

## Intelligence Report

October 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 be 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, 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 the 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, and the Care Quality Commission (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.

## **This Report**

The details in this report apply to October 2021 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:**

- GP Surgeries
- Dental Practices
- Care Homes
- Hull Royal Infirmary
- City Health Care Partnership
- 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 April 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.*

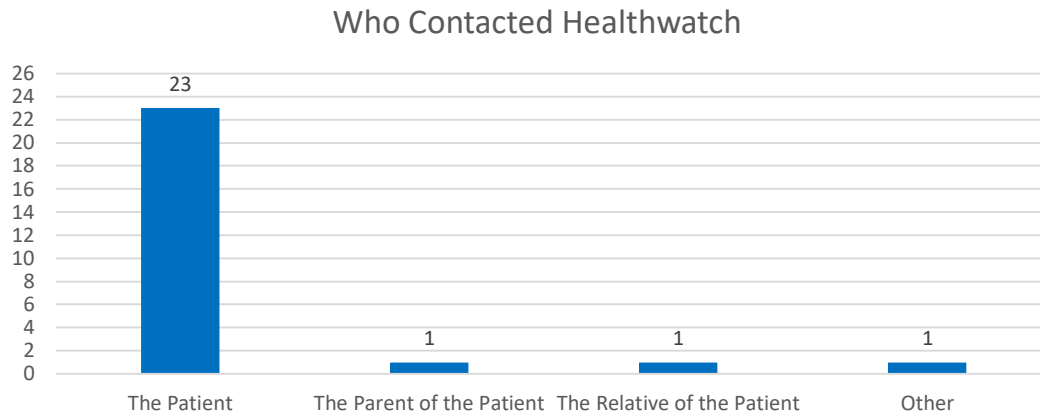
*We also may not publish every experience we’ve recorded as some experiences may be very similar to others; for example, “I couldn’t get an appointment” and “I’ve had to wait weeks to even speak to a doctor” (which are both appointment issues).*

*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.*

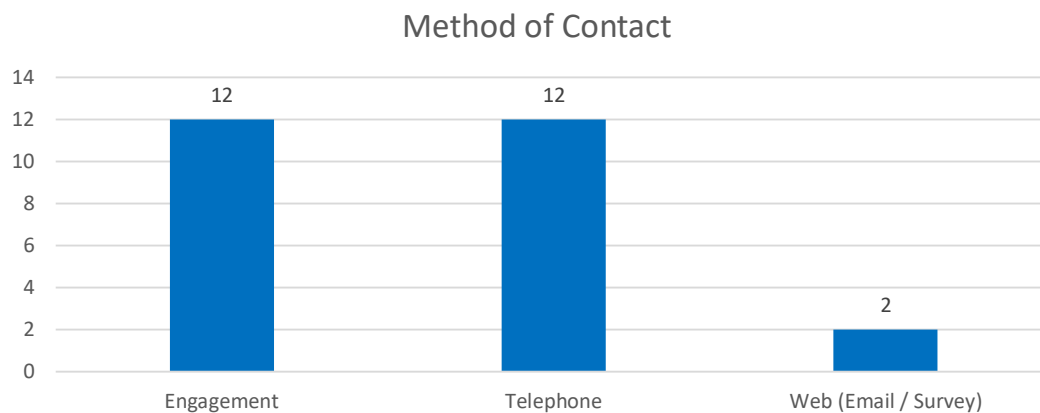
*Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.*

## 2. Contact Statistics

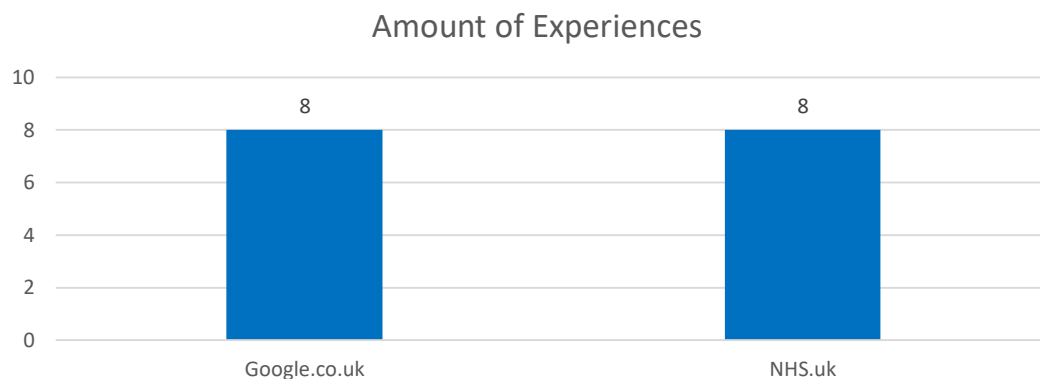
During October, we had 26 people contact Healthwatch directly to provide feedback or to ask for information / advice.



The most popular means of contacting Healthwatch this month was by Engagement and Telephone with 12 contacts each.

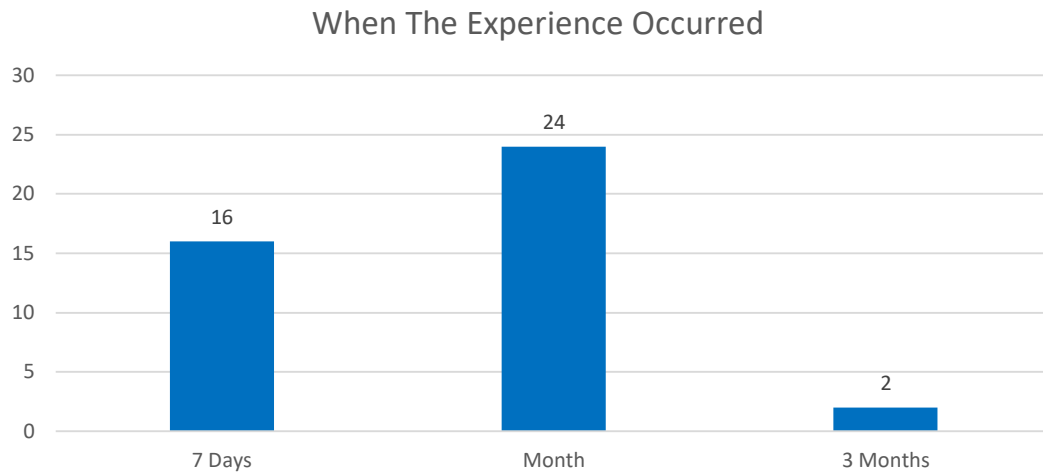


We also conducted online research of local services, where we found a total of 16 experiences from Google and NHS.uk websites.



The total amount of information and experiences retrieved this month, through contact and research is 42.

From the date Healthwatch recorded the experience, we found that the majority of experiences occurred within the last month.



### 3. Information Requests

Below are the information requests we received this month and actions we took.

|                             |                                                                                                                                                                                           |               |            |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Area                        | Alexandra Health Centre                                                                                                                                                                   | Date Recorded | 07/10/2021 |
| Experience identified by:   | Telephone                                                                                                                                                                                 |               |            |
| Experience                  | Caller rang to say had letter from GP Practice in HU10 area to say they were oversubscribed so they would need to find an alternative GP practice in the area they live in - which is HU5 |               |            |
| Actions Taken (Healthwatch) | Advised of GP Practices in HU5 area of Hull to contact to see if taking on new NHS patients                                                                                               |               |            |

|                             |                                                                                                |               |            |
|-----------------------------|------------------------------------------------------------------------------------------------|---------------|------------|
| Area                        | James Alexander Family Practice (Within Bransholme Health Centre)                              | Date Recorded | 18/10/2021 |
| Experience identified by:   | Telephone                                                                                      |               |            |
| Experience                  | Caller rang for information on IVF guidelines as declined by GP on grounds of being too young. |               |            |
| Actions Taken (Healthwatch) | Emailed NHS Hull CCG for information and guidelines around IVF treatment                       |               |            |

|                             |                                                                               |               |            |
|-----------------------------|-------------------------------------------------------------------------------|---------------|------------|
| Area                        | Dentist                                                                       | Date Recorded | 28/10/2021 |
| Experience identified by:   | Telephone                                                                     |               |            |
| Experience                  | Caller rang to ask for advice on accessing an NHS dentist in the Hull area.   |               |            |
| Actions Taken (Healthwatch) | Offered details of couple of dentists possibly offering to join waiting list. |               |            |

