

healthwatch

Kingston upon Hull

Intelligence Report

September 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 September 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.

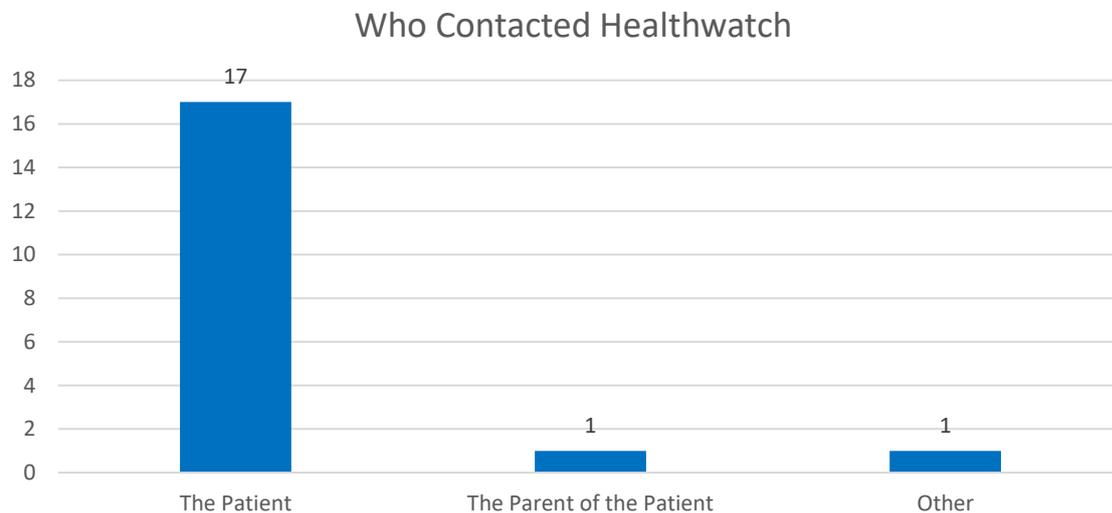
We also may not publish every experience we've recorded as some experiences may be very similar to others; for example, “I couldn't get an appointment” and “I've had to wait weeks to even speak to a doctor” (which are both appointment issues).

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.

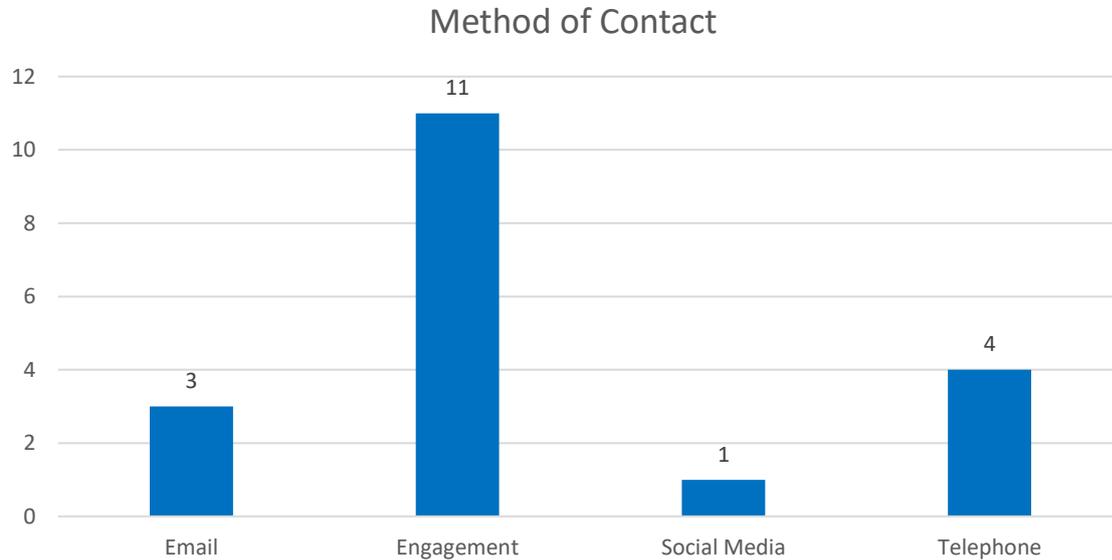
Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.

