have been saying about local services, where we found 41 experiences. The graph below demonstrates where we found these experiences.



The total amount of experiences received this month through direct contact and through research is a total of 57 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 May.

<b>Area</b>	Dentistry	<b>Date Recorded</b>	25/05/2021
<b>Experience identified by:</b>	Telephone		
<b>Experience</b>	I live in the Victoria Dock area of Hull and am looking to register with a dentist in the HU1/HU2 area of Hull if possible. I did have emergency treatment at a dentist as I had a cracked tooth and a filling although the filling has fallen out now so need to get replaced. Moved back into the area and not been registered with a dentist.		
<b>Actions Taken (Healthwatch)</b>	Signposted the caller to the NHS dentists in the HU1/HU2 area of Hull possibly taking new patients		

<b>Area</b>	Dentistry	<b>Date Recorded</b>	06/05/2021
<b>Experience identified by:</b>	Telephone		
<b>Experience</b>	Caller rang on behalf of wife who had acute toothache and possible abscess with swollen face. Had rung couple of dentists in immediate area but unable to get an appointment.		
<b>Actions Taken (Healthwatch)</b>	Provided addresses and telephone numbers of possible dentists to try in their immediate area.		

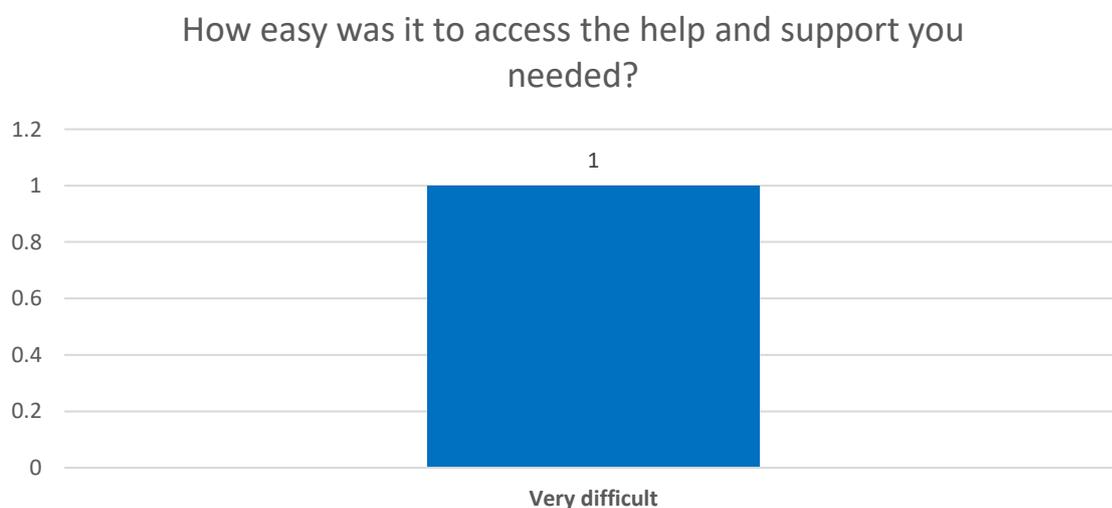
## 4. Healthwatch England

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.

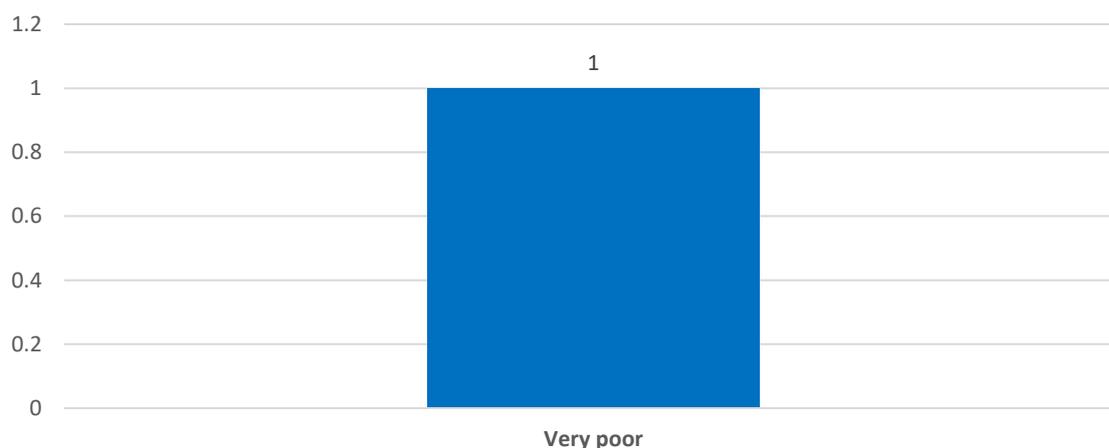
Healthwatch England's survey asks different questions to our survey and for that reason we felt it was appropriate to separate the experiences they received from our own.

*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.*

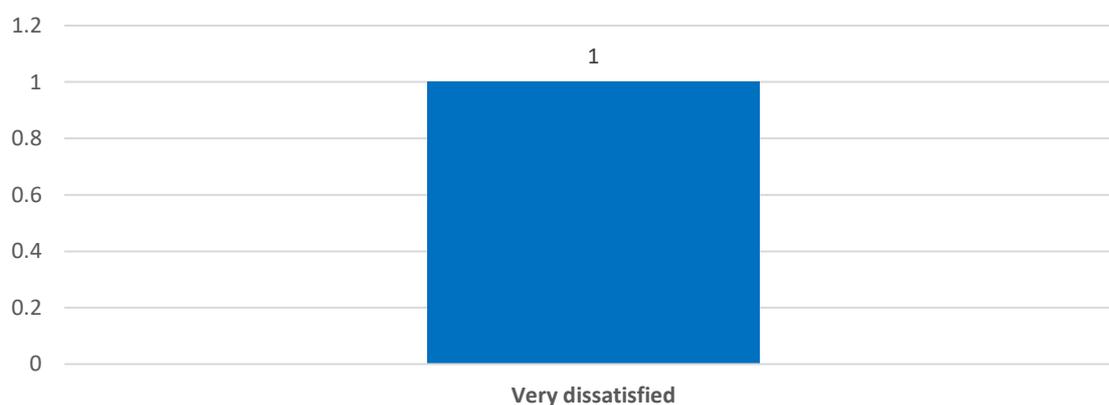
In May, Healthwatch England had 1 survey completed regarding health and social care services in Hull. Please see the breakdown of their findings below:



If you received care, how would you describe it?



How did you feel about the further treatment, care or support that you were offered?



## What We Were Told

<b>Service Name</b>	Sydenham Group Practice	<b>Date Recorded</b>	05/2021
<b>Experience</b>	I cannot get qualified help for more than half a year. Maybe because I do not speak English. One doctor prescribed some medications without diagnosing the condition. I am not better off from such treatment but still worse. How can you prescribe medication without testing?		
<b>Actions Taken (Provider)</b>	Not Known		
<b>Actions Taken (Healthwatch)</b>	N/A		

## 5. Experiences Breakdown

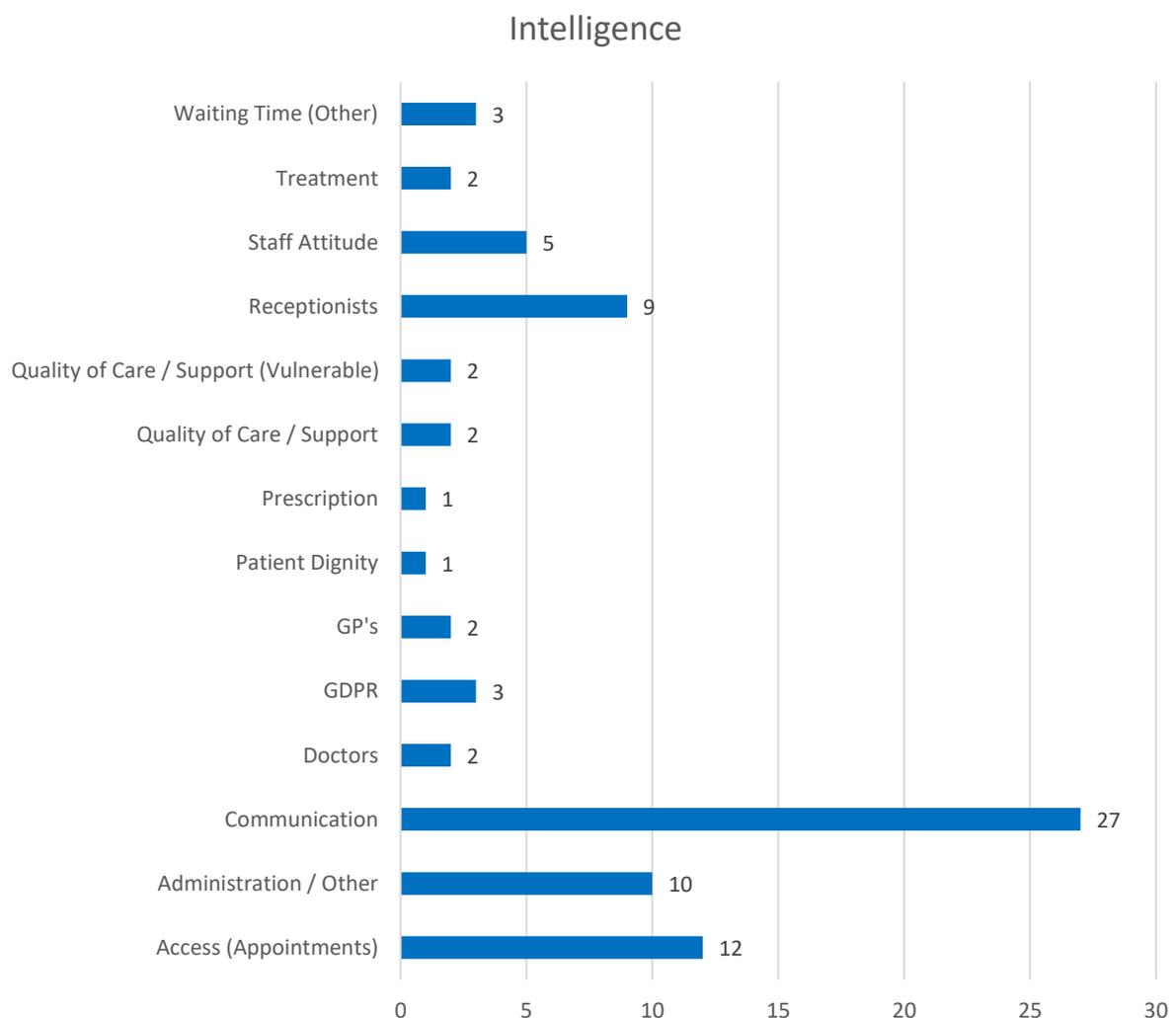
### Overall Statistics for May

The graphs below provide an overall breakdown of the experiences we received this month. Between the 16 experiences we recorded through being contacted directly and the 51 experiences we found through research; we recorded a total of 57 experiences this month.

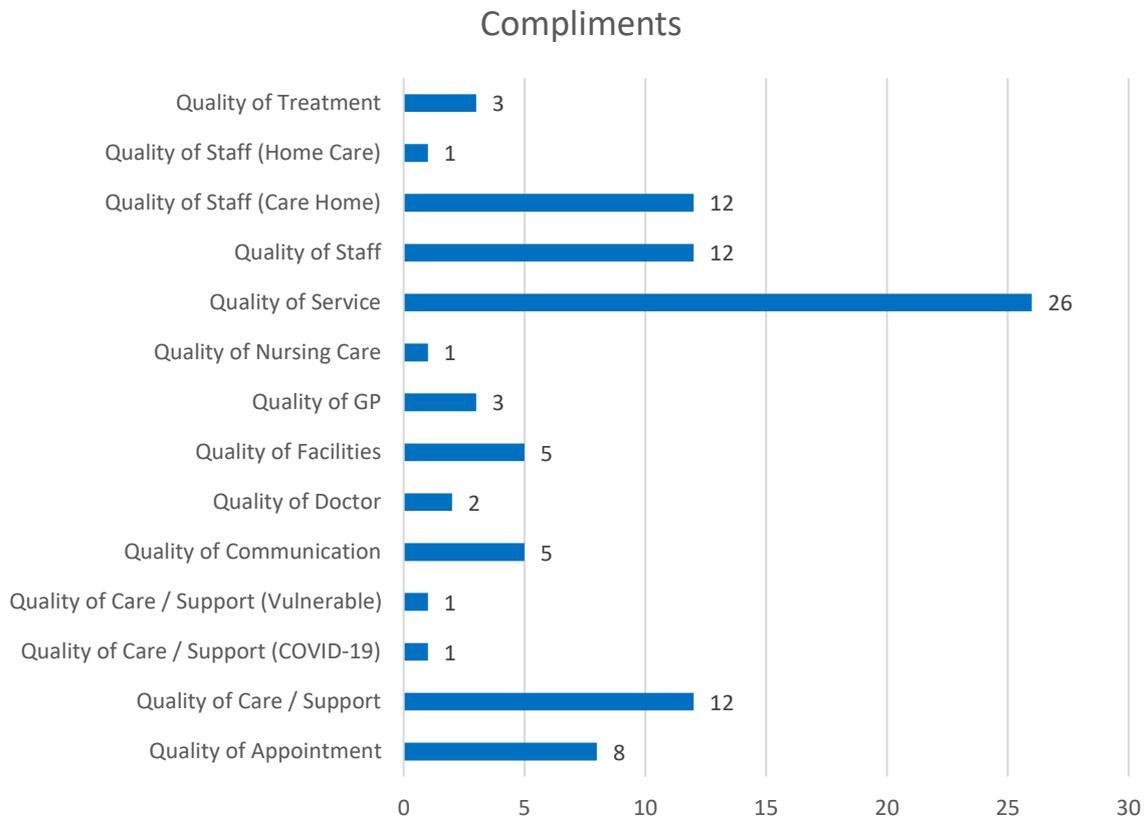
Upon further analysis of these experiences, we identified a total of 81 pieces of intelligence and 92 compliments.