|                             |                                                                                                                                    |               |            |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Area                        | Dentist                                                                                                                            | Date Recorded | 25/10/2021 |
| Experience identified by:   | Telephone                                                                                                                          |               |            |
| Experience                  | Caller rang had some emergency dental treatment done outside the Hull area but now needs some NHS cosmetic treatment as follow up. |               |            |
| Actions Taken (Healthwatch) | Provided the names of two dentists in the Hull area possibly taking on new NHS patients on waiting list basis.                     |               |            |

|                             |                                                                                                                           |               |            |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Area                        | Dentist                                                                                                                   | Date Recorded | 29/10/2021 |
| Experience identified by:   | Telephone                                                                                                                 |               |            |
| Experience                  | Patient needs bridge fixing and wasn't struggling to find NHS dentist that could provide treatment.                       |               |            |
| Actions Taken (Healthwatch) | Advised patient to contact NHS 111 and provided details for dentists that may allow patient to be placed on waiting list. |               |            |

|                                    |                                                                                                                                    |                      |            |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Area</b>                        | Sight Support                                                                                                                      | <b>Date Recorded</b> | 27/10/2021 |
| <b>Experience identified by:</b>   | Engagement                                                                                                                         |                      |            |
| <b>Experience</b>                  | Caller rang had some emergency dental treatment done outside the Hull area but now needs some NHS cosmetic treatment as follow up. |                      |            |
| <b>Actions Taken (Healthwatch)</b> | Given details to person around information request for social groups within Hull area                                              |                      |            |

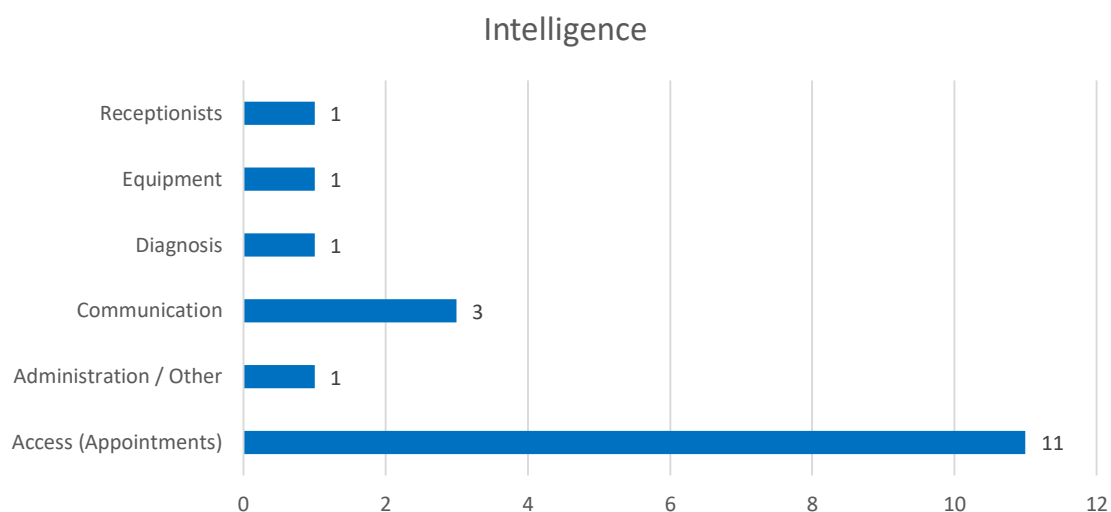
|                                    |                                                                                                                                                                         |                      |            |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Area</b>                        | Community Care                                                                                                                                                          | <b>Date Recorded</b> | 25/10/2021 |
| <b>Experience identified by:</b>   | Telephone                                                                                                                                                               |                      |            |
| <b>Experience</b>                  | Elderly caller rang to ask for advice about help with personal care, shopping and cleaning. Said they also had some dementia and needed more help in the home now.      |                      |            |
| <b>Actions Taken (Healthwatch)</b> | Gave caller the telephone number for Age UK who can help with shopping and cleaning possibly and also contact number for Alzheimer's UK who will assess person's needs. |                      |            |

## 4. Experiences Breakdown

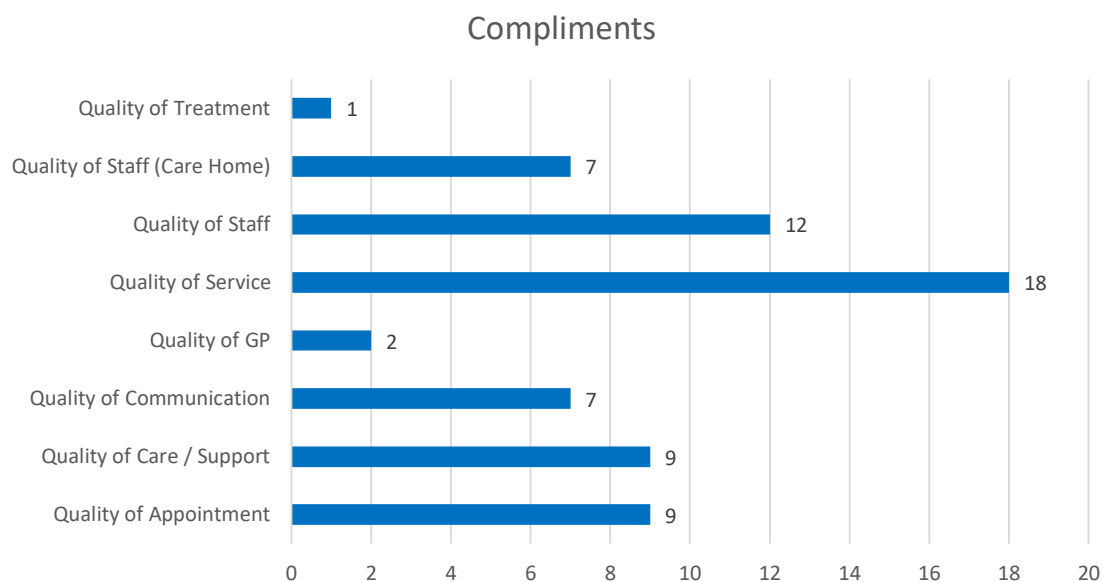
This month we recorded 19 experiences through direct contact and 16 experiences through research. Upon further analysis of these 35 experiences, we identified 18 intelligence and 65 compliments.

*Please note, these figures differ from the amount of experiences gathered as one experience can result in multiple intelligence and / or compliments.*

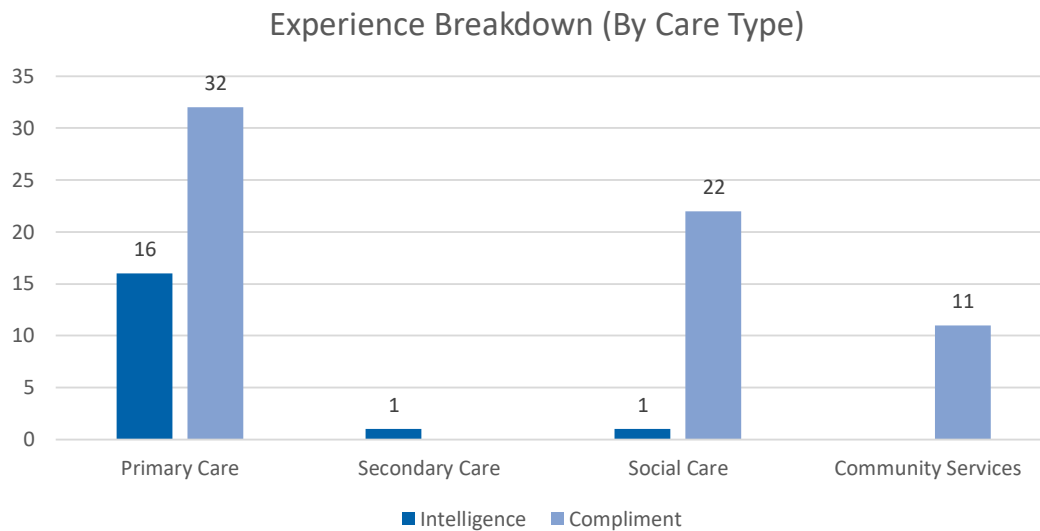
The main theme intelligence identified this month was Access (Appointments) (11).