2. Contact Statistics

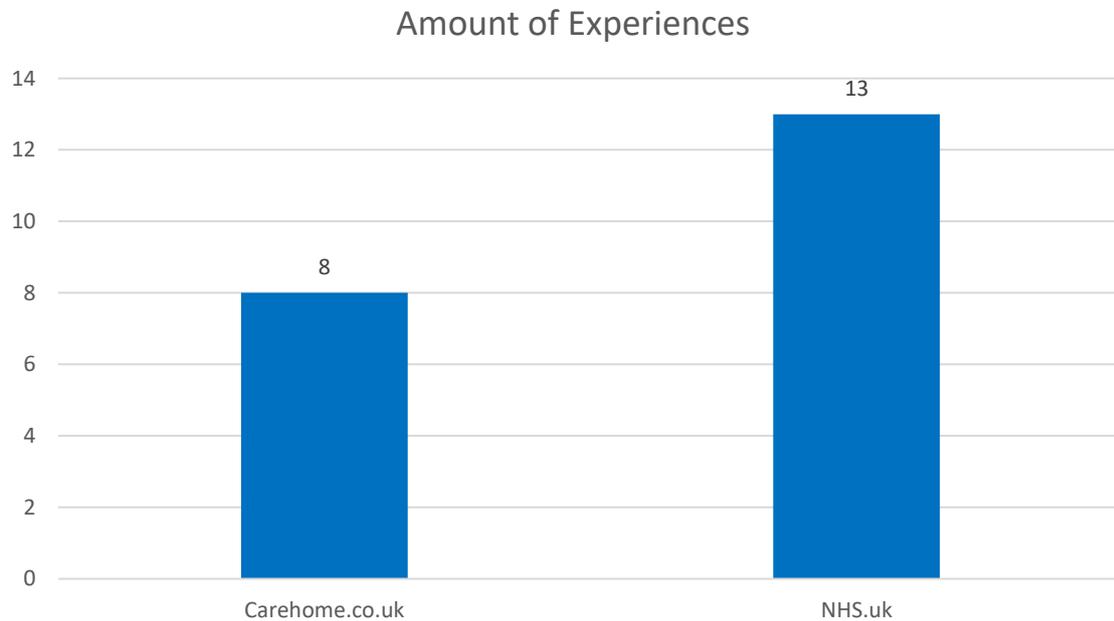
In September we had 19 people contact Healthwatch directly to provide feedback or to ask for information / advice. The graph below provides information on who contacted Healthwatch directly this month.



The most popular means of contacting Healthwatch this month was by Telephone with 19 contacts.

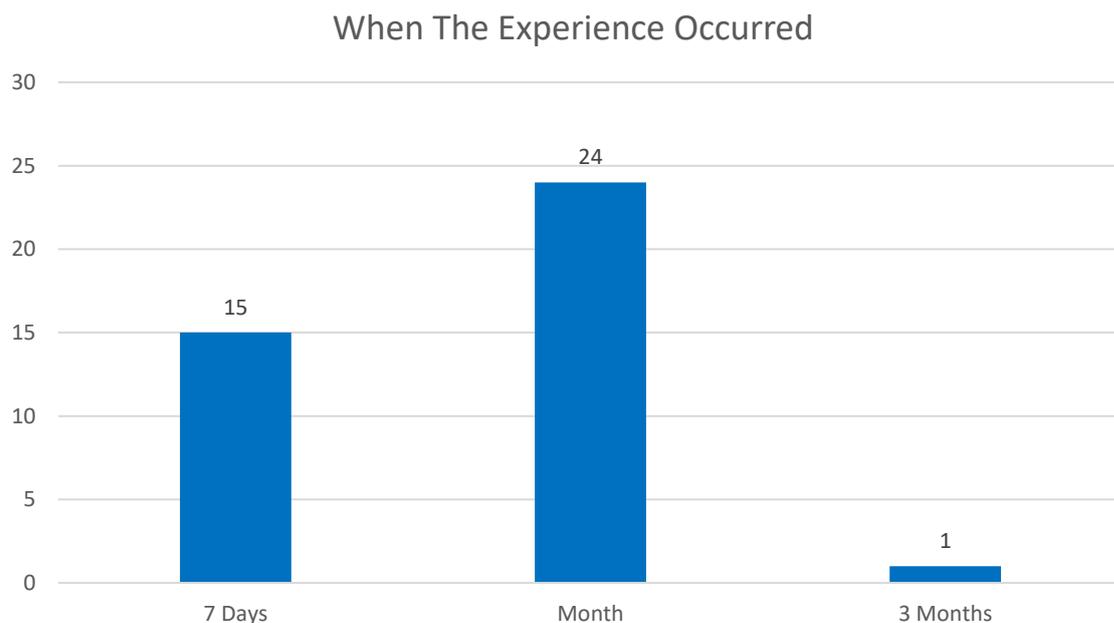


We also conducted online research of local services, looking at a range of websites and social media channels to see what people have been saying about local services, where we found 23 experiences. The graph below demonstrates where we found these experiences.



The total amount of experiences received this month through direct contact and through research is a total of 40 experiences.

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



3. Information Requests

The Information Requests we received in Month.

Area	Dentist	Date Recorded	09/09/2021
Experience identified by:	Email		
Experience	Caller rang to ask about information around accessing a dentist following a fall and damaging front teeth. Although they have received emergency treatment for the pain they are still in need of cosmetic attention. Has contacted many dentists in the area but unable to find one prepared to the required work.		
Actions Taken (Healthwatch)	Contacted two of the Emergency Dentists in the area to ask advice - they were taking patients onto a waiting list and advised that patient should register onto that.		