*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.*

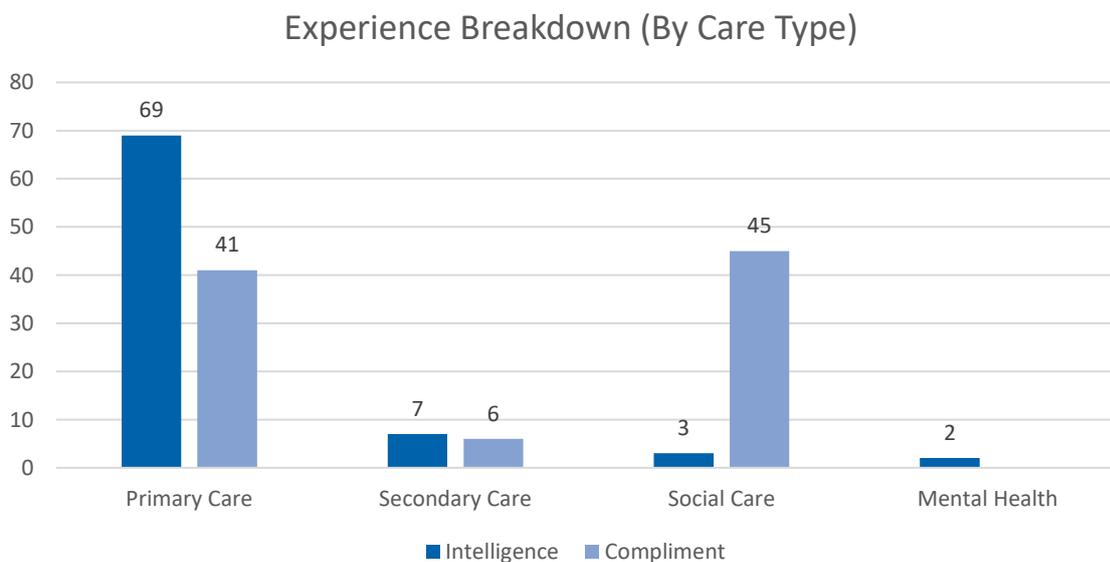
As can be seen, in the graph below, the main themes in relation to the intelligence received for this month are Communication (27) followed by Access (Appointments) (12)



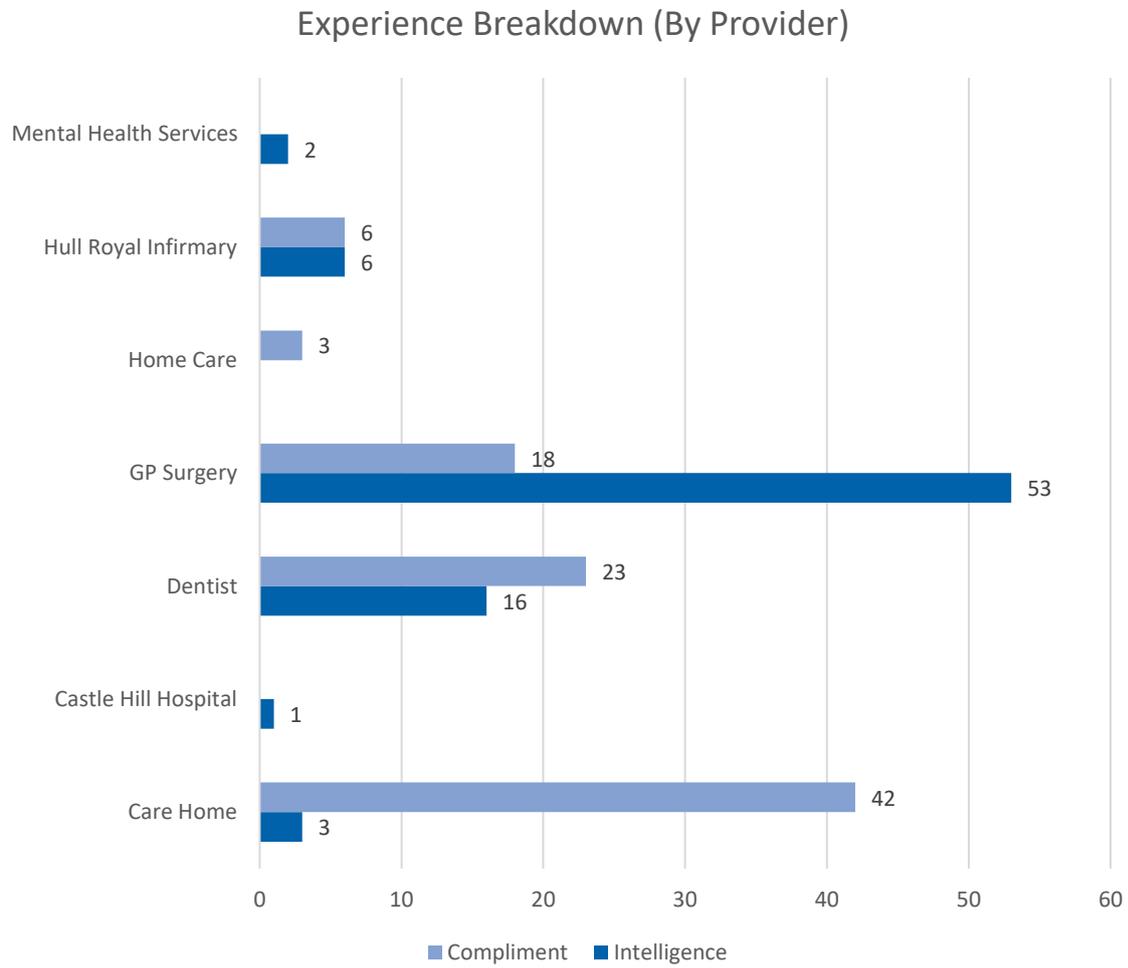
As can be seen, in the graph below, the most compliments received during April were in relation to the Quality of Service (26).



As can be seen in the graph below, most comments this month were in relation to Primary Care (GP and Dentistry) which had 69 pieces of intelligence and 41 compliments, followed by Social Care (Care Home and Home Care) which had 3 pieces of intelligence and 45 compliments.



The graph below breaks these down to the service level. We received 53 pieces of intelligence for GP Surgeries and 18 compliments, followed by 3 pieces of intelligence and 42 compliments for Care Homes.

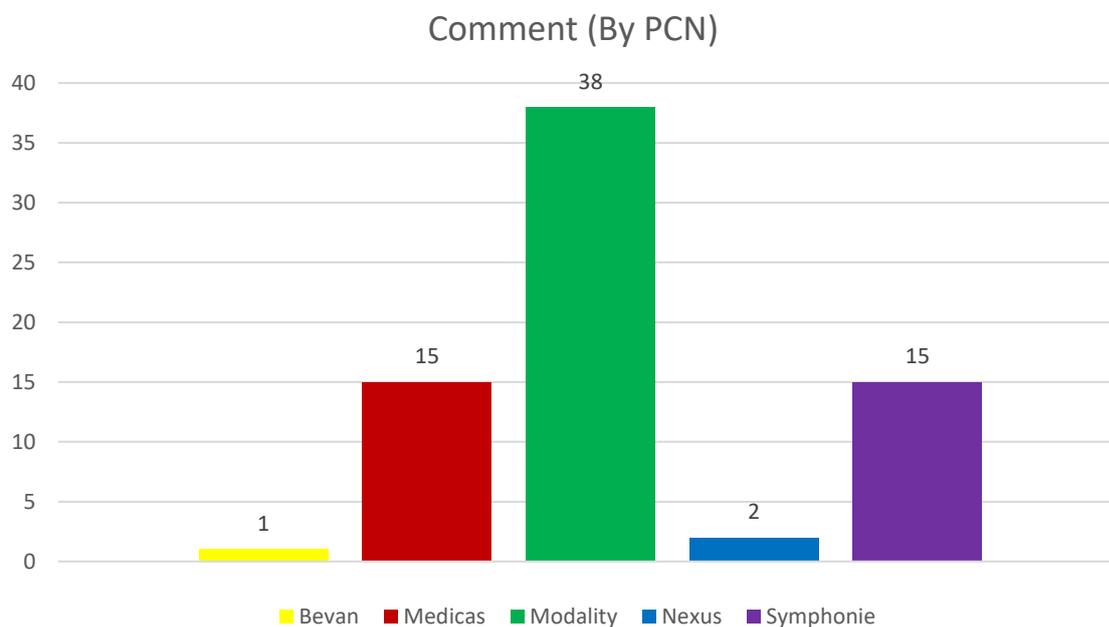


## 5.1 Experiences Breakdown - PCN

### Statistical Information and Graphs

This month, we received a total of 71 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 Bevan.

*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.*

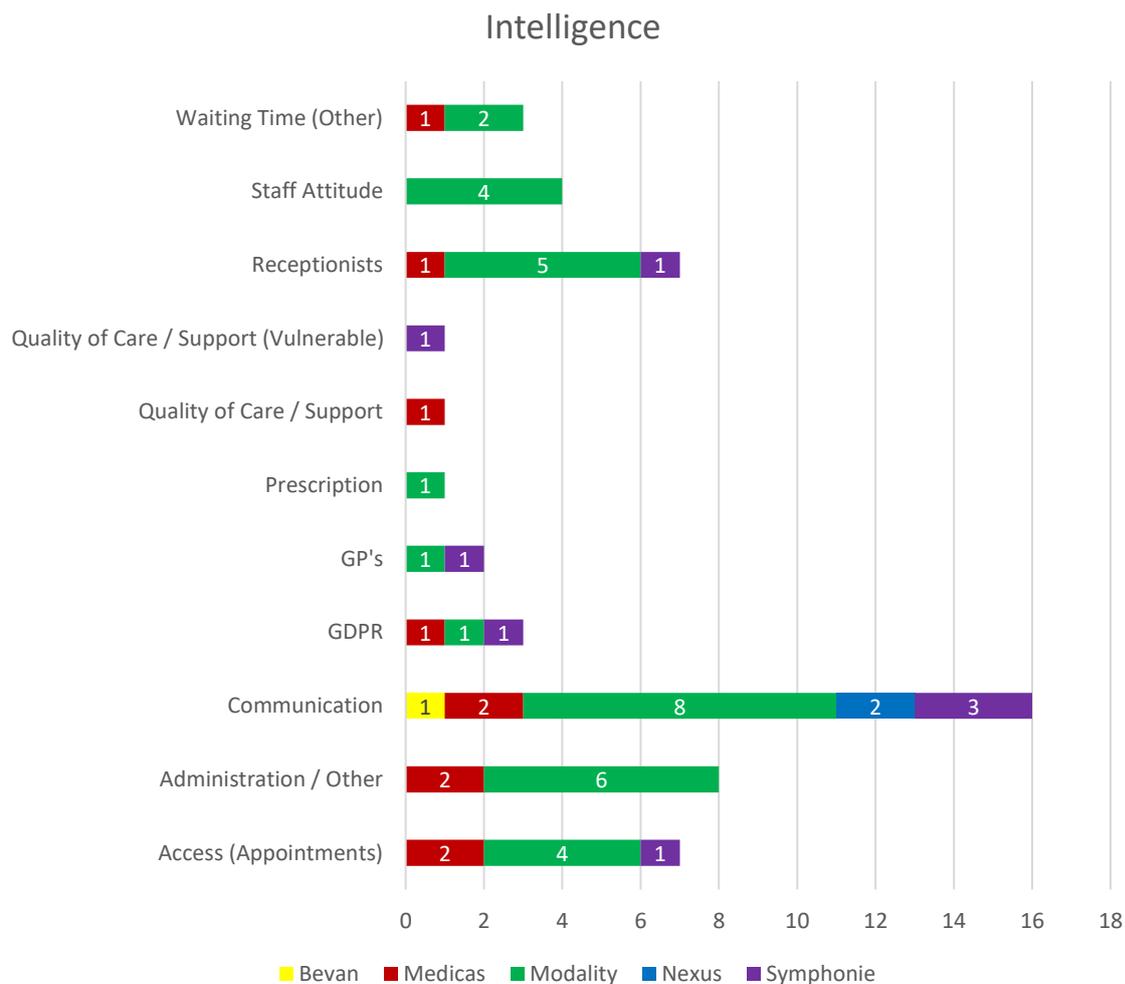


## 5.2 Experiences Breakdown - GP Surgeries

### Statistical Information and Graphs

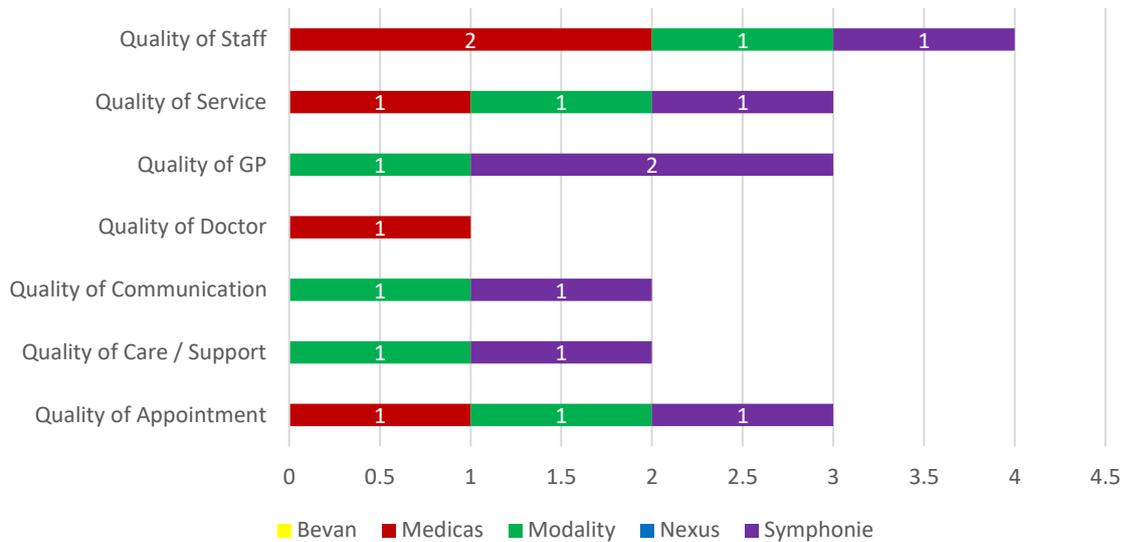
This month, we received 71 comments about GP Surgeries. 53 of these were intelligence and 18 were compliments.