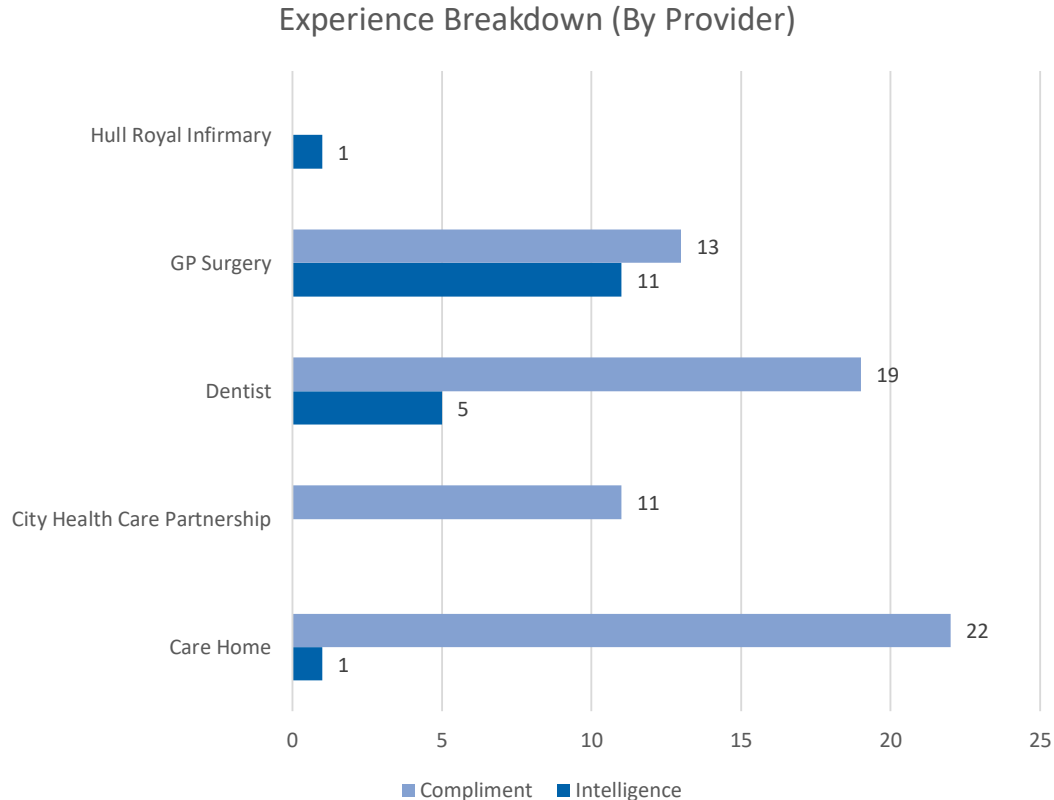
The main compliment identified this month was Quality of Service (18).



The care type with the most themes (intelligence and compliments) this month was Primary Care (GP Surgeries and Dentist Practices) with 16 intelligence and 32 compliments.



When broken down to the service level, we found GP Surgeries had the most themes this month, with 11 intelligence and 13 compliments.

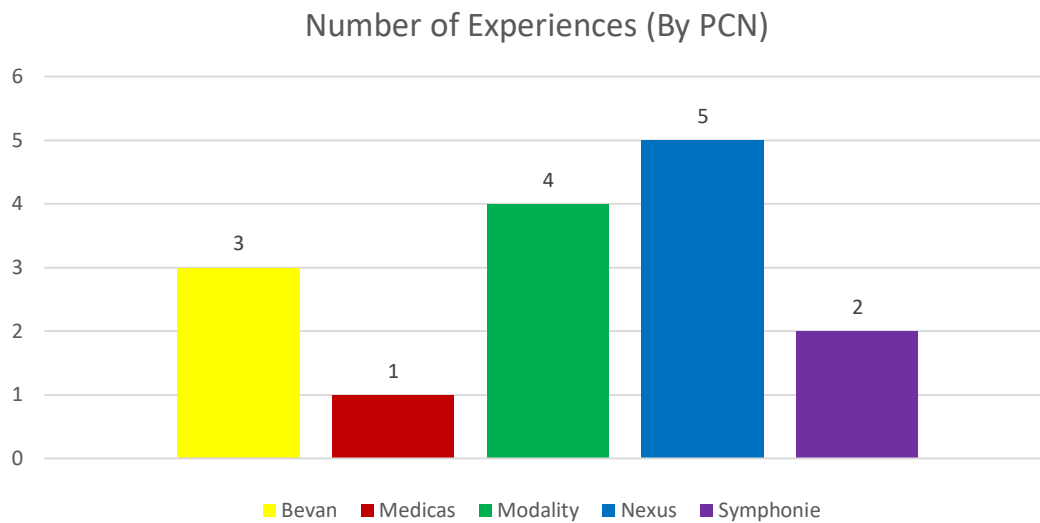


## 4.1 Experiences Breakdown - GP Surgeries

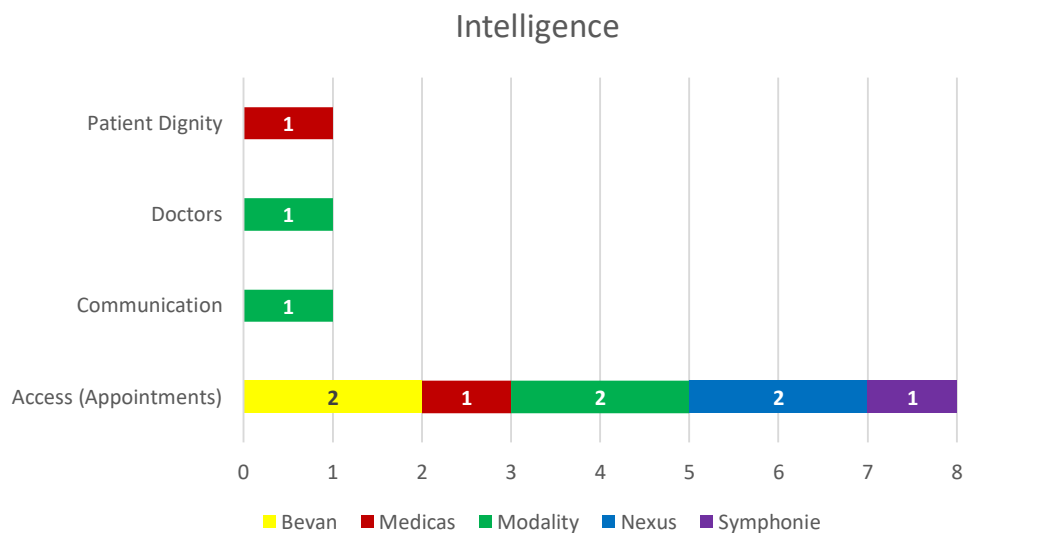
This month, we recorded a total of 15 experiences for GP Surgeries. These experiences was broken down into 11 intelligence and 13 compliments.

We found this month that we received the most experiences for GP Surgeries under the Primary Care Network, Nexus.

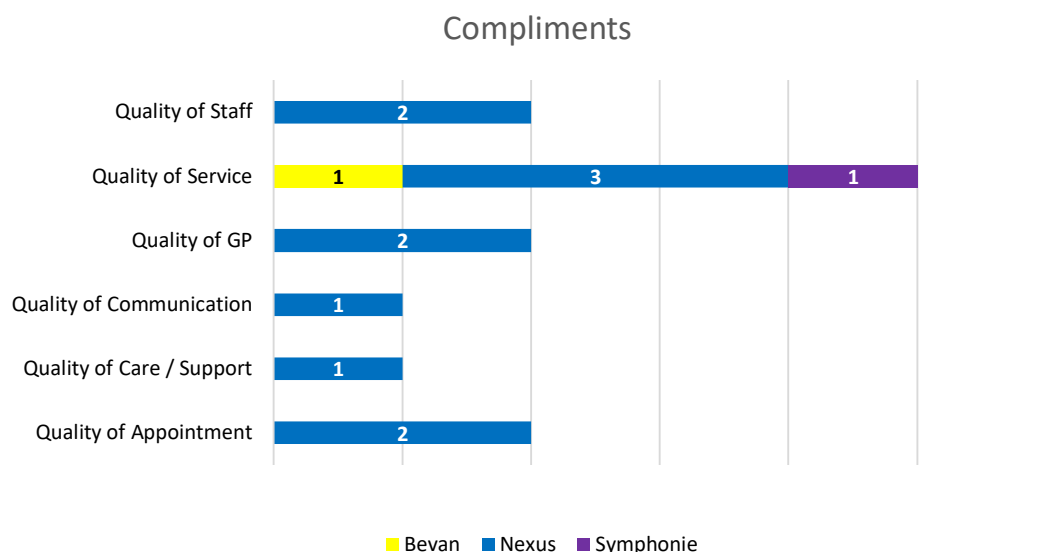
*Please note, in some instances we received surveys without the name of the GP Surgery or it is related to an information request (not tied to a specific GP Practice) which means we are not able to identify which PCN it falls under.*



Out of the intelligence we identified, we found the main intelligence related to Access (Appointments) (8).