Area	Dentist	Date Recorded	09/09/2021
Experience identified by:	Email		
Experience	I have been trying over the last few days to call many different dentists around the area to see whether I can register as an NHS patient for a some fillings that I desperately need (not classified as urgent currently, but without the treatment soon I am definitely looking at irreversible tooth damage). Every dentist I have called has told me that the NHS waiting list is around 9 months to 2 years. This is so horrible because I know that I will not be able to wait that long without my dental hygiene degrading. However, I have been told that they can see me through private almost instantly which I feel is extremely extortionate. I am a student struggling to get by day to day and will never be able to pay private fees.		
Actions Taken (Healthwatch)	Advised to contact NHS 111		

4. Experiences Breakdown

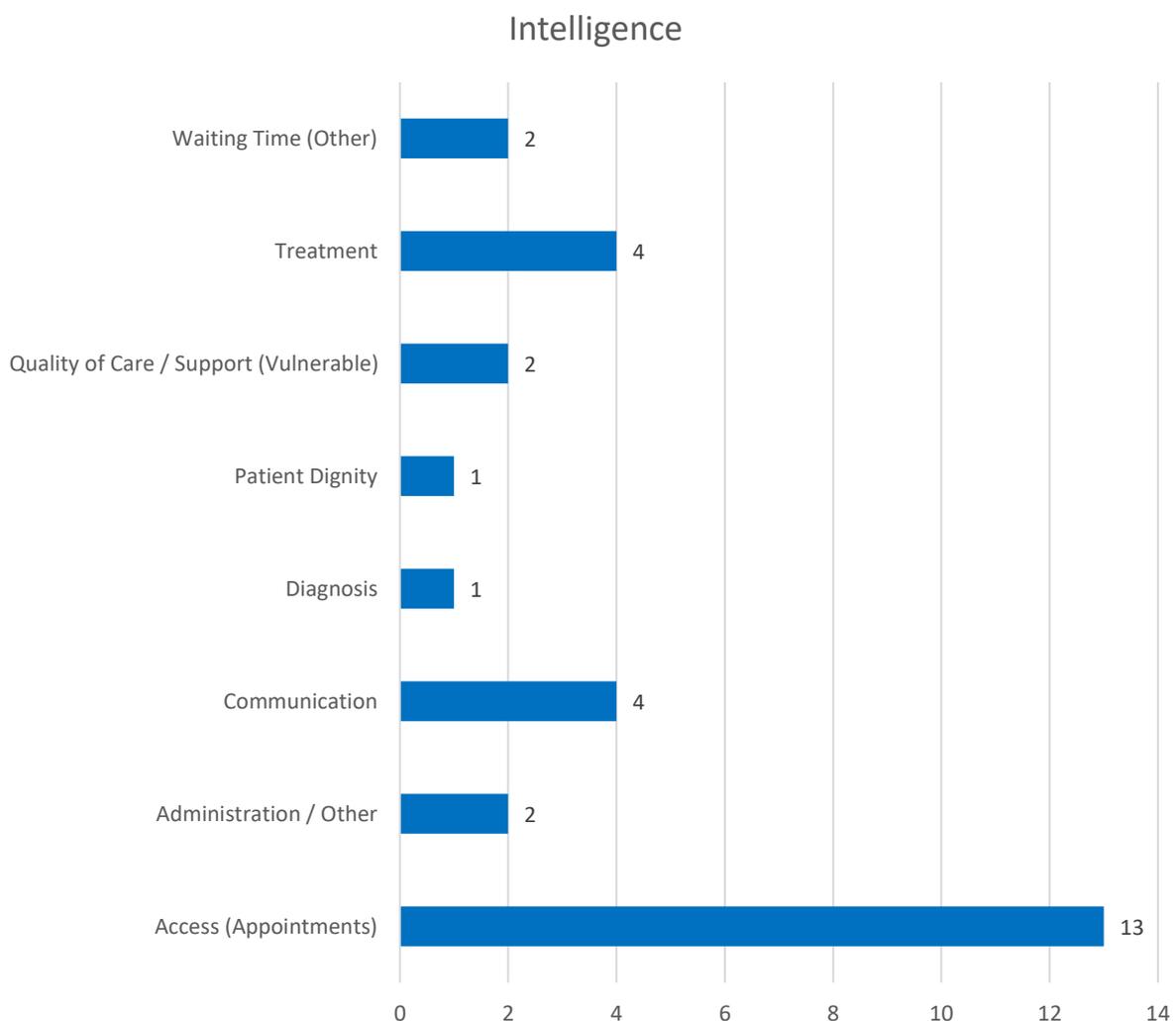
Overall Statistics for September

The graphs below provide an overall breakdown of the experiences we received this month. Between the 19 experiences we recorded through being contacted directly and the 21 experiences we found through research; we recorded a total of 40 experiences this month.