We identified 11 different areas where intelligence was received. The graph below identifies the number and area of concern and is broken down by PCN.



Out of the intelligence we received, the main two pieces of intelligence related to Communication with 16 comments and Administration / Other which had 8 comments.

## Compliments



We recorded 7 different areas of compliments, the main area where compliments were received was for Quality of Staff with 4 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>	Diadem Medical Practice	<b>Date Recorded</b>	30/05/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	The NHS have written to GP surgeries to inform them they should now be allowing appointments to be booked at the GP surgery and for GPS to do face to face appointments however this surgery do not allow this. You can't get through on the phone lines and the receptionists are rude. I have visited the surgery several times of late and I have been the only one in the surgery and yet I was informed no appointments were available and to go home and call the surgery, don't waste your time the phones do not get answered. It is disgraceful the way this surgery is treating their patients. Hotels are open, public houses are open , retail is open so why does this surgery		

	refuse to take appointments at the surgery and allow you to actually see a GP it is a disgrace
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	N/A

Service Name	Diadem Medical Practice	Date Recorded	30/05/2021
Experience identified by:	Research		
Experience	On hold for over an hour to be told to do an online econsult. Do that, it comes out that I need urgent medical attention and to make an appointment with a GP ASAP. I'm at work, I can't stay on hold for another hour. My husband goes to front desk to explain and is snottily told that appointments can't be made at front desk, and she had to ring up. So urgent care needed but can't get it. It's disgraceful		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	Diadem Medical Practice	Date Recorded	30/05/2021
Experience identified by:	Research		
Experience	Despite being informed that I will be contacted, on a certain day and time, this did not happen. This has happened twice, now.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	East Hull Family Practice	Date Recorded	30/05/2021
Experience identified by:	Research		
Experience	It is almost impossible to ever get through to the reception on the phone as the line is busy throughout the day. Using the online portal isn't much better because most of the time all appointment are gone. I have resorted to going into the practice to request an appointment, which is the last thing I should have to do during the Covid pandemic. However, once you have an appointment, the doctors and nurses are tremendously helpful. It is a great shame that poor administration is preventing access to quality health care. The GP is well aware of the problems with the phones, but as a patient I do not yet see any changes. I strongly discourage elderly patients who are thinking of registering with this GP.		

<b>Action Taken (Provider)</b>	The Practice is sorry to hear about your experience and we would like the opportunity to discuss this with you. Please contact the practice on tel: 01482 320046.
<b>Action Taken (Healthwatch)</b>	N/A

<b>Service Name</b>	East Hull Family Practice	<b>Date Recorded</b>	30/05/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	Receptionists very unprofessional and unsympathetic, all they do is pass the buck, ie ring 111, 119, physio, don't listen and don't care, very rude, very unhelpful, if someone suffered from mental health the way they spoke to me could have prompted them to injure themselves, absolutely no people skills, they think they are medically trained and they know best. I would never recommend them and am going to change my GP		
<b>Action Taken (Provider)</b>	Not known		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Marfleet Group Practice	<b>Date Recorded</b>	30/05/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	Had to explain my symptoms to receptionist as could not get appointment, given wrong test swab and only tried contacting me once before I rang for result, another sample sent to wrong lab. Cannot get appointment with doctor face to face, blood test wait 16 days, abnormal results telephone appointment only in 2 weeks' time that's almost a month in total. Told to ring LIVI or 111, have to stand on pavement talking to receptionist via intercom with people passing by, doctor passes emails to receptionist to discuss your issues patient doctor confidentiality zero. Limited times to ring for appointments, prescriptions, results, waiting time on phone 5 mins to 45 mins.		
<b>Action Taken (Provider)</b>	Not known		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	New Hall Surgery	<b>Date Recorded</b>	30/05/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	I was told by the newhall team after a face to face with a doctor 11/5/21 that I could pick up a continuation sick note for a further month from Alexander Road surgery on 12/5/21. I rang on the morning and was told it would be ready in the		

	<p>afternoon. I went at 12.50, waited patiently for the reception to call me forward, after telling who i was and why I was there, I was told we don't do signed notes over the desk here. I said how was I able to get one last month, I was told forcibly we don't issue them here it's all electronic. Another person stood behind me said, I'm here for the same thing. Our details were taken, and it was agreed we'd wait while the reception printed and had them signed. We were asked to check them, I did quickly as I was in pain and needed meds that were at home. I said looks ok and thank you. The receptionist then said oops, I have printed yours twice just throw one away, I left and went to the car, I inspected them more closely, to my horror I found both were in the name of a foreign person with telephone number, address, nationality, ailment &amp; time. I took them straight back, waited for the reception to come back to the desk, told them their mistake so I emphasised my name and time I wanted off, was then given the correct paperwork and told I could take the other two and destroy them. I said it would be better if you shredded them as they were personal, this is the first time this has happened to me, but they were a bit stroppy, blamed it on a computer error. Has anyone else had this happen to them? Is it acceptable to use the excuse of a very busy surgery and computer error, after all it was a human who entered the details, how many times have my details been given to someone else and haven't been informed as I suspect this other person won't be? Good practice or what?</p>
<b>Action Taken (Provider)</b>	Not known
<b>Action Taken (Healthwatch)</b>	N/A

<b>Service Name</b>	New Hall Surgery	<b>Date Recorded</b>	30/05/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	<p>My Mum had a telephone call yesterday morning from the surgery saying she needed to be seen urgently by a GP as she had blood in her urine, she was given an appointment and when she was seen by the GP he did not have any record of this, and did not test the sample she had taken in. She left the sample with the receptionist but she is concerned that this won't be actioned correctly and is worried that there will be no follow up action unless she contact the surgery herself. The service seems very disjointed and it is increasingly difficult to make contact with the practice.</p>		
<b>Action Taken (Provider)</b>	<p>I hope that the matter is now resolved for your Mum but as we do not have your details I am unable to check this for you. Please contact the practice via the Contact Us section of our website or via email to <a href="mailto:modality.partnershiphull@nhs.net">modality.partnershiphull@nhs.net</a> and</p>		

	we would be happy to look into your concerns. Kind Regards, Practice Manager
<b>Action Taken (Healthwatch)</b>	N/A

<b>Service Name</b>	New Hall Surgery	<b>Date Recorded</b>	30/05/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	Simply cannot be contacted. They text from a number you can't text back. They have no email address. Don't even think of trying to speak to someone on a telephone. They have an electronic system with endless options where still none apply and none get you through to a person. When I have tried to go in person there is a queue out the door into the car park and a receptionist that couldn't care less.		
<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>	30/05/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	I had a consultation at the hospital on 24/04/2021. My consultant prescribed two items for me. I dropped off my prescription at my surgery on the Monday (26/04/2021). It is two weeks later, and I STILL have not received my prescription. I rang the surgery last week (was on hold for over an hour) to enquire when I would get my prescription, only to be told that the prescribers were busy and to just wait.... I'm still waiting and I really do need the items that my consultant prescribed. I am not happy. Shockingly slow.		
<b>Action Taken (Provider)</b>	Not known		
<b>Action Taken (Healthwatch)</b>	N/A		

<b>Service Name</b>	Springhead Medical Centre	<b>Date Recorded</b>	30/05/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	Absolutely appalling service. Unable to ever get through on the phone unless you would like a 2 hour wait after queuing from number 46 in line. Once you do get through then good luck getting an appointment, there never are any left. This was never the case before Modality Group took over. Next best step to queuing? Apparently, it is an e consult form. To which you receive an email back which is no help whatsoever and no resolve to questions asked. Cue then having to sit on the		

	<p>phone in a ridiculous queue again to have to fight with a receptionist to speak to a GP. Once going through this painstaking process my daughter was referred to hospital - something I was unable to get through enconsult or the receptionist.</p> <p>My daughter then needed blood results from the hospital which apparently the doctors are unable to get as they didn't have permission to share her details. It's a shame I wasn't consulted when the GPs were sharing my information with all the Modality Partnership practices. So, in short, they can share information at their convenience but not when it is needed. Overall a shocking service which is such a shame for a practice that used to be amazing before it entered partnership with Modality.</p>
<b>Action Taken (Provider)</b>	Not known
<b>Action Taken (Healthwatch)</b>	N/A

<b>Service Name</b>	The Quays Medical Practice	<b>Date Recorded</b>	19/05/2021
<b>Experience identified by:</b>	Web (Email)		
<b>Experience</b>	<p>I am complaining about the medical centre, The Quays within Wilberforce Health Centre (second floor) I am very upset and always find it difficult to make appointment and the staff there are very poor. I have back problem and I have been in severe pain for a few days now and this medical centre does not give me appointment and I have pain every day and on Thursday 5 /5/2021 the Dr called me and told me to call on Friday to make an appointment face to face, but GP did not give me appointment and did not understand me. few days later I went to the GP but she talked about my neck but now I have a lot of pain in back (Lumbar Spine) - why doesn't GP send me for an MRI for my back ??</p>		
<b>Action Taken (Provider)</b>	<p>After contacting the Practice Admin Manager and highlighting the patient's concerns she was able to confirm they had contacted the patient and a treatment plan explained via an interpreter.</p>		
<b>Action Taken (Healthwatch)</b>	<p>Spoke to the Practice Admin Manager to highlight the patients problem who later confirmed he had been contacted via an interpreter and a treatment plan explained.</p>		

<b>Service Name</b>	The Quays Medical Practice	<b>Date Recorded</b>	19/05/2021
<b>Experience identified by:</b>	Web (Email)		
<b>Experience</b>	<p>I have a complaint against Wilberforce GP Medical Centre (second floor). I am so upset and always find the appointment time difficult and the staff there very poor. I have a lot of</p>		

	<p>stomach pain and I was hospitalised in Hull Hospital from April 16 to 19 due to severe pain and the specialist doctor checked me. He said to go to home and tell the GP to make an endoscopy appointment. On April 25 the ambulance came to my house again and informed GP, but my pain did not stop at all. I called the GP several times and said that the doctor had told me to make an appointment for an endoscopy, but they only gave me painkillers and did nothing for me. On May 13, I called the GP for severe pain, and the Dr made an appointment for an examination, and finally gave me a letter telling me to go to the hospital in an emergency. I went and stayed there until the end of the night and tested again and again everything was normal. After reading my file, the doctor said again that only the GP should make an endoscopy for you. On May 14, I called GP again and said that I was in the hospital last night and what the doctor had told me, but again he did not care. Why doesn't the GP refer me for an endoscopy ??</p>
<b>Action Taken (Provider)</b>	<p>After speaking to the Practice Admin Manager and bringing the patients concerns to her attention and explaining they would require an interpreter - she confirmed they had been referred for an endoscopy but explained to the patient via an interpreter that there would unfortunately be a delay.</p>
<b>Action Taken (Healthwatch)</b>	<p>Spoke to the Practice Admin Manager at the Quays and explained the patient's frustrations and concerns - she was able to contact the patient - via an interpreter as we informed - that the appointment for the endoscopy had been made but there would be a delay.</p>

<b>Service Name</b>	Bransholme South Health Centre	<b>Date Recorded</b>	19/05/2021
<b>Experience identified by:</b>	Telephone		
<b>Experience</b>	<p>I had a face-to-face appointment booked for Good Friday 30/04/21 which was a follow up appointment from the previous week. I suffer with mental health issues and am quite fearful of going to see the doctor, so it took a while for me to book any appointment. So, when the appointment was cancelled by the surgery at short notice, I was quite surprised and have still not heard from them for a follow up although have tried to call on numerous times without success. For the appointment that I did attend, I was chastised by the receptionist for being late even though there had been a mix up with dates and when I did have my appointment with the doctor this male receptionist sat in too and was described as 'shadowing' the doctor. They didn't ask if I was ok with this which I clearly wasn't as didn't feel able to discuss the personal issues that I had to come to talk to the doctor about.</p>		
<b>Action Taken (Provider)</b>	<p>After Healthwatch emailed the Practice Manager to explain the situation she called the patient - she had explained to us</p>		

	that there had been a safety issue which they had tried to overcome by having another member of staff in the room at the same time with the doctor and the patient.
<b>Action Taken (Healthwatch)</b>	After emailing the Practice Manager at the Health Centre to explain the issues, she contacted the patient to offer another appointment with a different doctor on this occasion.