Out of the compliments we identified, the main compliment related to Quality of Service (5).



## What We Were Told

*Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments.*

## Intelligence

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                      |            |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>              | James Alexander Family Practice (Within Bransholme Health Centre)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>PCN</b>           | Bevan      |
| <b>Experience identified by:</b> | Research                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Date Recorded</b> | 31/10/2021 |
| <b>Experience</b>                | Incompetent practice just like the rest of the NHS. Nothing personal to anyone who works there. But it took 10 months to get an appointment with a clinician after an “urgent” referral from a specialist, because they were confused. Then when it was finally booked, they changed it so it was over the phone and not in person. When it came to the time of the appointment, I had no call. Waited 30 minutes. Still no call. Rang the practice to ask where my appointment is?! Of course you can’t get through and the lines engaged (9.15am). Just ridiculous and pointless as always. No wonder most people are going private these days. |                      |            |

|                                  |                                                                                                                              |                      |            |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>              | Orchard 2000 Medical Centre                                                                                                  | <b>PCN</b>           | Bevan      |
| <b>Experience identified by:</b> | Telephone                                                                                                                    | <b>Date Recorded</b> | 18/10/2021 |
| <b>Experience</b>                | Caller rang to explain problem of accessing GP Practice - have to ring at 8am when everybody else is so couldn't get through |                      |            |

|                                    |                                                                                                                                             |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
|                                    | until the fourth day. When did get through advised by reception staff to call NHS 111. Wife did finally get a telephone triage appointment. |
| <b>Actions Taken (Healthwatch)</b> | Emailed practice manager to advise of problems accessing appointment                                                                        |

|                                    |                                                                                                                                                                                             |                      |            |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>                | East Hull Family Practice                                                                                                                                                                   | <b>PCN</b>           | Medicas    |
| <b>Experience identified by:</b>   | Telephone                                                                                                                                                                                   | <b>Date Recorded</b> | 22/10/2021 |
| <b>Experience</b>                  | Had appointments with nurse, needed three months check-up. Receptionist did not want to book appointment, insisting it could be done over the phone despite needing a blood pressure check. |                      |            |
| <b>Actions Taken (Healthwatch)</b> | Advised to speak to practice manager, provided information for PALS and the Independent NHS Complaints Advocacy Service                                                                     |                      |            |

|                                    |                                                                                                                                                                                                                                                                            |                      |            |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>                | Kingston Health (Park Health Centre)                                                                                                                                                                                                                                       | <b>PCN</b>           | Modality   |
| <b>Experience identified by:</b>   | Telephone                                                                                                                                                                                                                                                                  | <b>Date Recorded</b> | 11/10/2021 |
| <b>Experience</b>                  | Caller rang with regard to poor communication from GP practice around parent's healthcare and not having regular medical review - said just issued tablets for pain relief. Tried to contact manager on several occasions but reception staff reluctant to transfer calls. |                      |            |
| <b>Actions Taken (Healthwatch)</b> | Emailed practice manager to outline issues                                                                                                                                                                                                                                 |                      |            |

|                                    |                                                                                                                                                                                     |                      |            |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>                | Springhead Medical Centre                                                                                                                                                           | <b>PCN</b>           | Modality   |
| <b>Experience identified by:</b>   | Web (Email / Survey)                                                                                                                                                                | <b>Date Recorded</b> | 25/10/2021 |
| <b>Experience</b>                  | The Manager at the Deaf Centre emailed with regard to two patients not being offered the flu vaccine despite being aged 85 & 88 respectively and priority for this age group given. |                      |            |
| <b>Actions Taken (Healthwatch)</b> | Emailed the Practice Manager who confirmed there has been some delay with the vaccine supply but would ensure they would be a priority.                                             |                      |            |

|                                    |                                                                                                                                                                                                                                                                                                      |                      |            |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>                | Springhead Medical Centre                                                                                                                                                                                                                                                                            | <b>PCN</b>           | Modality   |
| <b>Experience identified by:</b>   | Telephone                                                                                                                                                                                                                                                                                            | <b>Date Recorded</b> | 11/10/2021 |
| <b>Experience</b>                  | Caller rang to complain about dissatisfaction with GP Practice with regard to delay being told condition, only came to light when attended for blood and urine test for diabetes and nurse confirmed had late kidney disease for some time now which patient not aware of or been told of by doctor. |                      |            |
| <b>Actions Taken (Healthwatch)</b> | Contacted GP who will contact the patient.                                                                                                                                                                                                                                                           |                      |            |

|                                 |                                                                               |
|---------------------------------|-------------------------------------------------------------------------------|
| <b>Actions Taken (Provider)</b> | GP to contact patient in couple days and explain condition and treatment plan |
|---------------------------------|-------------------------------------------------------------------------------|

|                                    |                                                                                                                                                                     |                      |            |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>                | Kingston Health (Park Health Centre)                                                                                                                                | <b>PCN</b>           | Modality   |
| <b>Experience identified by:</b>   | Web (Email / Survey)                                                                                                                                                | <b>Date Recorded</b> | 25/10/2021 |
| <b>Experience</b>                  | Caller emailed explaining difficulties obtaining a flu vaccine from the GP Practice - with them being elderly thought they would have priority.                     |                      |            |
| <b>Actions Taken (Healthwatch)</b> | Contacted the GP practice to explain the situation informed a flu clinic being held that week and a time slot for the patient to attend - relayed information back. |                      |            |
| <b>Actions Taken (Provider)</b>    | Supplied day and time for flu vaccine to take place for patient                                                                                                     |                      |            |

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                      |            |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>              | New Hall Surgery                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>PCN</b>           | Nexus      |
| <b>Experience identified by:</b> | Research                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Date Recorded</b> | 31/10/2021 |
| <b>Experience</b>                | I have an infection at the back of my ear and need a course of antibiotics to clear it up. I have lost count of the times I have rung up trying to get through to get prescribed some. I even had to visit the walk in centre and get some from them two weeks ago because of this problem. I was told I shouldn't be there and should contact my doctor but how can you when you can never get through. I also went to the chemist today to see if there was some way they could get them for me. I was told I need to contact my doctors. I am totally disgusted with the inadequate service you get from this surgery. |                      |            |

|                                  |                                                                                                                                                                                                       |                      |            |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>              | Southcoates Medical Centre                                                                                                                                                                            | <b>PCN</b>           | Nexus      |
| <b>Experience identified by:</b> | Research                                                                                                                                                                                              | <b>Date Recorded</b> | 31/10/2021 |
| <b>Experience</b>                | Terrible service from this doctors, can't remember the last time I was able to even get appointment don't see the point in being registered to a GP. Might as well just always go to walk in centres. |                      |            |

|                                    |                                                                                                                                                                                                                   |                      |            |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>                | Clifton House Medical Centre                                                                                                                                                                                      | <b>PCN</b>           | Symphonie  |
| <b>Experience identified by:</b>   | Engagement                                                                                                                                                                                                        | <b>Date Recorded</b> | 27/10/2021 |
| <b>Experience</b>                  | Elderly person that spoke to had not seen their doctor for two plus years although they are diabetic and have high blood pressure - they had tried to contact them on several occasions but couldn't get through. |                      |            |
| <b>Actions Taken (Healthwatch)</b> | Emailed practice manager to highlight patient's concern.                                                                                                                                                          |                      |            |
| <b>Actions Taken (Provider)</b>    | Practice manager responded to our email and contacted patient to arrange an appointment.                                                                                                                          |                      |            |

## Compliments

|                                  |                                                                                                                    |                      |            |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>              | James Alexander Family Practice (Within Bransholme Health Centre)                                                  | <b>PCN</b>           | Bevan      |
| <b>Experience identified by:</b> | Research                                                                                                           | <b>Date Recorded</b> | 31/10/2021 |
| <b>Experience</b>                | Quick, efficient and professional yet friendly staff. Extremely pleased that I changed practices to join this one. |                      |            |

|                                  |                                                                                                                                                                  |                      |            |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>              | Haxby - Orchard Park                                                                                                                                             | <b>PCN</b>           | Nexus      |
| <b>Experience identified by:</b> | Engagement                                                                                                                                                       | <b>Date Recorded</b> | 25/10/2021 |
| <b>Experience</b>                | 10/10 service provided, GP was very pleasant. Made appointment yesterday and was quickly booked in today, almost no waiting time after arriving for appointment. |                      |            |