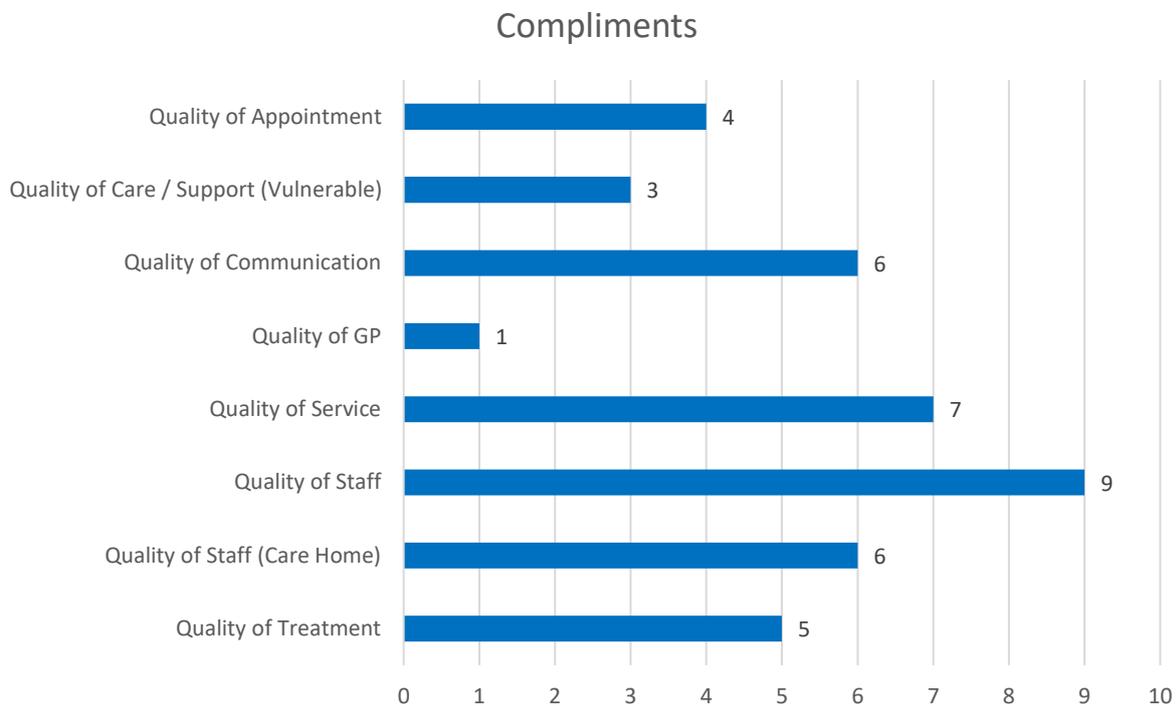
Upon further analysis of these experiences, we identified a total of 29 pieces of intelligence and 41 compliments.

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.

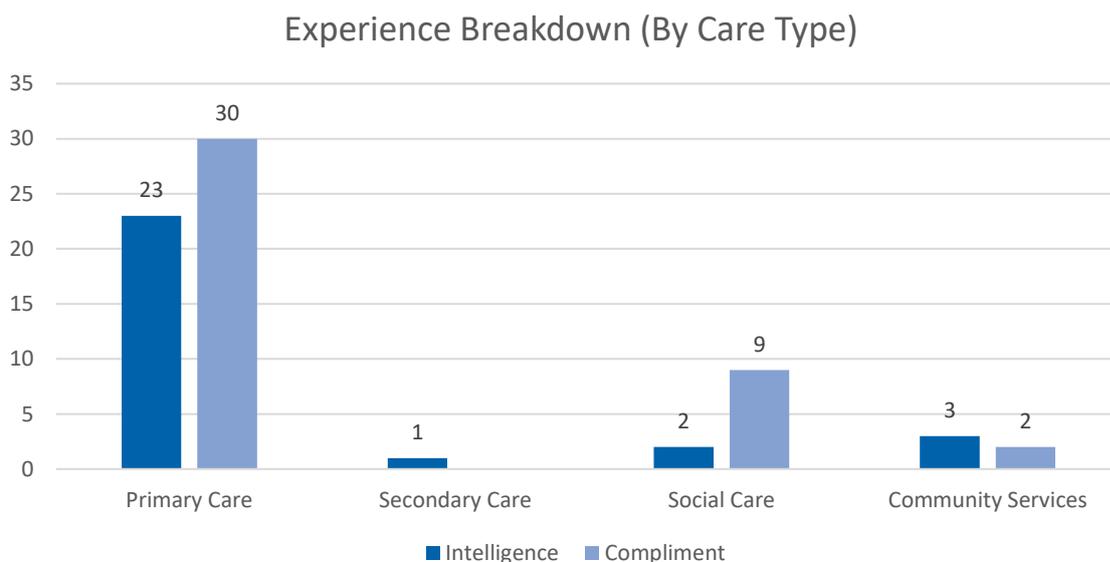
As can be seen, in the graph below, the main themes in relation to the intelligence received for this month are Access (Appointments) (13) followed by Communication (4)



As can be seen, in the graph below, the most compliments received this month were in relation to the Quality of Staff (9) followed by Quality of Service (7).