<b>Service Name</b>	Orchard 2000 Medical Centre	<b>Date Recorded</b>	12/05/2021
<b>Experience identified by:</b>	Web		
<b>Experience</b>	<p>I would like to complain about the level of service I received from Orchard Surgery 2000 in Hull. I called into the surgery earlier today to enquire about the results to a chest x-ray I had over a week ago, I was informed that I needed to have a CT scan, I asked why, I was told the GP would call me back today to explain. When I called back to the GP surgery three hours later enquiring regarding when the GP would call me, I was informed I was not told that information and that I would need to request a call back. However, this is not the true version of events, I was specifically told the GP would call me back. I know their calls are recorded and would like this conversation to be listened to. The receptionist was extremely rude and unconcerned with regards to my stress and anxiety. My anxiety is caused by the fact that my mother died of lung cancer only 3 years ago, I tried to explain this to the receptionist explaining the anxiety I have felt for the last few hours whilst waiting for a call back, I was told I would need to call again at 8 o'clock in the morning. I am extremely anxious, which has been exacerbated by the lack of understanding and care exhibited by the receptionist staff. I do not want to ring the surgery back because of the way I have been treated today.</p>		
<b>Action Taken (Provider)</b>	The GP from the surgery did contact the patient and the next steps of his treatment now discussed and planned.		
<b>Action Taken (Healthwatch)</b>	I emailed the Practice Manager at Orchard 2000 to highlight the issue with the patient not receiving a call back and the miscommunication - later she was able to email me back to confirm that the patient had since been contacted and discussion taken place around his further care plan and treatment.		

<b>Service Name</b>	The Avenues Medical Centre	<b>Date Recorded</b>	11/05/2021
<b>Experience identified by:</b>	Telephone		
<b>Experience</b>	<p>I am ringing with regard to a problem my dad is having with his catheter - it is leaking and the GP says it is because it is not fitted correctly and down to the District Nurses to correct and they are saying it is because of a 'bladder spasm' which requires medication which should be prescribed by the GP.</p>		

	Both sides are blaming the other and nothing is being resolved and in the meantime my dad is quite clearly upset and in some discomfort. I have contacted the surgery but don't seem to be able to get any further forward.
<b>Action Taken (Provider)</b>	GP did call patient to arrange medication by prescription
<b>Action Taken (Healthwatch)</b>	Emailed the Practice Manager to explain the issue and also called the practice and spoke to reception - later after contacting the son he confirmed the GP had in fact called and arranged for a prescription to be collected on behalf of the patient.

<b>Service Name</b>	Kingswood Surgery	<b>Date Recorded</b>	04/05/2021
<b>Experience identified by:</b>	Web (Email)		
<b>Experience</b>	<p>Email received from Hull &amp; East Yorkshire Centre for the Deaf: I called to make an appointment for this lady to see her GP with an interpreter. The appointment was booked for 21st April 2021 at 3.10pm, giving a week's notice to book an interpreter. The lady got a text message the day before the appointment saying they can't find an interpreter, so they were cancelling the appointment and she was to ring the surgery to rebook! They didn't even bother to reschedule an appointment for a different date when an interpreter is free, they asked a Deaf woman to call the surgery to reschedule. I called for her on 29th April and they said she should have turned up to an appointment on 28th and an interpreter came (I have checked with the interpreters; nobody I know of attended or was booked) but the client wasn't informed. She has had a further appointment made for Wednesday 5th May at 3.50pm, subject to interpreter availability. This is a fortnight after her first appointment booking. I have contacted the interpreter that works for AAG who does ALL of their appointments, and she is not available for that time. It will be interesting to see if they must move it for a fourth time! On speaking with this lady, she told me that at her last GP appointment she had multiple issues to discuss, and the GP refused stating one appointment one issue and that she would have to rebook to discuss any other issues, that was, by now over a month ago, and this service is not acceptable.</p>		
<b>Action Taken (Provider)</b>	GP did call patient to arrange medication by prescription		
<b>Action Taken (Healthwatch)</b>	This information was provided to Healthwatch for intelligence purposes only. No action necessary.		

<b>Service Name</b>	The Quays Medical Practice	<b>Date Recorded</b>	04/05/2021
<b>Experience identified by:</b>	Telephone		

## Experience

I have high-functioning Autism / Asperger's and have capacity under Mental Health Act. I was told in 2008 that I have Rapid Eye Movement Desensitisation and treatment was a matter of extreme urgency. In 2014, I still had not received this treatment. I was promised by them, at that time, that I would receive treatment.

My GP was fantastic however due to a conflict of interest, I had to receive treatment elsewhere. I was referred to the Leeds / York Mental Health Team. On my mental health, it was agreed again that I needed this treatment urgently but they could not do this due to the risk to myself while travelling home. My GP then tried again to refer me for treatment in Hull. I've since learnt that the manager of The Quays stopped these referrals going through. Then last year, my Audiologist informed me that part of my tinnitus was due to my mind thinking I am in danger and that I needed this treatment. This was referred to my GP Practice and nothing happened. Due to my Autism, I have Dyscalculia. One of the triggers of this is where I bang my head on the wall until it bleeds.

One of the issues that causes me to do this is when I get asked for my Date of Birth. Several weeks ago, when I rang my GP and spoke to a receptionist, they asked me about my Date of Birth despite me saying the issues I have with answering it and I kept banging my head on the wall. Because of this, I rang 111 because I needed medical attention and explained this to them who referred me to Hull Royal infirmary who said they cannot treat me for some of the issues I'm facing as part of it was a referral to an orthopaedic surgeon for an injection which I asked the practice to do but they refused to do it. I'm not sure if it was Hull Royal Infirmary or my MP but after this, I was called by my GP to arrange this for 18th May. I was advised to back to the Wilberforce Walk-in Centre, which I went to today.

Two people came out to meet me, a man and a woman and when I asked why there was two people greeting me, the man went away. I sat in the waiting area for 17 - 19 minutes when a nurse came out who was quite bullying and assertive. I had a mask exception lanyard and Autism badge as well as a badge which states "I have Autism, I do not like waiting, please do not get angry with me." However, I was told I was not able to see the GP as I was not wearing a mask and I had to speak to the GP over a telephone in another room. I waited in this room for 20 minutes and did not receive a phone call from the GP. I went out to inform them that I had been waiting and could not wait any longer.

	<p>I was told the GP was going through my medical records now and to go back into the isolation unit and he will see me. Two doctors then came in who said that my GP had put notes on my records that I have the potential to be very violent; however, this is not the case as I have been with my GP for years and I have never had any such interaction with my GP, any of my colleagues or patients within the NHS.</p> <p>When they looked into it, it was not my GP but the manager who put these notes on my file and I was told they still would not treat me as my surgery has given directions that I have to go to them for treatment. I said to them I cannot go there as they ask for my Date of Birth which I cannot give due to my Autism. I was advised to go there and give them my driving license but they will not let me do that and I am told I need to call up to book an appointment. I phoned CHCP following this to tell the about the experience. I have also found that despite not giving permission to my medical records being shared electronically, the manager of the Quays has been sharing these without permission.</p> <p>When I first saw an Osteoarthritis consultant, I asked how they got my medical records and they informed me that my GP surgery sent them across, this has happened with each professional I've seen. I have asked for a copy of my medical records which I delivered by hand to the practice. I have given this to reception however the manager has not acknowledged my letter or provided me with a copy of my records. I have also raised a complaint to CHCP about my practice as it is in breach of Autism Act 2009, Equality Act 2010, Care Act 2014. In breach of NHS Humber Foundation Trust Autism Strategic Framework of 2021 - 2026.</p>
<b>Action Taken (Provider)</b>	Not known
<b>Action Taken (Healthwatch)</b>	Provided information for the Independent NHS Complaints Advocacy Service

## Compliments

<b>Service Name</b>	East Park Family Practice	<b>Date Recorded</b>	30/05/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	I've just had my 2nd COVID Jab. Very well organised. The information given was very clear & precise. Staff were brilliant. Well done to everyone		
<b>Action Taken (Provider)</b>	Not Known		
<b>Action Taken</b>	N/A		

<b>(Healthwatch)</b>			
<b>Service Name</b>	Springhead Medical Centre	<b>Date Recorded</b>	30/05/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	I know there has been a lot of negativity about this practice but today I received the most excellent patient care from 2 nurses and 2 GPs. One GP in particular tried very hard to get me an emergency ultrasound and explained everything thoroughly to me so I wasn't worrying. He was so kind and helpful. Thank you.		
<b>Action Taken (Provider)</b>	Not known		
<b>Action Taken (Healthwatch)</b>	N/A		

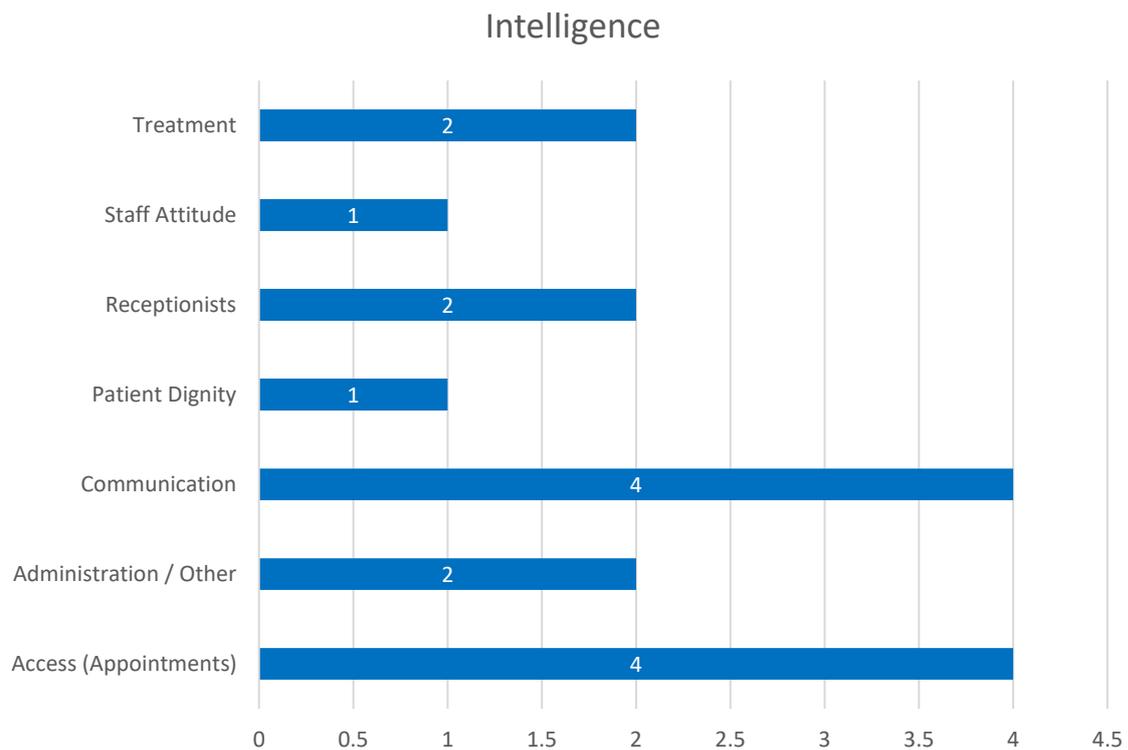
<b>Service Name</b>	Wolseley Medical Centre	<b>Date Recorded</b>	30/05/2021
<b>Experience identified by:</b>	Research		
<b>Experience</b>	I highly recommend this practice. I moved to this practice back in September and I have received amazing care from them. They were always willing to help and no questions was ever too big to look into. I had many referrals for different services in my time and each doctor I have seen has welcomed me with a smile on their face. Couldn't recommend this doctors enough!		
<b>Action Taken (Provider)</b>	Not known		
<b>Action Taken (Healthwatch)</b>	N/A		

## 5.3 Experiences Breakdown - Dentist Practices

### Statistical Information and Graphs

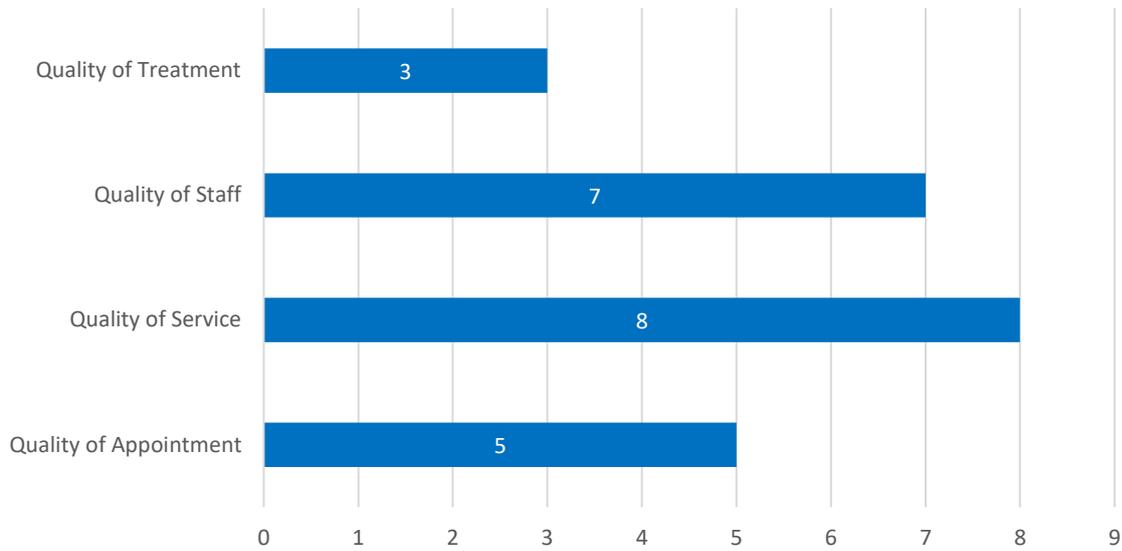
This month, we received 39 comments about Dentistry Practices. 16 of these were intelligence and 23 were compliments.