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                      |            |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>              | Haxby - Orchard Park                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>PCN</b>           | Nexus      |
| <b>Experience identified by:</b> | Engagement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Date Recorded</b> | 05/10/2021 |
| <b>Experience</b>                | I couldn't get through into see Haxby in Kingswood and so I had an appointment booked at Orchard Park. I saw a nurse and spoke to her about how I've been feeling; later that day a doctor from Orchard Park called me up and said that he's heard about how I've been feeling and wants to make sure I'm doing okay. He said he wanted to arrange a blood test to be on the safe-side and he scheduled it in that week. I've now got a follow up appointment in three weeks and I couldn't be happier with the level of service I was provided. |                      |            |

|                                  |                                                                                                                                                                                                                                                                                                                                                                                             |                      |            |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>              | Kingswood Surgery                                                                                                                                                                                                                                                                                                                                                                           | <b>PCN</b>           | Nexus      |
| <b>Experience identified by:</b> | Research                                                                                                                                                                                                                                                                                                                                                                                    | <b>Date Recorded</b> | 31/10/2021 |
| <b>Experience</b>                | Since having my children, I have used the surgery quite a bit. I'm able to get an appointment very easily using the online form, sometimes it's only taken half an hour for them to respond. Every clinician I have seen has been very friendly. I am really reassured that if I had any health concerns about myself or my young children that someone would contact me quickly. Thank you |                      |            |

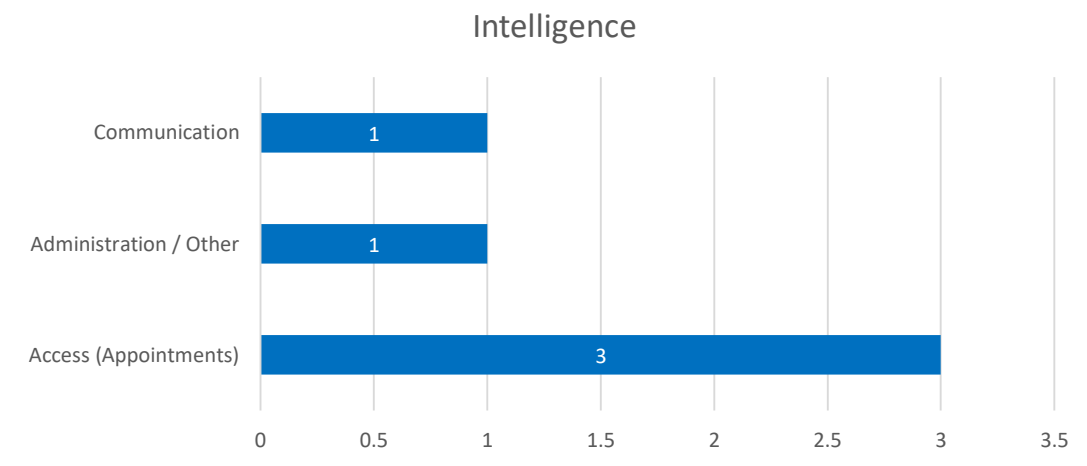
|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                      |            |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Service Name</b>              | Sydenham Group Practice<br>(Within Elliot Chappell)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>PCN</b>           | Symphonie  |
| <b>Experience identified by:</b> | Research                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Date Recorded</b> | 31/10/2021 |
| <b>Experience</b>                | I have accessed the practice 3 times during the last 18 months, throughout the pandemic and every experience has been fantastic. The reception staff have gone above and beyond to help with my needs, and have been so helpful and pleasant. The GP recently texted me to check on my sons status, I texted back to provide more detail and this resulted in a prescription being provided and the nurse practitioner today saw me even though I arrived late by 10 minutes due to traffic. I have heard so many people complain about GP surgeries recently, so I just wanted to say you are all amazing and thank you. |                      |            |

## 4.2 Experiences Breakdown - Dentist Practices

This month, we recorded a total of 8 experiences for Dentist Practices. These experiences were broken down into 5 intelligence and 19 compliments.

Some intelligence may relate to information requests as we may identify issues such as Access (Appointments) as patients struggle to receive NHS treatment.

Out of the intelligence we identified, the main piece of intelligence related to Access (Appointments) (3).



Out of the compliments we identified, we found the main compliment related to Quality of Staff (5).



## What We Were Told

*Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments.*

## Intelligence

|                                  |                                                                                                     |                      |            |
|----------------------------------|-----------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Dentist Practice</b>          | CHCP CIC                                                                                            | <b>Date Recorded</b> | 25/10/2021 |
| <b>Experience Identified by:</b> | Engagement                                                                                          |                      |            |
| <b>Experience</b>                | Wasn't aware appointment had been changed location; another appointment had to be made for check-up |                      |            |

|                                   |                                                                                                                                                                                                                                                                                           |                      |            |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Dentist Practice</b>           | Genesis Dental Care                                                                                                                                                                                                                                                                       | <b>Date Recorded</b> | 28/10/2021 |
| <b>Experience Identified by:</b>  | Telephone                                                                                                                                                                                                                                                                                 |                      |            |
| <b>Experience</b>                 | Call from a lady who is having problem with recurring abscesses but no regular dentist - had initial treatment at Genesis Dental care but still getting pain which advised just to take painkillers for - even contacted doctor but not able to help just said would need to see dentist. |                      |            |
| <b>Action Taken (Healthwatch)</b> | Advised to contact NHS 111                                                                                                                                                                                                                                                                |                      |            |

## Compliments

|                           |                                                                                                                                                                             |               |            |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Dentist Practice          | CHCP CIC                                                                                                                                                                    | Date Recorded | 26/10/2021 |
| Experience Identified by: | Engagement                                                                                                                                                                  |               |            |
| Experience                | Staff were really wonderful with child, really friendly and engaged with child in a manner which was age appropriate and allowed them to understand what treatment involved |               |            |

|                           |                                                                                                                      |               |            |
|---------------------------|----------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Dentist Practice          | CHCP CIC                                                                                                             | Date Recorded | 25/10/2021 |
| Experience Identified by: | Engagement                                                                                                           |               |            |
| Experience                | Dentists are very good, lovely staff, good communication, needs have been met and know what to expect going forward. |               |            |

|                           |                                                                                                                                                                                                                    |               |            |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Dentist Practice          | CHCP CIC                                                                                                                                                                                                           | Date Recorded | 20/10/2021 |
| Experience Identified by: | Engagement                                                                                                                                                                                                         |               |            |
| Experience                | The staff are friendly, informative and deliver information in a way that is easy to understand. I know what to expect going forward which helps as I am incredibly anxious when it comes to visiting the dentist. |               |            |

|                           |                                                                                                                                                 |               |            |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Dentist Practice          | CHCP CIC                                                                                                                                        | Date Recorded | 05/10/2021 |
| Experience Identified by: | Engagement                                                                                                                                      |               |            |
| Experience                | Very informative, answered all questions without even having to ask, very approachable and friendly staff, nothing could have been done better. |               |            |

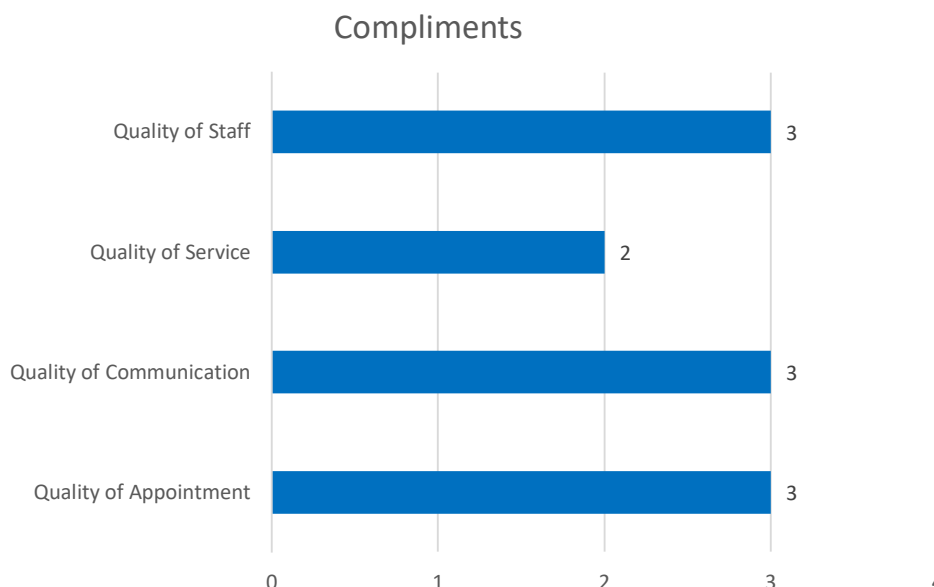
|                           |                                                                                                                                                                                                                                             |               |            |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Dentist Practice          | Mydentist - Newland                                                                                                                                                                                                                         | Date Recorded | 31/10/2021 |
| Experience Identified by: | Research                                                                                                                                                                                                                                    |               |            |
| Experience                | I struggle with dentists in general, however my dentist have really looked after me, took their time and had a lot of patience for me. I would recommend them to anyone. Everyone is so lovely and they do everything they can to help you. |               |            |

|                           |                                                                                                                             |               |            |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Dentist Practice          | Mydentist - Newland                                                                                                         | Date Recorded | 31/10/2021 |
| Experience Identified by: | Research                                                                                                                    |               |            |
| Experience                | The staff are so helpful spot on practice treatment best you can get from the dentist -Pearson talks you through everything |               |            |

## 4.3 Experiences Breakdown - City Health Care Partnership (CHCP)

This month, we recorded a total of 3 experiences for City Health Care Partnership. These experiences were broken down into 11 compliments.