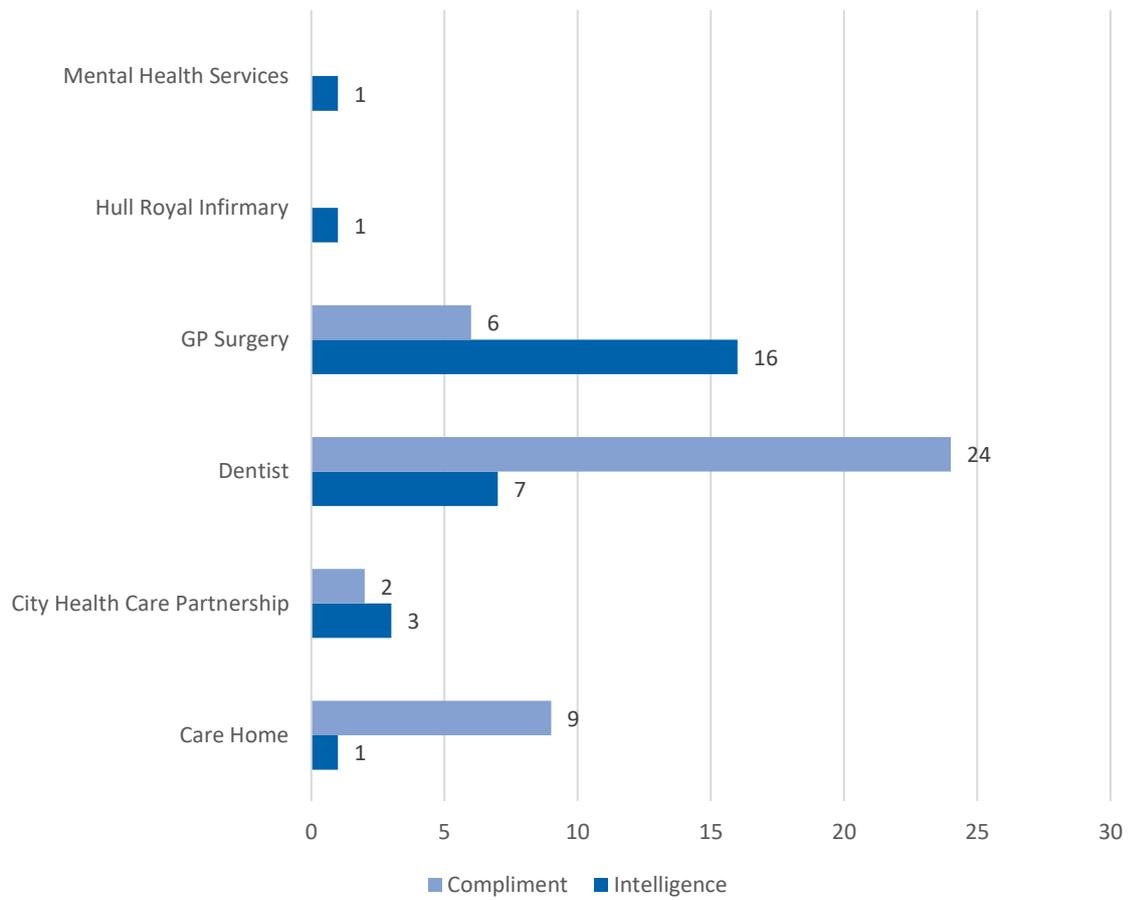


As can be seen in the graph below, most comments this month were in relation to Primary Care (GP Surgeries and Dentists) which had 23 pieces of intelligence and 30 compliments, followed by Social Care (Care Home and Domiciliary Care) which had 2 intelligence and 9 compliments.



The graph below breaks these down to the service level. We received 7 pieces of intelligence for Dentists and 23 compliments, followed by 16 pieces of intelligence for GP Surgeries and 6 compliments.

Experience Breakdown (By Provider)



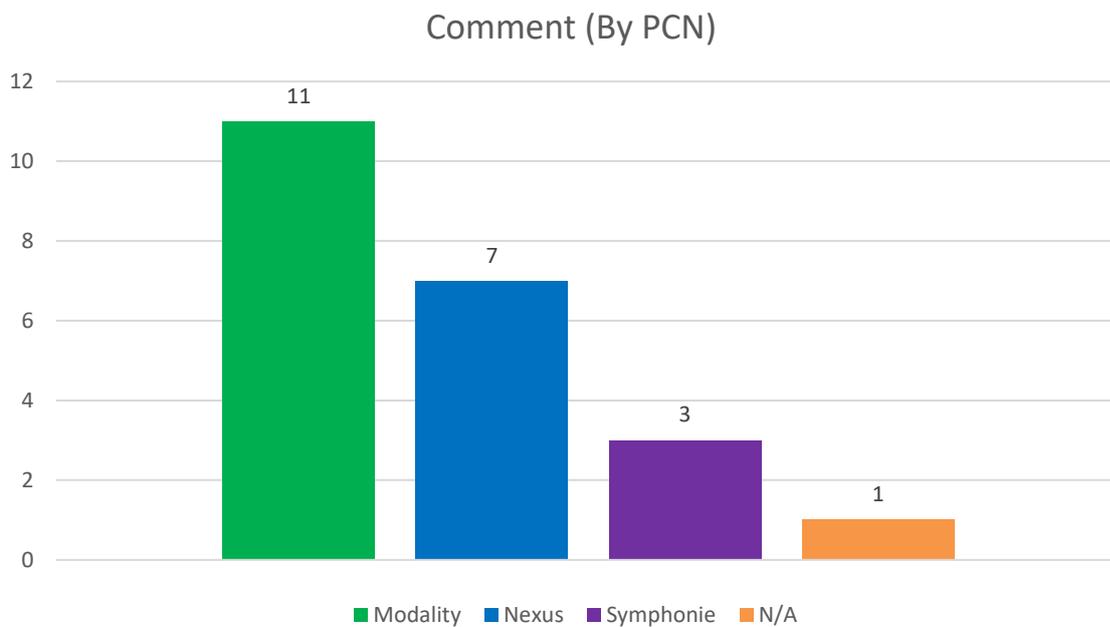
4.1 Experiences Breakdown - Primary Care Network (PCN)