We identified 7 different areas where intelligence was received.



Out of the intelligence we received, the main two pieces of intelligence related to Communication and Access (Appointments) with 4 comments each.

## Compliments



We recorded 4 different areas of compliments, the main area where compliments were received was for Quality of Service with 8 comments, followed by Quality of Staff with 7 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>Dentist Practice</b>	Genesis Dental Care	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Dentist and nurses are always professional, friendly, reassuring, offering a good service. On this occasion the receptionist was rude and inappropriate, asked me in public with other patients present what benefit I receive to fund my treatment because I hadn't filled in a form, no form was sent to me nor did I like being made to feel inadequate because I need financial help being on minimum wage. This also goes against GDPR data sharing.		
<b>Action Taken (Provider)</b>	Not known		

<b>Action Taken (Healthwatch)</b>	N/A
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<b>Dentist Practice</b>	Griffin Dental Practice	<b>Date Recorded</b>	25/05/2021
<b>Experience Identified by:</b>	Telephone		
<b>Experience</b>	<p>I have been awaiting an appointment from this dentist for many months now as each time one was made last year it was cancelled without much reason apart from possible Covid restrictions. Each time when I have rung and spoken to the receptionist, I have found them quite rude and unhelpful and not answering my question as to why the appointment is cancelled each time. One in particular is uncaring and unhelpful. I have actually written a letter of complaint to the practice to let them know of my dissatisfaction - I have considered if it is to do with me being foreign as they are all English staff. I would like some compensation of at least £50.00 from them.</p>		
<b>Action Taken (Provider)</b>	Suggested alternative dentist		
<b>Action Taken (Healthwatch)</b>	<p>I emailed the Practice Manager initially and then he called me to discuss - he suggested a possible solution would be to see if the other dental practice within their building would possibly take the patient, however when I discussed this with the patient, he didn't want to take up that option.</p> <p>I gave him other possible NHS dentists in the HU5 area of Hull that may take on new patients and also gave him the telephone number and email address for NHS England as he wished to pursue his complaint further.</p>		

<b>Dentist Practice</b>	CHCP CIC	<b>Date Recorded</b>	11/05/2021
<b>Experience Identified by:</b>	Telephone		
<b>Experience</b>	<p>I am ringing with regard to my daughter who has been waiting to get a brace fitted now for more than 2 years plus and it has been an ongoing problem. She is registered at Highlands Health Centre - Dentistry Services initially but then got referred to Castle Hill Hospital but then back to Highlands.</p> <p>She was also registered at Church Street, Sutton where the dentist there tried to chase up but didn't get anywhere. I have contacted the dentist numerous times but can't seem to get anywhere and have also contacted PALS with no response.</p>		
<b>Action Taken (Provider)</b>	Not known		

<b>Action Taken (Healthwatch)</b>	Offered NHS England information as already tried ringing dentists on numerous occasions and PALS without success.		
<b>Dentist Practice</b>	Griffin Dental Practice	<b>Date Recorded</b>	20/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	<p>I have been undergoing some treatment with Griffin Dental Practice over the last few months - I originally had a treatment plan in place with one dentist but then it had to change to another dentist because of the Covid situation where I had a different treatment plan put in place. I have had to have quite extensive treatment due to a number of medical issues which have impacted on my teeth, initially a filling fell out for which I returned three times for it to be replaced. I also had to have a pallett which doesn't fit properly and there is a big gap, I have also had two further fillings fall out. This has really impacted on my confidence - I used to have good teeth and a nice smile - created more anxiety issues and I suffer from Bipolar, not to mention the cost of all this treatment too.</p>		
<b>Action Taken (Provider)</b>	After contacting Practice Manager by email replied to say he would contact the patient next day.		
<b>Action Taken (Healthwatch)</b>	Rang dental practice to establish Practice Manager and their details, emailed him to explain the patient's experience and concerns.		
<b>Dentist Practice</b>	Night Dental Limited	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	<p>The NHS website states: "You should not be asked to pay anything before an assessment of your treatment needs has been carried out." Night Dental charged me before any kind of assessment and then when they actually did the assessment, they realised they couldn't perform the procedure I needed. They told me to see a "proper dentist" instead.</p> <p>I asked if I would have to pay again to see the other dentist. They said I would have to despite the NHS website clearly stating "Depending on what you need to have done, you should only ever be asked to pay one charge for each completed course of treatment, even if you need to visit your dentist more than once to finish it. If you're referred by your dentist for specialist NHS dental work as part of an existing course of treatment, you should only pay one charge."</p> <p>Night Dental never offered to refer me to any other dentist, I did that myself. They charged me £23.80 before carrying out an assessment, they did absolutely nothing and then told me</p>		

	I would have to pay again to see a dentist that could carry out the work I needed. I am now attempting to claim a refund in order to pay a dentist that will do something as opposed to nothing. Night Dental is a complete waste of time and money.
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	N/A

Dentist Practice	Ayer Dental Surgery	Date Recorded	21/05/2021
Experience Identified by:	Survey		
Experience	I am not particularly happy that my issues are not considered an emergency and I have been advised today that I have to wait until my oral issues are to quote the receptionist "unbearable" and book an emergency appointment. Several years ago, I had a root canal treatment done on one of my maulers and that filling, along with some of the surrounding tooth has shattered, leaving my tooth sharded and with almost the entire centre missing. I constantly have throbbing in the gum above the tooth and occasional bleeding, my teeth have shifted at the back and are cutting into the sides of my mouth and that's in-addition to the sensitivity I feel in other maulers and front teeth. I would consider this an emergency but when I advised the receptionist of this today, apparently, I had to wait until it was unbearable when at the moment, I'm contemplating pulling the tooth with missing filling out myself. I had my appointment delayed from March last year and now it's delayed again until August. I am completely furious about this.		
Action Taken (Provider)	Fitted in for an emergency appointment and subsequent appointments were made with the patient to resolve dental issues		
Action Taken (Healthwatch)	No action, upon contacting the individual the issue had already been resolved by the practice.		

## Compliments

Dentist Practice	Genesis Dental Care	Date Recorded	30/05/2021
Experience Identified by:	Research		
Experience	All the staff were very friendly and efficient as usual. Had to have an extraction which was worrying but reassured and the procedure painless.		

Dentist Practice	Genesis Dental Care	Date Recorded	30/05/2021
Experience Identified by:	Research		

<b>Experience</b>	My little boy (4 years old) felt at ease and told me he enjoyed his visit and is no longer afraid of the dentist		
<b>Dentist Practice</b>	Genesis Dental Care	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Everyone very friendly. Check-up thorough and treatment options explained. Very good Covid safeguards in place.		
<b>Dentist Practice</b>	IDH Marfleet	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Attended with my 5-year-old who needed a cracked tooth taken out. The staff made her feel very comfortable with the procedure and helped her when she was feeling scared. The staff are all very friendly and helpful.		
<b>Dentist Practice</b>	Mydentist - Hessle High Road	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I always get a prompt EXCELLENT service reception are excellent. Even through the challenges of COVID first class service		
<b>Dentist Practice</b>	Mydentist - Holderness Road	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Visited dentist 14/5/21 was nervous and anxious. Tooth had broken and aged 64 I am embarrassed by my teeth. Dentist was kind and patient and very reassuring. Lovely man and dental Nurse and reception all kind helpful people		
<b>Dentist Practice</b>	Mydentist - Newland	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Friendly receptionists, professional dentists and caring hygienists. Easy to use even during the pandemic. Thanks		
<b>Dentist Practice</b>	IDH Marfleet	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Attended with my 5-year-old who needed a cracked tooth taken out. The staff made her feel very comfortable with the procedure and helped her when she was feeling scared. The staff are all very friendly and helpful.		
<b>Dentist Practice</b>	IDH Marfleet	<b>Date Recorded</b>	30/05/2021

<b>Experience Identified by:</b>	Research
<b>Experience</b>	Attended with my 5-year-old who needed a cracked tooth taken out. The staff made her feel very comfortable with the procedure and helped her when she was feeling scared. The staff are all very friendly and helpful.

<b>Dentist Practice</b>	IDH Marfleet	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Attended with my 5-year-old who needed a cracked tooth taken out. The staff made her feel very comfortable with the procedure and helped her when she was feeling scared. The staff are all very friendly and helpful.		

<b>Dentist Practice</b>	IDH Marfleet	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Attended with my 5-year-old who needed a cracked tooth taken out. The staff made her feel very comfortable with the procedure and helped her when she was feeling scared. The staff are all very friendly and helpful.		

## 5.4 Experiences Breakdown - Castle Hill Hospital

### Statistical Information and Graphs

This month, we received 1 comment about Castle Hill Hospital which was intelligence, this was in relation to Communication

### 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>Department /s</b>	Audiology Outpatients	<b>Date Recorded</b>	04/05/2021
<b>Experience Identified by:</b>	Web (Email)		
<b>Experience</b>	Email received from Hull & East Yorkshire Centre for the Deaf: This lady had an Audiology appointment on 21st April 2021, 8.15am at Castle Hill Hospital.  The lady is a Deaf BSL user and has been from birth. She didn't tell me she had an appointment so I couldn't call to arrange an interpreter (even though for Audiology you would think they would know) She took her mother-in-law with her. She contacted me after the event to tell me that the lady who did the hearing test was rude and was shouting at her, she refused to lower or change her mask so she could see through it, she wrote on a piece of paper, 'who have you brought with you?' and they went to get the lady's mother in law, and then continued to talk to her mother in law and not her. She was told this way that her hearing had deteriorated, the patient was trying to explain how the new aids are buzzing and uncomfortable and she said 'just get used to it' The lady has come away very upset by the whole experience.  She said she was embarrassed and left very upset, she is still not happy with her hearing aids. A further appointment has been made for her, and her husband who is also a Deaf BSL user is due next week for a hearing review, so I called the department to make sure interpreters would be booked for both of the upcoming appointments. The lady I spoke with said		

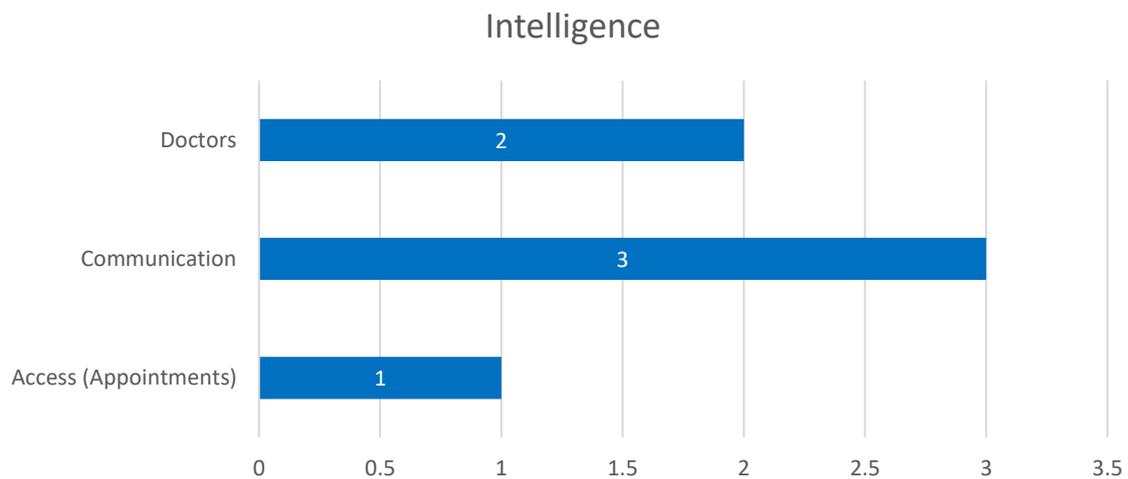
	<p>on neither person's record did it state that an interpreter was required, so she changed that... she also said that they don't book interpreters, they use the iPads and video link interpreters, my question was why wasn't this used for the lady's appointment, when a definite need was clear? Surely if any of the departments should be Deaf aware and switched on regarding Deaf communication needs it should be Audiology. I have sent an email to the Senior Patient Experience Officer regarding this and she assures me she has sent it on to Head of Audiology.</p>
<b>Actions Taken (Provider)</b>	Not known
<b>Actions Taken (Healthwatch)</b>	This information was provided to Healthwatch for intelligence purposes only. No action necessary.