Out of the compliments we identified, we found the main compliments related to Quality of Communication, Quality of Staff and Quality of Appointment (3).



## What We Were Told

*Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments.*

## Compliments

|                           |                                                                                                                       |               |            |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Service                   | Orchard Park Health Centre                                                                                            | Date Recorded | 18/10/2021 |
| Experience Identified by: | Engagement                                                                                                            |               |            |
| Experience                | Staff were really friendly and helpful, fantastic service, know what to expect going forward and how to manage wound. |               |            |

|                           |                                                                                                                                                                                 |               |            |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Service                   | Orchard Park Health Centre                                                                                                                                                      | Date Recorded | 18/10/2021 |
| Experience Identified by: | Engagement                                                                                                                                                                      |               |            |
| Experience                | When I arrived there was no wait, the podiatrist was very thorough and informative; they also interacted with my child in a manner that was very child friendly and supportive. |               |            |

|                           |                                                                                                                         |               |            |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Service                   | Orchard Park Health Centre                                                                                              | Date Recorded | 12/10/2021 |
| Experience Identified by: | Engagement                                                                                                              |               |            |
| Experience                | The staff are really wonderful and have good communication skills as I was provided with clear but concise information. |               |            |

## 4.4 Experiences Breakdown - Hull Royal Infirmary

This month, we recorded a total of 1 experiences for Hull Royal Infirmary. This experience was broken down into 1 intelligence for communication.

### What We Were Told

*Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments.*

### Intelligence

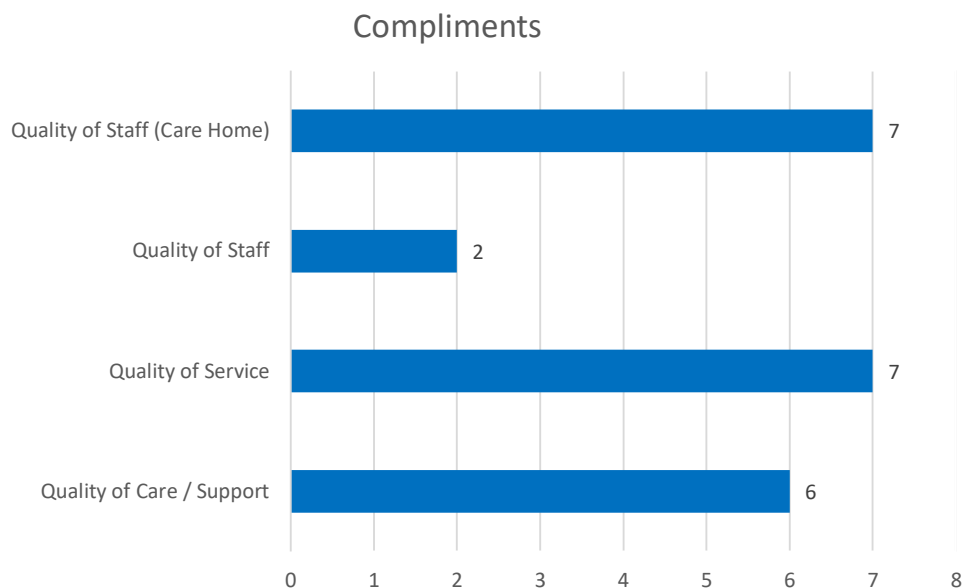
|                             |                                                                                                                                                                                              |               |            |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Department                  |                                                                                                                                                                                              | Date Recorded | 18/10/2021 |
| Experience Identified by:   | Telephone                                                                                                                                                                                    |               |            |
| Experience                  | Caller rang with concern over young baby son and miscommunication as he described between different consultants treating him and not seeming to get to the route of the health care problem. |               |            |
| Actions Taken (Healthwatch) | Emailed Head of Patient Experience & Engagement to highlight issue                                                                                                                           |               |            |
| Actions Taken (Provider)    | Meeting arranged to discuss clear treatment plan for patient                                                                                                                                 |               |            |

## 4.5 Experiences Breakdown - Care Homes

This month, we recorded a total of 8 experiences for Care Homes. These experiences were broken down into 1 intelligence and 22 compliments.

The intelligence we received was in relation to Equipment (1).

Out of the compliments we identified, we found the main compliments related to Quality of Staff (Care Home) and Quality of Service (7).



## What We Were Told

*Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments.*

## Compliments

|                           |                                                                                                                                                                                                                                                                                    |               |            |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| Department                | St Marys Nursing Home                                                                                                                                                                                                                                                              | Date Recorded | 31/10/2021 |
| Experience Identified by: | Research                                                                                                                                                                                                                                                                           |               |            |
| Experience                | My mother came to this care home with multiple health issues. The staff on the residential and nursing side made my mothers stay comfortable and dealt with all her needs both medically and mentally with care, compassion, and a great understanding that she was an individual. |               |            |

|                           |                       |               |            |
|---------------------------|-----------------------|---------------|------------|
| Department                | St Marys Nursing Home | Date Recorded | 31/10/2021 |
| Experience Identified by: | Research              |               |            |

|                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Experience</b> | My grandad was admitted to St Mary's for end of life care. He was there only 4 days but honestly, they were the most settled 4 days he must have had in about a month. The staff were amazing always coming in to check on him as well as us and make sure we were okay. The Manager is brilliant and managed to get my grandad in this home urgently straight from hospital as he was very unwell. I cannot thank her enough! The senior carer's did an amazing job making sure my grandad was comfy, keeping up to date with his meds before he was moved to nursing, and got on with the doctors straight away to help with his pain. When he moved to nursing the nurses did an amazing job keeping up to date with his pain meds so he wasn't uncomfortable. Checking in on him all the time and again checking us family members were okay as well. The care staff were amazing and treat my grandad with dignity and respect. I cannot fault St Mary's at all and I am really glad that is where my grandad had his last days. |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                  |                                                                                                                     |                      |            |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Department</b>                | St Marys Nursing Home                                                                                               | <b>Date Recorded</b> | 31/10/2021 |
| <b>Experience Identified by:</b> | Research                                                                                                            |                      |            |
| <b>Experience</b>                | My grandma received excellent care whilst at St Mary's Nursing Home. The staff were all a credit to their employer. |                      |            |

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                 |                      |            |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Department</b>                | Rossmore                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Date Recorded</b> | 31/10/2021 |
| <b>Experience Identified by:</b> | Research                                                                                                                                                                                                                                                                                                                                                                                                        |                      |            |
| <b>Experience</b>                | Overall a good experience. The home's facilities are of a good standard, the staff are caring and helpful. I particularly appreciated the professional ones, especially the physiotherapists who were a great help in restoring my mobility and general fitness over the 3 and a half weeks I was at Rossmore. The only negative comment does not apply to Rossmore as such, the mobile signal was very patchy. |                      |            |

|                                  |                                                                                                                                                                                                                  |                      |            |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Department</b>                | Rossmore                                                                                                                                                                                                         | <b>Date Recorded</b> | 31/10/2021 |
| <b>Experience Identified by:</b> | Research                                                                                                                                                                                                         |                      |            |
| <b>Experience</b>                | The overall standard was very good but the Corona restrictions did not help. I did not get enough walking exercise mainly due to the Coronavirus restrictions. The staff did their best under the circumstances. |                      |            |

|                                  |                                                                                                                                                                                                                                                   |                      |            |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Department</b>                | Rossmore                                                                                                                                                                                                                                          | <b>Date Recorded</b> | 31/10/2021 |
| <b>Experience Identified by:</b> | Research                                                                                                                                                                                                                                          |                      |            |
| <b>Experience</b>                | My husband was transferred to Rossmore from Hull Royal for rehabilitation following a stroke. He has received care there for the last 10 days. So far the care has been excellent and my husband is progressing very well. All the staff are very |                      |            |

|  |                                                                                                                                                                                             |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | professional. Having been very stressed I now feel more relaxed and there will be a happy ending to the nightmare my husband and I have been going through. Thank you everyone at Rossmore. |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                  |                                                                                                                                                                                                                                                        |                      |            |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Department</b>                | Rossmore                                                                                                                                                                                                                                               | <b>Date Recorded</b> | 31/10/2021 |
| <b>Experience Identified by:</b> | Research                                                                                                                                                                                                                                               |                      |            |
| <b>Experience</b>                | A safe and secure place for recovery with caring committed staff of high quality - not just nurses and professionals but also those working in the kitchen, laundry and cleaners. My only complaint was that the washbasin in the room was not usable. |                      |            |