Statistical Information and Graphs

This month, we recorded a total of 18 experiences for GP Surgeries. These experiences was broken down into 22 comments which were 16 intelligence and 6 compliments.

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 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.



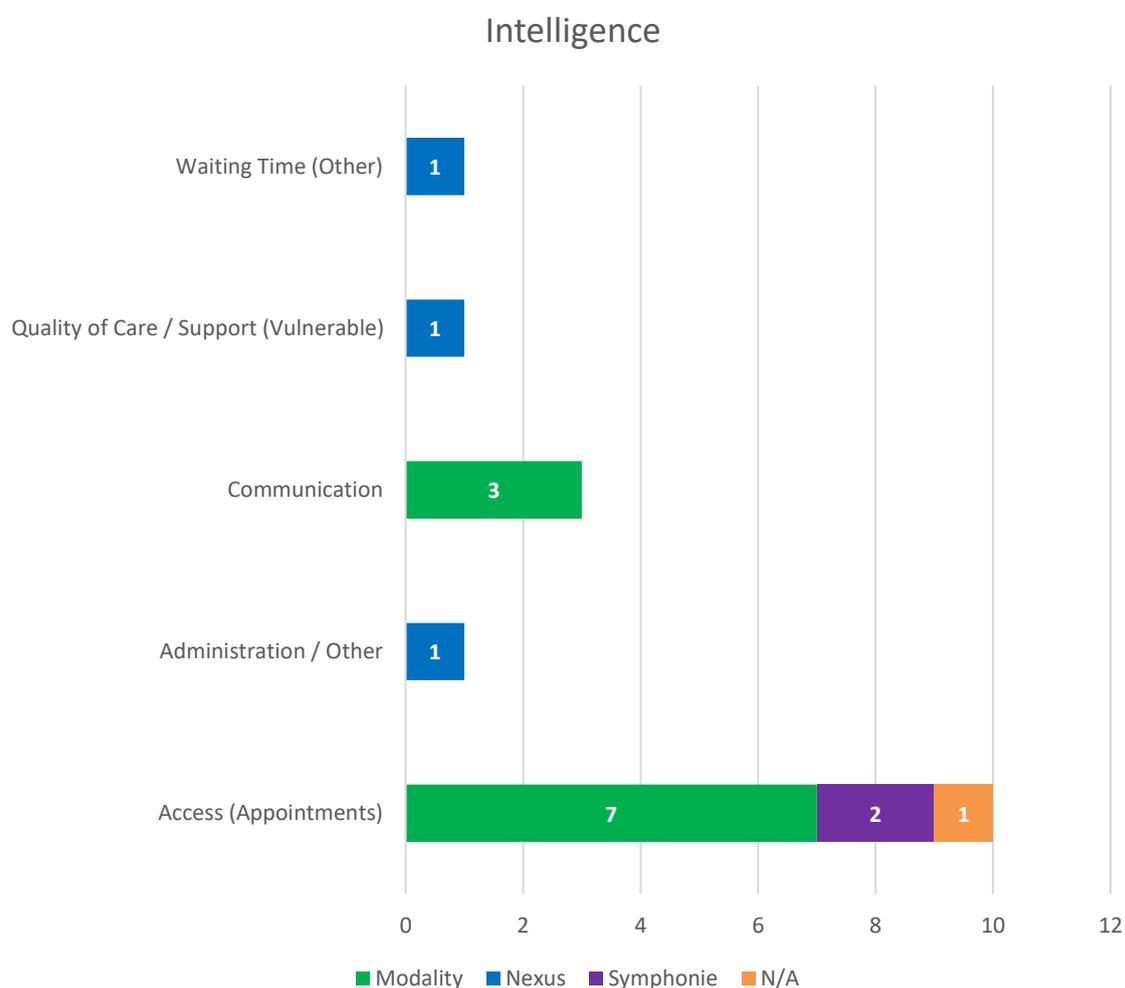
4.2 Experiences Breakdown - GP Surgeries