## 5.5 Experiences Breakdown - Hull Royal Infirmary

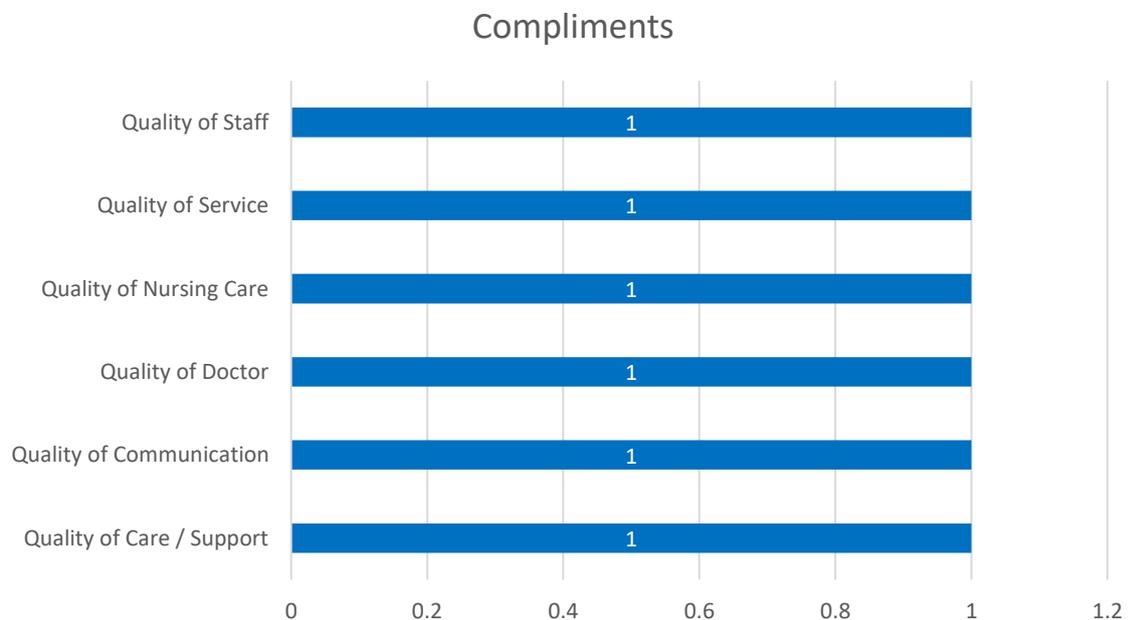
### Statistical Information and Graphs

This month, we received 12 comments about Hull Royal Infirmary. 6 of these were intelligence and 6 were compliments.

We identified 3 different areas where intelligence was received.



Out of the intelligence we received, the main piece of intelligence related to Communication with 3 comments.



We recorded 6 different areas of compliments, each receiving 1 compliment.

### 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>Department /s</b>	Fracture Clinic (Adults)	<b>Date Recorded</b>	04/05/2021
<b>Experience Identified by:</b>	Web (Email)		
<b>Experience</b>	<p>Healthwatch received an email from someone supporting a lady who is deaf, the lady is a BSL user was given an appointment by her GP to have bloods and a scan on a potential gallbladder issue she was having.</p> <p>When she arrived, she asked me to contact the ward, I did and asked for them to use the iPads for interpreting, I informed them that they are provided for this very reason but they would have to locate one. I also emailed staff member to see if she would please assist them in locating one and tell them how to use it.</p> <p>I contacted the lady 2 hours later and she was still waiting for her treatment but she had not been presented with or communicated with via the iPad. I called PALS and spoke with a lady who said she would contact ward 6 to assist. She rang me back to state “they are not using the iPad, they are communicating fine with the lady” So I had to tell her that the lady is messaging me stating, she is struggling and wants an interpreter so she can ask questions and find out what is happening.</p> <p>The lady was sent for a scan and then back to the ward. When she came back to ward 6 to see the doctor, she actually told them to use Signlive on her own phone so she would have an interpreter and they refused. She understood only some of what they were telling her, she became very upset at the mention of more tests and bowel cancer as that is how her mum died and she was sent home with instructions to come back the next day. She is upset and confused and all of it was unnecessary if they had just used the videolink interpreter.</p> <p>The next morning, I had two calls from PALS one from staff member who said the nurses didn’t need to use the iPad so I reiterated that they did as the patient needed it, and the</p>		

	<p>second from staff member who said that the nurses asked the patient if she wanted it and she said no, when I questioned the patient, she said no “they asked me if I had an iPad and I said no!” So, a clear indication that communication support was needed. Staff member assured me she had an iPad in her hands and was en route to ward 6 with it.</p> <p>The patient eventually had the CT scan she needed with an iPad interpreter as they used one in that department but when she was then sent back to ward 6 to see a doctor for diagnosis and results there was no interpreter and they never used the iPad. The lady was not happy with her treatment at all as it clearly states on her medical records that she needs a BSL interpreter. She made an official complaint to the Project Officer, Surgery Health Group as she had his contact details from previous complaints, she has made because of a lack of communication support.”</p>
<b>Actions Taken (Provider)</b>	Not known
<b>Actions Taken (Healthwatch)</b>	This information was provided to Healthwatch for intelligence purposes only. No action necessary.

<b>Department /s</b>	Ward 5	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I was due to have a telephone appointment today, 10th May 2021 at 2pm. The letter states the consultant will call me and the telephone call did not happen. My husband called (so my phone was free) the appointments line to try and find out what was happening, whom kept putting him through to neurosurgery, however their phone wouldn't let him leave a voicemail and kept cutting him off. With no other way to get hold of anyone, I have had to revert to writing this review and sending a complaint in the hope to get somewhere.		
<b>Actions Taken (Provider)</b>	Not known		
<b>Actions Taken (Healthwatch)</b>	N/A		

<b>Department /s</b>	Orthopaedic Outpatients	<b>Date Recorded</b>	10/05/2021
<b>Experience Identified by:</b>	Telephone		
<b>Experience</b>	I suffered a road traffic accident back in 2018 and suffered many health problems since including a dislocated arm and shoulder which seeking medical attention for from a Specialist in the Orthopaedics Department, 2nd Floor, Hull Royal Infirmary. On arrival to the appointment which was held offsite at Warners Health Club & Physio on Pickering Road, Hull in a private consulting room there, he wouldn't allow my		

	husband in to the appointment although we had checked with receptionist previously who said it would be ok. His whole attitude was poor - asked me to touch my toes which quite clearly, I would have difficulty with. The list of ailments from which I have suffered since the accident he classed as a 'load of rubbish'. He was to provide a report for the courts but on receiving the report there were many inaccuracies including incorrect dates, the report also stated that I had heart disease which I don't and that I am diabetic which I'm not.
<b>Actions Taken (Provider)</b>	Not known
<b>Actions Taken (Healthwatch)</b>	Advised lady of HRI PALS details initially

<b>Department /s</b>	Gynaecology Outpatients	<b>Date Recorded</b>	04/05/2021
<b>Experience Identified by:</b>	Web (Email)		
<b>Experience</b>	Email from Hull & East Yorkshire Centre for the Deaf: I was contacted by an interpreter who went to a booked job at Gynaecology Outpatients, Hull Royal Infirmary on April 21st 2021 at 16.40. She arrived for the appointment but was told that 'the Deaf person was CALLED and their appointment moved to earlier in the day and they came and were seen by the doctor without an interpreter'. The reception would not give out the lady's name or elaborate on how a Deaf person could be called, or explain why the interpreter was not contacted and moved.		
<b>Actions Taken (Provider)</b>	Not known		
<b>Actions Taken (Healthwatch)</b>	This information was provided to Healthwatch for intelligence purposes only. No action necessary.		

<b>Department /s</b>	Orthopaedic Outpatients	<b>Date Recorded</b>	04/05/2021
<b>Experience Identified by:</b>	Web (Email)		
<b>Experience</b>	Email from Hull & East Yorkshire Centre for the Deaf : A lady from Beverley had an Orthopaedic appointment at Hull Royal Infirmary and when she arrived she asked if the interpreter was coming and was told yes. 45 minutes later, well after her appointment time, she was still in the waiting room so video called me, so I could speak to the reception staff and ask why no interpreter had arrived and why she was still in the waiting room.  Apparently, the interpreter had cancelled 30 minutes before her appointment. They did not attempt to use one of the iPads that are in the hospital, this lady was seen by the doctor after a long wait and they brought a nurse from another department		

	<p>who can 'sign a bit'. The lady was not impressed at all by this and asked me to call the reception and ask what happened.</p> <p>Apparently, the interpreter service called the appointment centre and not the department so the information wasn't passed on. I asked why they didn't use the iPad to access an interpreter they said they didn't know they could, or anything about it.</p>
<b>Actions Taken (Provider)</b>	Not known
<b>Actions Taken (Healthwatch)</b>	This information was provided to Healthwatch for intelligence purposes only. No action necessary.

## Compliments

<b>Dentist Practice</b>	Ward 30	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	<p>I recently had day surgery on ward 30, cedar ward. I suffer with extreme health anxiety, and this was one of the scariest things I have ever had to do, especially during covid and not being able to have my partner there. It is to the credit of the nurses, the consultants and the anaesthetists that I went through with it!</p> <p>They were calm and supportive, the kind words of some of them reassured me and I know I did not make it easy as I was always ringing my buzzer as I felt sheer panic. I feel that not all medical professionals understand or have the time to deal with severely anxious patients, but they did, and I can't thank them enough. Thankfully, I am now at home recovering.</p>		

## 5.6 Experiences Breakdown - Mental Health Services

### Statistical Information

This month, we received 2 comments about Mental Health Services which was intelligence. The intelligence was in relation to Communication and Quality of Care / Support (Vulnerable) both of which received 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

<b>Service</b>	East Hull Mental Health Team	<b>Date Recorded</b>	20/05/2021
<b>Experience Identified by:</b>	Web (Email)		
<b>Experience</b>	<p>I wish to complain in the strongest terms possible about East Hull Mental Health team. I have been diagnosed with schizophrenia and take medication for such, over recent years I have continually heard the term "I am lonely " - I'M NOT LONELY, I HATE THE HUMAN RACE .</p> <p>Because I am being treated as lonely, the voices telling me to hurt people are being ignored even though I have continually complained about this. I fear I am in danger of being imprisoned or sectioned but all the time I complain it is being ignored. I keep the human race and myself apart in order to keep them and myself safe but I do need help urgently. I no longer want anything to do with Hull Mental Health at all, I have no trust , faith, belief or confidence in that organisation. I will not hold any more conversations with these people but I still desperately need help from some organisation.</p>		
<b>Actions Taken (Provider)</b>	Mental Health Team to contact patient - unsure of outcome		
<b>Actions Taken (Healthwatch)</b>	Contacted the Head of Patient Carer Experience & Engagement at Humber Teaching NHS Foundation Trust to highlight our concerns for this patient, one of the team contacted me to say that somebody from the mental health		

team would be in touch with this patient - hopefully as soon as possible.

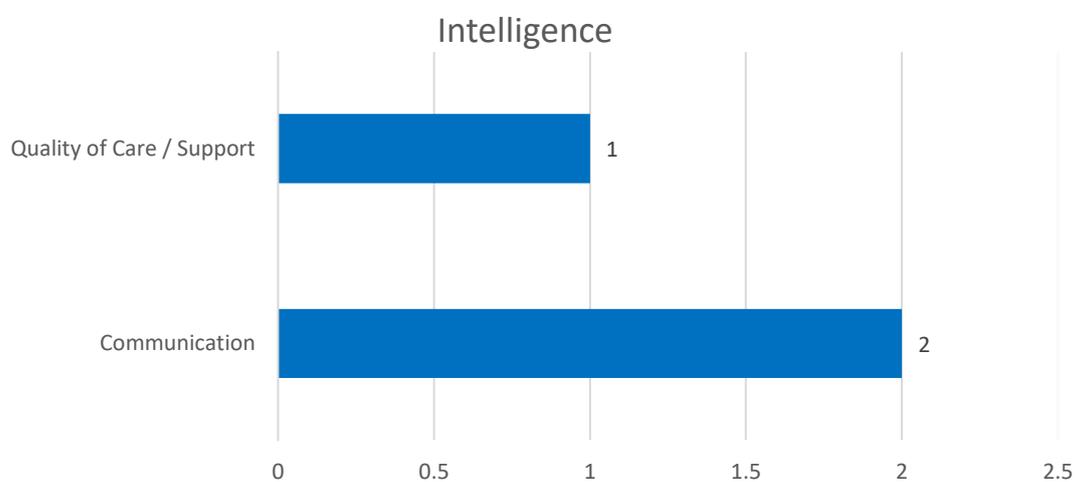
## 5.7 Experiences Breakdown - Care Homes

### Statistical Information and Graphs

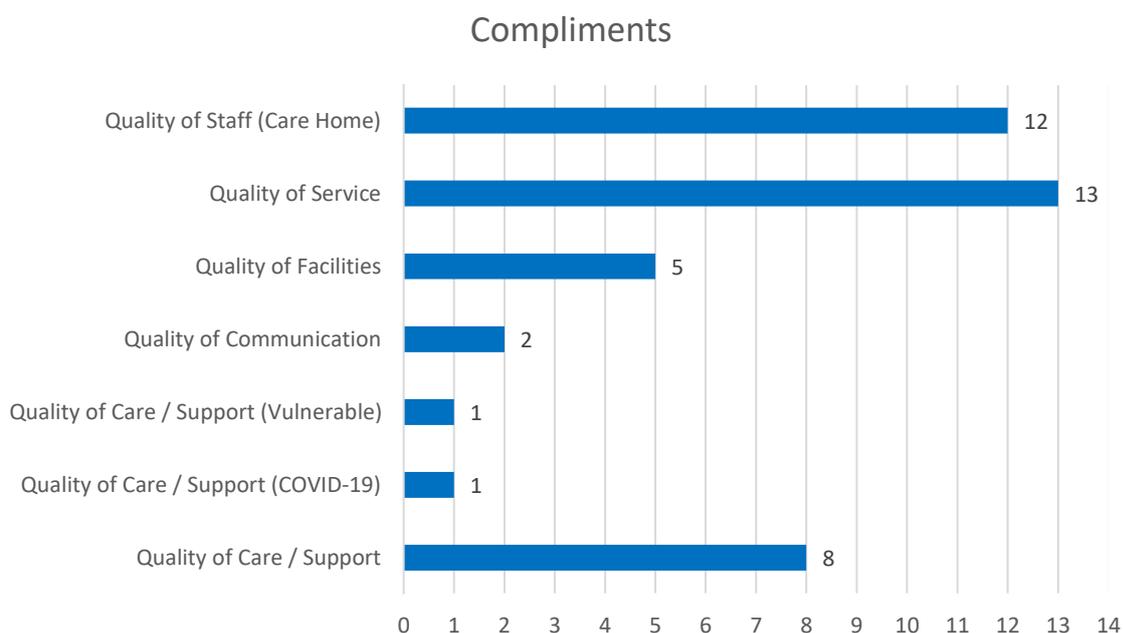
This month, we received 45 comments about Care Homes, 3 of these comments were intelligence and 42 were compliments.