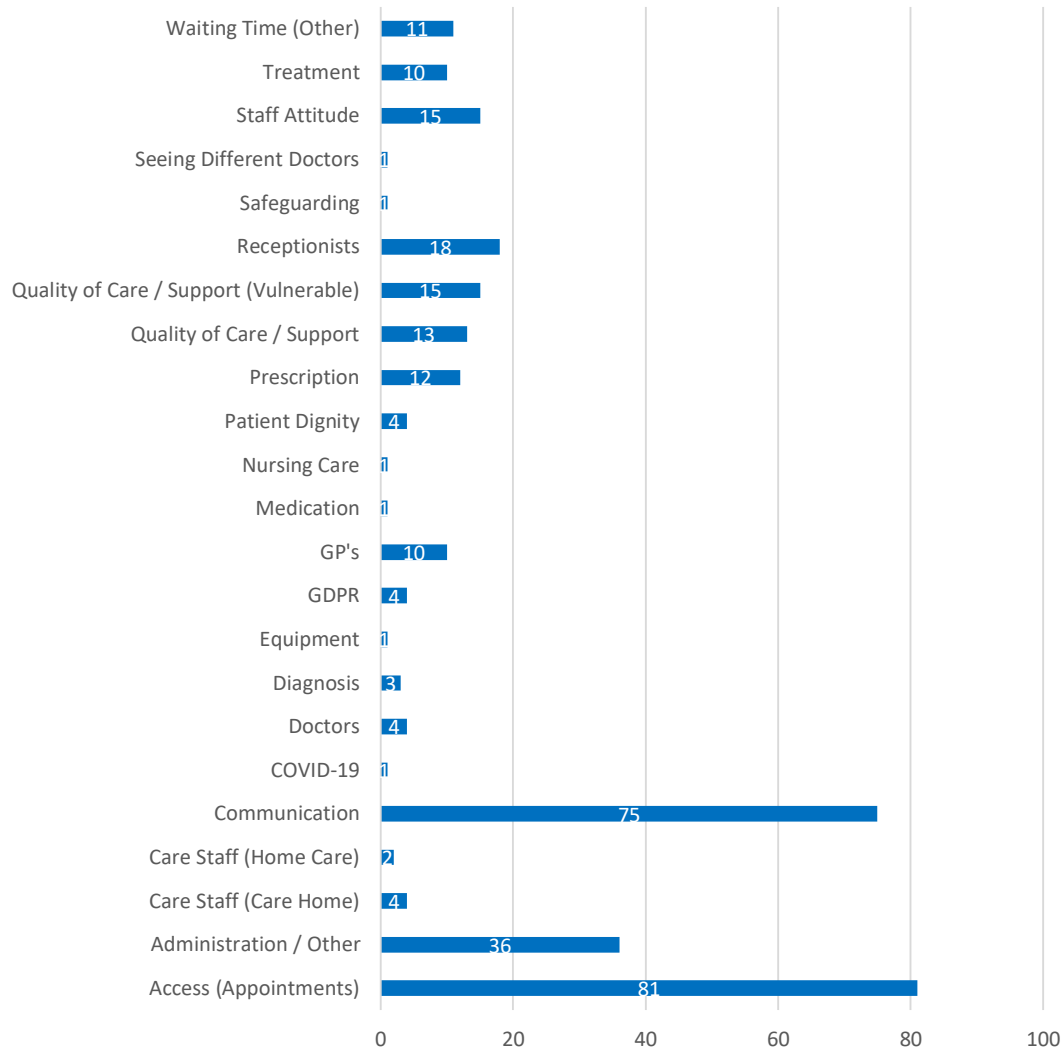
|                                  |                                                                                                         |                      |            |
|----------------------------------|---------------------------------------------------------------------------------------------------------|----------------------|------------|
| <b>Department</b>                | Rossmore                                                                                                | <b>Date Recorded</b> | 31/10/2021 |
| <b>Experience Identified by:</b> | Research                                                                                                |                      |            |
| <b>Experience</b>                | Very nice shopping, Food very nice and all very clean. Staff are very nice and the garden is very nice. |                      |            |

## 5. Experience Breakdown - From April 2021

From the experiences we have recorded from April 2021. We have now identified 323 pieces of intelligence and 329 compliments.

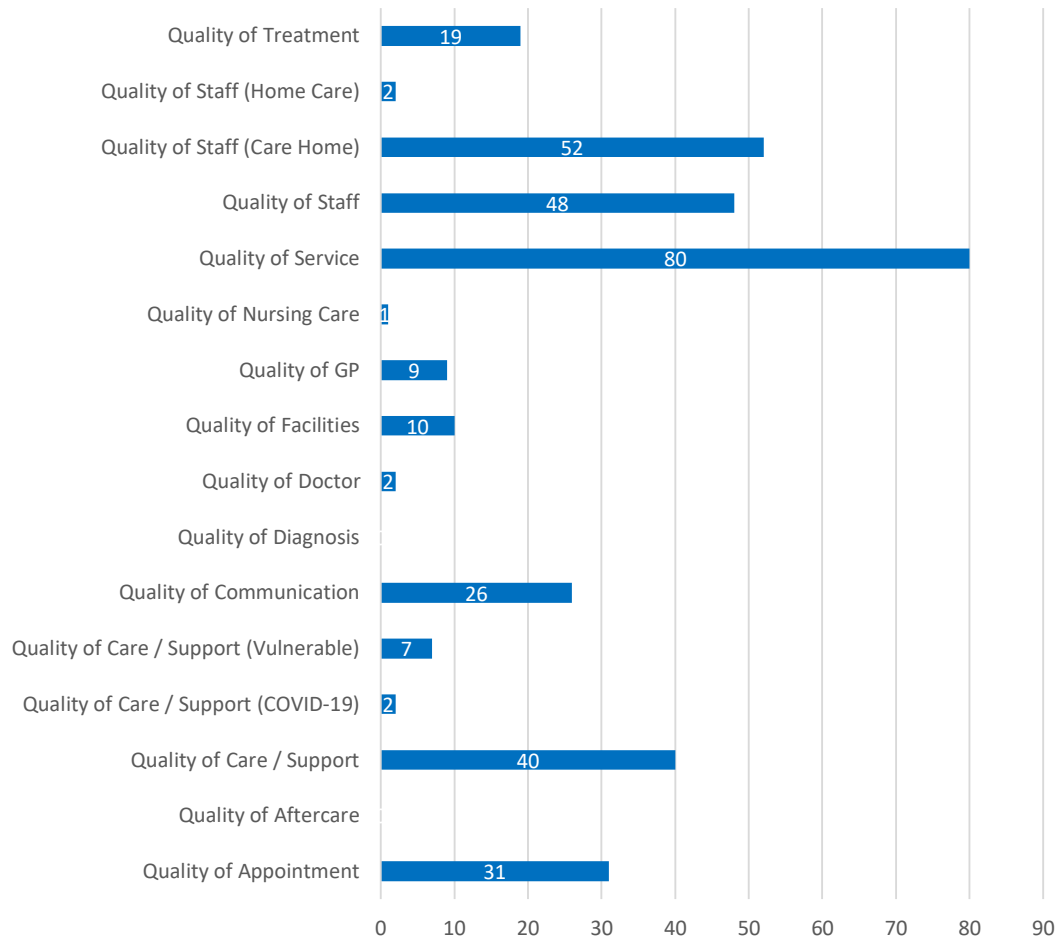
The most reoccurring intelligence are Access (Appointments) (81) followed by Communication (75).

**Intelligence Gathered From April 2021**



The most reoccurring compliment are Quality of Service (98) followed by Quality of Staff (Care Home) (59).