Statistical Information and Graphs

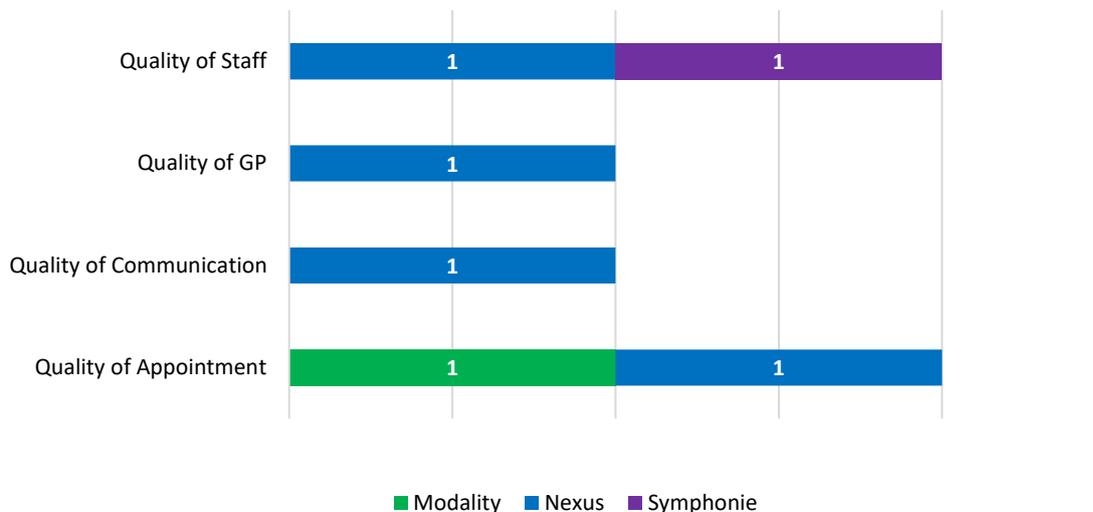
This month, we recorded a total of 18 experiences for GP Surgeries. These experiences was broken down into 22 comments which were 16 intelligence and 6 compliments.

We identified 5 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 Access (Appointments) with 10 comments and Communication with 3 comments.



We recorded 4 different areas of compliments, the main area where compliments were received was for Quality of Staff and Quality of Appointment, both with 2 comments.



What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

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

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

Intelligence

Service Name	Springhead Medical Centre	Date Recorded	09/09/2021
Experience identified by:	Email		
Experience	Email received from the Manager at the Hull & East Yorkshire Deaf Centre with regard to a deaf full BSL user trying to access a medical review with an interpreter at Springhead Medical Practice. The date originally booked for the patient's review there was no interpreter available - information was given to the practice when one would be available but were told they couldn't book too far in advance.		
Actions Taken (Healthwatch)	Emailed Practice Manager to explain patient would require an interpreter for their medical review and date given nobody available to interpret so must be rebooked when one is.		

Actions Taken (Provider)	Date been given to patient for few weeks in advance with an interpreter.
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Service Name	Haxby Orchard Park Surgery	Date Recorded	19/09/2021
Experience identified by:	Telephone		
Experience	The caller has been trying to access their medical history summary as their new employer requires it. They have been in contact with the surgery regularly and have still not received it a month later which is causing them delays in starting their new job.		
Actions Taken (Healthwatch)	Healthwatch contacted the GP practice and managed for the caller to be able to collect their medical summary a few days later.		
Actions Taken (Provider)	Following our contact with them, the GP practice agreed to have the caller's medical summary available to collect in a few days' time.		

Service Name	Newland Group Medical Practice	Date Recorded	28/09/2021
Experience identified by:	Telephone		
Experience	Caller rang with regard to GP service - not heard anything back from them although now referred to the Oncology Department at Castle Hill Hospital. GP Practice issued patient with and access code but caller is unsure how to use this and said not explained by GP practice.		
	Contacted practice manager with regard to issue		

Service Name	New Hall Surgery	Date Recorded	28/09/2021
Experience identified by:	Research		
Experience	I would like to be able to say that my experience with the Modality Partnership was an isolated incident but unfortunately it doesn't seem to be, and things just appear to be getting worse since the pandemic began. That's not to say that I haven't had issues with my local surgery before the pandemic. But the problems that were already there seem to be even worse now. It is incredibly difficult to even get the reception of my doctors on the phone let alone an actual doctor. On average I have to begin calling at 8am and usually try calling over the space of around 2.5 hours and over usually 45 - 50 calls. Even though you can never get through on the phone if you call any later than around 11am you are told it's too late for that day and you have to begin the whole process again the next day. As they say they are unable to make advanced appointments. This whole issue is not helped by the fact that the reception staff are very rude and unhelpful. After reading some of the Modality complaints on this site you		

would think that something should be done about an issue that clearly is not just isolated incidents. Shame on Modality and the NHS for allowing this to happen. I understand that the current situation is putting pressure on the NHS and the local surgery's and I do sympathise with this issue. However there is something very flawed with the procedures of this company and it is up to the NHS to ensure that the public are receiving the healthcare that they need and this does not appear to be happening properly.