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

From the experiences we received, we identified 4 different areas where intelligence was received. The graph below identifies the number and area of concern.



Out of the intelligence we received, the main piece of intelligence related to Communication with 2 comments.



We recorded 7 different areas of compliments, the main compliments we received was in relation to Quality of Service with 13 comments and Quality of Staff (Care Home) with 12 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</b>	Hamshaw Court	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I would like better communication with more regular updates for family. More full time staff so the residents have better consistency. Care plans to be followed and the home to be more person centred.		
<b>Actions Taken (Provider)</b>	Not known		
<b>Actions Taken (Healthwatch)</b>	N/A		

<b>Service</b>	Hamshaw Court	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Overall Hamshaw Court is an excellent home. My only negative is that when ringing to talk to a particular person and being told they will get them to ring me back it takes a long time or not getting called back at all.		
<b>Actions Taken (Provider)</b>	Not known		
<b>Actions Taken (Healthwatch)</b>	N/A		

## Compliment

<b>Care Home</b>	Castle Park	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		

<b>Experience</b>	Everything very satisfactory. We feel very lucky that our daughter has settled so well. And are very grateful for the care she is receiving from all the staff.		
<b>Care Home</b>	Churchhill House	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	My wife has been a resident at Churchill House for 3 years. In all that time I couldn't have wished for better care for her. All the staff are very caring, kind and considerate. The food is of a high standard and I know that as I have visited her at lunch and teatime and been able to sit with her. During this pandemic, they have even let me visit (as long as I stick to the guidelines) once or twice a week. My wife has been in other care homes previously and honestly, they weren't a patch on Churchill House. I would recommend this care home to anyone who wants the best for their relatives.		
<b>Care Home</b>	Kesteven Grange	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	The care my nana (oldest lady in East Riding at 109 - twenty-fourth eldest in the UK) has received over the last 18 months has been impeccable. The food, rooms, facilities etc are of the highest standard. All the carers and staff have worked tirelessly to make sure my nana (and all the other residents) have been cared for and protected during this pandemic, all the staff have risen to the challenge with pure dedication and professionalism. We would highly recommend Kesteven Grange		
<b>Care Home</b>	Rossmore	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Very happy with the care and consideration given by all staff. Likes the idea of being in my own room. Most impressed with the physio received.		
<b>Care Home</b>	Saltshouse Haven	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	My mum was taken to Salthouse Haven after a stay in hospital. Unfortunately, not long after she had to be placed into palliative care and passed away. The staff took care of both Mum and our family extremely well. Mum wasn't there for long and didn't get a chance to take advantage of any of the activities on offer, but we are all sure she would have enjoyed it there; we felt it was a lovely place. All the staff we encountered were friendly and genuine, and their care and support were very much appreciated by all of us, and they		

	enabled us to be able to spend some more precious time with her no in her final days.
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<b>Care Home</b>	St Clare House	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Throughout the six years my mother has been a resident at St Clare House, she has always received very good care. Before Covid, activities and outings were a regular thing. During Covid, steps were taken to ensure safe visits from building a new large summer house for garden visits, to special regular weekly room visits, following all guidelines. Being on end of life now, she receives excellent care and attention. I would recommend St Clare House to anyone.		

<b>Care Home</b>	St Marys Nursing Home	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Myself and my family consider ourselves extremely lucky that a bed was available for my mother at St Marys when she suddenly required full nursing support. The care provided to my mum over the last year has shown great skill in pre-empting her physical health needs, which unfortunately are increasing as well as showing great empathy to my mum's mental health in this extremely stressful period for her. The staff are always cheerful and willing to give information, which has been even more essential due to times of being unable to visit as a result of the Covid situation. The staff have made a real effort to get to know my mum as a person, and in the process, have brought humour into their interactions with my mum, which I know she has very much appreciated and has given her a sense of some normality.		

<b>Care Home</b>	St Marys Nursing Home	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Myself and my family consider ourselves extremely lucky that a bed was available for my mother at St Marys when she suddenly required full nursing support. The care provided to my mum over the last year has shown great skill in pre-empting her physical health needs, which unfortunately are increasing as well as showing great empathy to my mum's mental health in this extremely stressful period for her. The staff are always cheerful and willing to give information, which has been even more essential due to times of being unable to visit as a result of the Covid situation. The staff have made a real effort to get to know my mum as a person, and in the process, have brought humour into their		

	interactions with my mum, which I know she has very much appreciated and has given her a sense of some normality.		
<b>Care Home</b>	St Marys Nursing Home	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Mother resided for 18 months. We, as a family, very happy with her care. She has dementia, which unfortunately has exacerbated during COVID. The staff look after her very well. They are very kind and caring. They have become her family and try to treat her as such. They go above and beyond. We trust them, they all appear kind and caring and have worked hard to maintain their own, and the residents safety, during very testing times.		
<b>Care Home</b>	St Marys Nursing Home	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Our mother has been at St Mary's for well over a year, now and her care has been exceptional! The staff have been so lovely, and when she has had falls and broken her wrist or banged head, the staff have looked after her and called the hospital immediately as a dementia sufferer, she is muddled and loses balance a lot, but she is very clean and well cared for. Some of the staff have gone above and beyond to reassure us and kept us informed of her well being!		
<b>Care Home</b>	St Marys Nursing Home	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	They are a great bunch; fun, helpful and most importantly, they look after her extremely well. I've not been able to visit her inside since the start of the Covid, but the team have bent over backwards to enable me and my daughter to use their iPad, phone and mobiles to allow us to do calls/FaceTime call with her. I have seen the team make a huge effort on special occasions (Birthday/Easter/Christmas), and I'm sure my mother feels like they are friends and family to her, and that's heartwarming. Although her memory is poor, I know the team are doing their best to keep the residents occupied with various activities, and I feel reassured that she is comfortable and safe. I think they do a fantastic job.		
<b>Care Home</b>	Sunningdale	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	My sister feels safe and in good hands and only has praise for her carers and the activity staff of Sunningdale Court. As her brother and POA, I would consider the catering 1st class and the one to one therapies are very good. The grounds are kept		

	in order, and residents encouraged to be outside and actively involved in activities.
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<b>Care Home</b>	Sunningdale	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	Dad has been in Sunningdale for 12-weeks now, although because of the coronavirus we have not been able to visit/see Dad, we know he is well-taken care of by the staff at Sunningdale. We ring and drop stuff off. On the occasions we could visit, all the staff were very, very happy, polite, caring and nothing was too much trouble for them. The atmosphere at Sunningdale from entering the house is one of welcoming and cheeriness from the carers, the cleaners, the office staff (everyone). Dad always says "they are good too me in here, I'm spoilt and well looked after, I feel like I am in a hotel"! We feel that Dad is happy, and we trust and know the staff care.		

<b>Care Home</b>	Sunningdale	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I have no issues whatsoever regarding Dad's care. All the staff and all the carers are amazing on what they do. The care home is clean, today and welcoming. The food my dad gets is very good, and they always cater to his rather faddy ways with food.		

## 5.8 Experiences Breakdown - Domiciliary Care

### Statistical Information and Graphs

This month, we received 3 comments about Domiciliary Care services, all of these were compliments.

We recorded 3 different areas of compliments, we identified a single compliment for Care Staff (Home Care), Quality of Care / Support and 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*

### Compliments

<b>Service</b>	Westwood Care and Support Services Yorkshire Ltd	<b>Date Recorded</b>	30/05/2021
<b>Experience Identified by:</b>	Research		
<b>Experience</b>	I look forward to the visits because everyone is very friendly and caring. They always ask how I am and bring a bit of sunshine, during the lockdown.		
<b>Actions Taken (Provider)</b>	Not Known		
<b>Actions Taken (Healthwatch)</b>	N/A		

## 6. Experience Breakdown - From April 2021

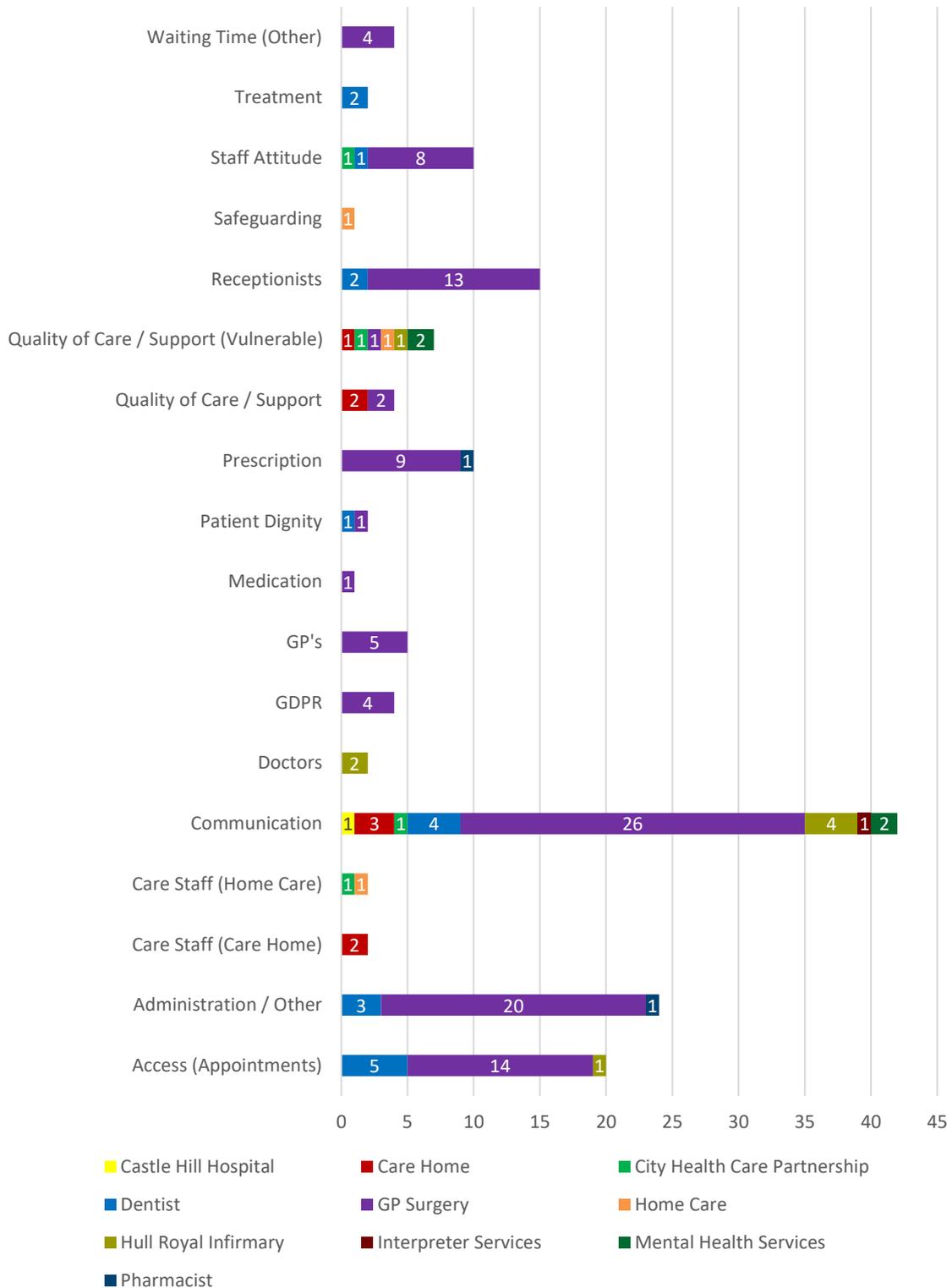
### Statistical Information and Graphs

The graph below provides a breakdown of the intelligence we have identified from the experiences we have recorded from April 2021. We have now identified 157 pieces of intelligence and 119 compliments.