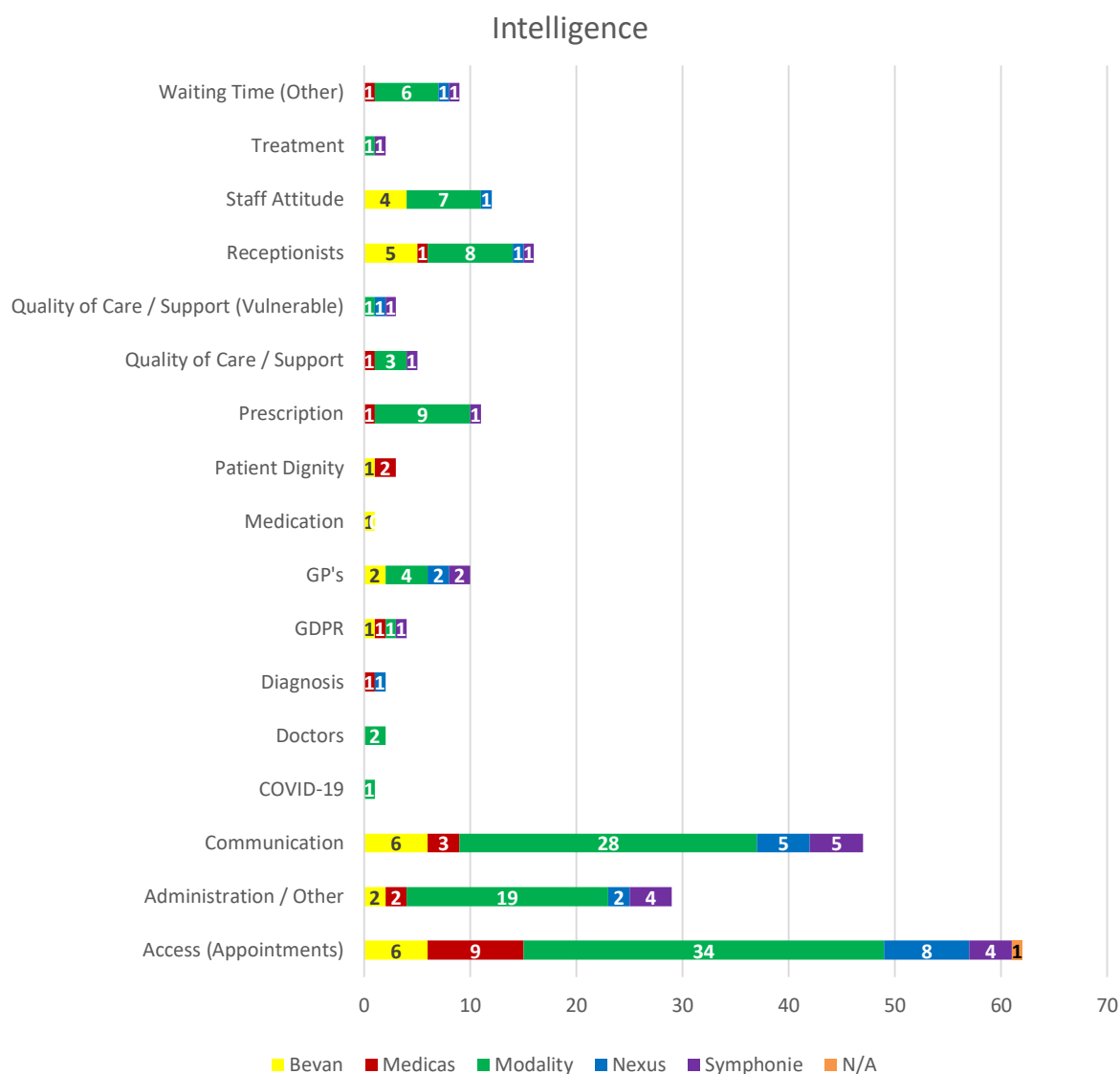
### Compliments Gathered From April 2021



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

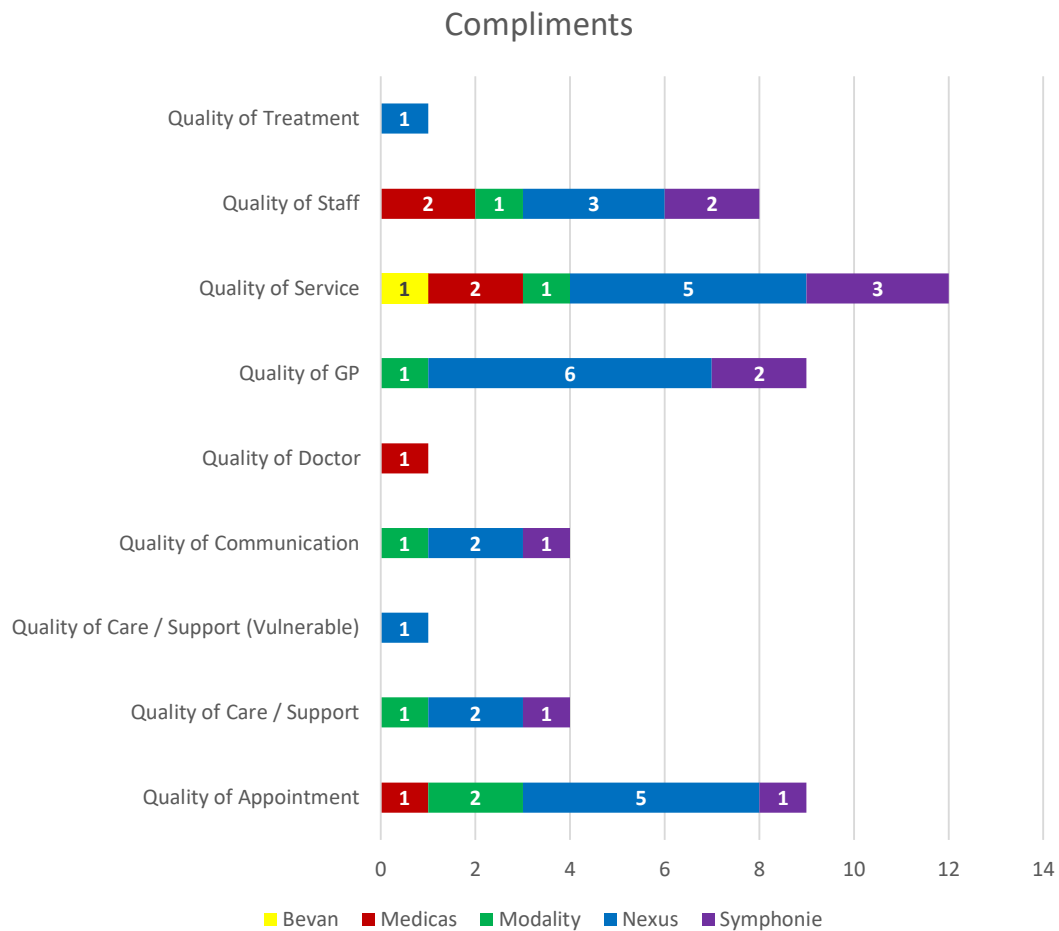
From the experiences we have recorded from April 2021. We have now identified 218 pieces of intelligence and 49 compliments.

The most reoccurring intelligence identified Access (Appointments) (52) and Communication (46).



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 compliments are Quality of Service (12).



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

This month the Independent NHS Complaints Advocacy Service received 4 complaints.

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

Alleged litany of factual inaccuracies contained in medical records.

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

Humber Teaching NHS Foundation Trust.

### **Date of incident?**

March 2021

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

Dissatisfactory communication regarding health status of new born child.

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

Humber Teaching NHS Foundation Trust.

### **Date of incident?**

September to October 2021

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

Dissatisfactory communication after surgery to undergo removal of malignant melanoma.

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

Humber Teaching NHS Foundation Trust.

### **Date of incident?**

May - July 2021

**Nature and Substance of complaint:**

Alleged delay in diagnosis and subsequent delay in treatment for Urological condition.

**Who delivered the care to patient?**

Humber Teaching NHS Foundation Trust.

**Date of incident?**

2013 to present.

## **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:  
[enquiries@healthwatchkingstonuponhull.co.uk](mailto:enquiries@healthwatchkingstonuponhull.co.uk)

| Organisation | Responsible person | Comments/Actions |
|--------------|--------------------|------------------|
|              |                    |                  |
|              |                    |                  |
|              |                    |                  |
|              |                    |                  |



# Intelligence Report

## October 2021