The most reoccurring themes are Communication with 42 comments followed by Administration / Other with 24 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.*

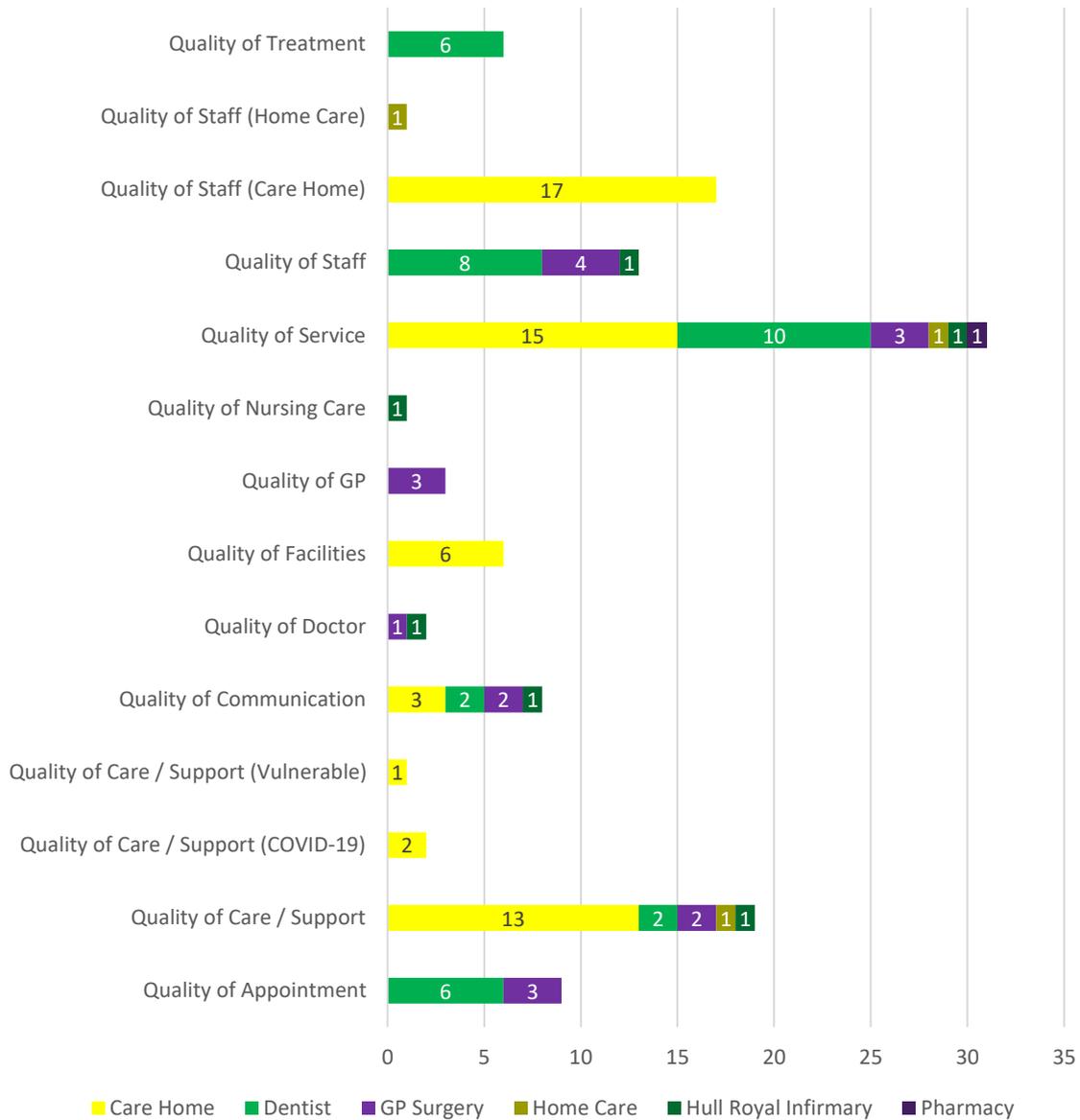
## Intelligence Gathered From April 2021



The graph below provides a breakdown of the compliments we have identified from the experiences we have recorded since April 2021.

The most reoccurring compliment is Quality of Service with 31 comments followed by Quality of Care / Support with 19 comments.

### Compliments Gathered From April 2021



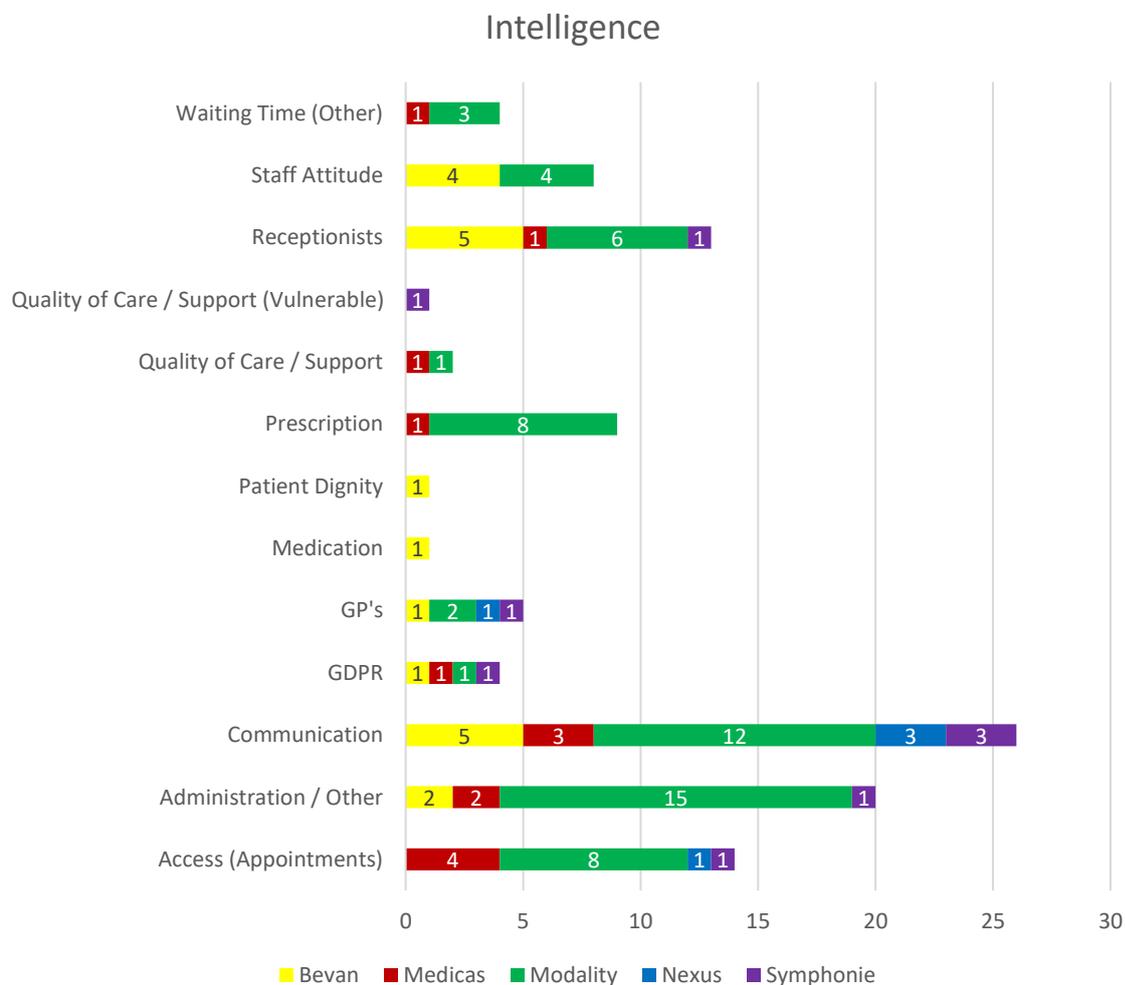
## 7. Experience Breakdown (PCN) - From April 2021

### Statistical Information and Graphs

The graph below provides a breakdown of the intelligence we have identified from the experiences we have recorded from April 2021 by Primary Care Network (PCN). We have now identified 108 pieces of intelligence and 18 compliments.

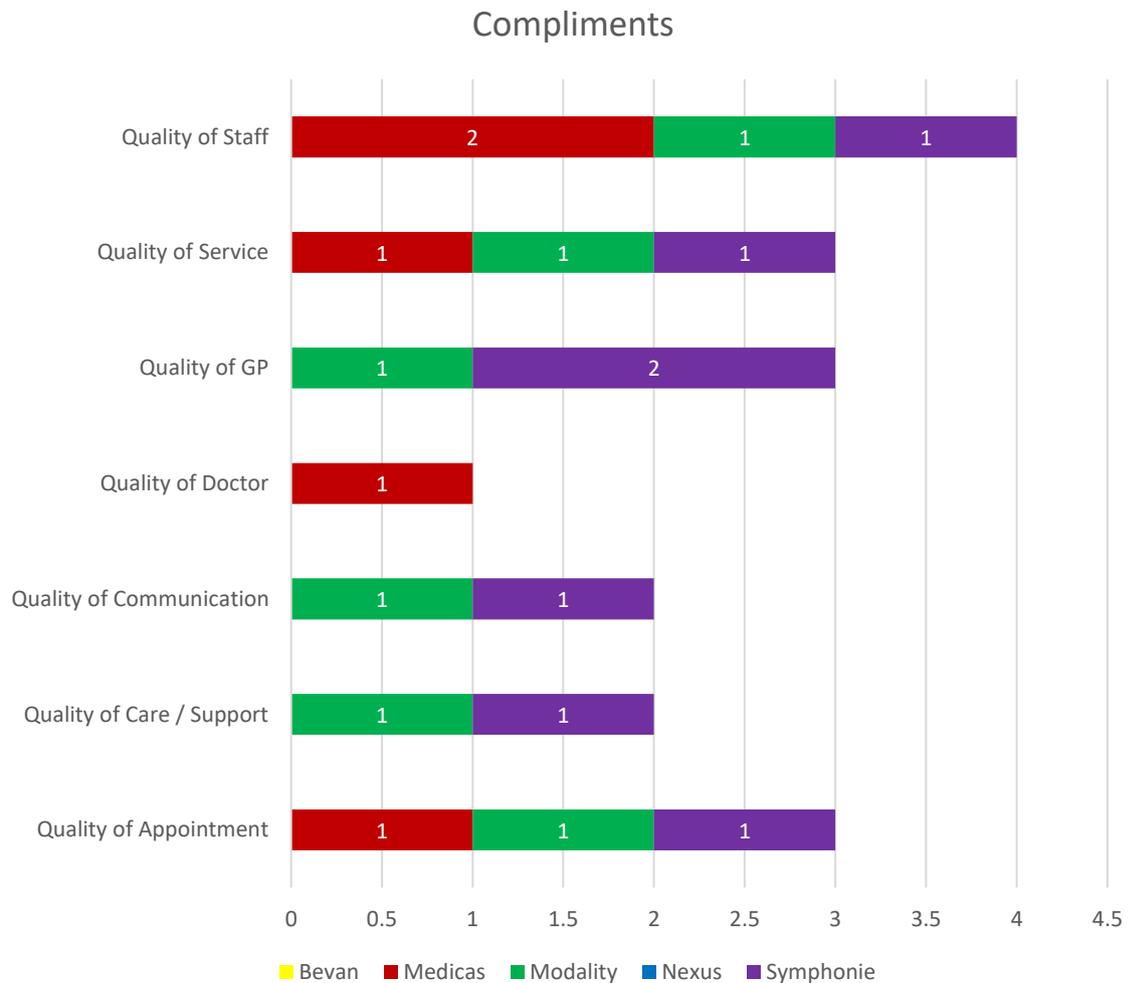
The most reoccurring themes are Communication with 22 comments followed by Administration / Other with 20 comments.

*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 April 2021 by PCN.

The most reoccurring compliment is Quality of Staff with 4 comments.



## **8. NHS Independent Complaints Advocacy**

### **Statistical Information and Graphs**

This month the Independent NHS Complaints Advocacy Service received 5 complaints.

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

Dissatisfaction with GP's attitude and dissatisfaction with Physiotherapy sessions to treat bad back.

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

Bransholme Health Centre & Hull University Teaching Hospitals NHS Trust

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

April 2021

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

Dissatisfactory support from GP regarding patient's arthritis symptoms.

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

Sutton Manor Surgery.

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

January - April 2021.

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

Dissatisfaction with length of time taken for Emergency Ambulance to respond to request for medical assistance.

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

Yorkshire Ambulance Service NHS Trust

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

18<sup>th</sup> May 2021.

#### **Nature & substance of complaint:**

Alleged verbal abuse perpetrated by Reception staff towards patient.

**Who delivered the care to patient?**

Newland Group Medical Practice.

**Date of incident:**

January 2021.

**Nature & substance of complaint:**

Patient dissatisfied with Dentist's decision to remove them from patient list after interaction with Reception staff to address recurrent postponement of dental treatment.

**Who delivered the care to patient?**

Griffin Dental Practice.

**Date of incident:**

December 2020 - April 2021.

## 9. 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

# healthwatch

Kingston upon Hull

## Intelligence Report

May 2021