Service Name	New Hall Surgery	Date Recorded	28/09/2021
Experience identified by:	Research		
Experience	<p>Couldn't get through on the phone to make my smear test appointment called in. Was told that nothing available and they couldn't make appointments beyond then so would have to call or go in next week. This is not encouraging to any female making an appointment for a smear test! Why could I not just have made an appointment for two weeks' time - not impressed.</p>		

Service Name	Newland Group	Date Recorded	28/09/2021
Experience identified by:	Research		
Experience	<p>Having experienced this doctors surgery for many years PRIOR to joining Modality Partnership, there are glaring failings appearing. PRIOR to Modality I couldn't recommend it enough. Today is very different. Yet but another issue other than not being able to speak to them. Whilst I fully understand that 'it doesn't take a doctor to dress a wound' there is still a requirement for face to face appointments with a doctor and NOT a practitioner. Now you try getting one! Having being requested to submit a sample, it transpired that no test was conducted after submitting it and no one can tell my why. I only discovered that no test was done through my NHS App (lucky I have it) After a swab was taken - no contact at all regarding the results, other than my NHS App telling me it was abnormal . Now try getting through on the telephone to find out what is going on. This being almost impossible, I take myself to the surgery to speak in person to the receptionist who says 'Awhhh they have given you a prescription '. FOR WHAT? Don't even know what is wrong. Pick up prescription and have to 'google' the medication to see what is used to treat. The surgery is absolutely terrible! So annoyed!</p>		

Service Name	Springhead Medical Centre	Date Recorded	28/09/2021
Experience identified by:	Research		
Experience	<p>I read reviews and before starting work today decided to give feedback to the surgery since the Patient Liaison Officers</p>		

standard comment to others directed us to the feedback policy document. However there was no workable link in their downloaded policy document no matter what browser one used even though' other links in the document work! If the Patient Liaison Officer is still reviewing responses please try and correct this link so we can give feedback without having to collect a form from the surgery - the document could be updated to COVID times as well - although in my view some of the issues we have encountered precedes COVID and relates to the private company Modality takeover of Springhead and other surgeries in Hull.

Service Name	Springhead Medical Centre	Date Recorded	28/09/2021
Experience identified by:	Research		
Experience	I had to call this practice twice on the same day. The first time the recorded message offered me a 'call back' (which I got 1 1/2 HOURS later). After that call I spent time looking through my own patient record... and called again. This time was told 'over 30 in queue' and not offered a call back, so had to hold for OVER AN HOUR, and then long conversation with Care Navigator who couldn't deal with my query and twice had to put me on hold to speak to doctor. No wonder people have to wait so long... People registered with this practice seem to get a really raw deal, and being a patient there and having to deal with the practice is so stressful it's actually bad for people's mental health - quite an achievement for a GP practice! (Note: I have edited this comment as the NHS moderator felt that my previous comment contained too serious a complaint).		

Service Name	Springhead Medical Centre	Date Recorded	28/09/2021
Experience identified by:	Research		
Experience	I've worked for the NHS for 27 years closely with GPs and I have never come across such an awful practice as this. I have now been waiting almost three months for an appointment. All they do is fob people off, you can't get through on the phone and when you do they are so unhelpful and downright rude. Please do not register with these people.		

Service Name	Springhead Medical Centre	Date Recorded	28/09/2021
Experience identified by:	Research		
Experience	Suffer from anxiety and need a new prescription of the medication been taking for anxiety. Pharmacy said that due to the time last got the medication (2020) had to ring this practice first to get a new box of medication, nightmare, rang to be told was in a queue of 30 or more other people (that could be 31 to 1000+) no help at all to know how long would		

	have to wait on line for - rang again later and just kept on a loop of recorded messages not knowing how long on hold for so gave up - how else can get my medication. Will be moving to another practice asap - recommend you do the same - poor excuse of a clinic
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Service Name	The Avenues Medical Centre	Date Recorded	28/09/2021
Experience identified by:	Research		
Experience	The only way to get an appointment is to call them - they won't accept you calling in person to book - they run a phone queue, BUT, when you reach the front of the queue you discover the queue is only reducing because people are dropping off, as they don't actually answer the phone. If you complain, they call you rude. Sure I understand they may be busy, but this behaviour is massively disrespectful and deceitful.		

Service Name	Calvert Medical Centre	Date Recorded	28/09/2021
Experience identified by:	Research		
Experience	Not being able to get treatment for a matter that has recurred for a year or more has gotten me down. I've seen many different doctors over the year I've been suffering and none of which have helped, just told me to take Ibuprofen and over the counter medicines but nothing has worked. It is affecting my mental health.		

Service Name	Oaks Medical Centre	Date Recorded	28/09/2021
Experience identified by:	Research		
Experience	Rang to obtain a prescription for an angry insect bite. Was number 2 in the queue then disconnected. When I managed to get through NO appointments you have to go to Story Street. However what they don't tell you is that you have to make an appointment there despite being a walk-in centre. Tried to ring practice again to complain still trying to get through. Appreciate under pressure but so are your patients.		

Compliments

Service Name	The Quays Medical Practice	Date Recorded	28/09/2021
Experience identified by:	Research		
Experience	Have used the online form to contact the staff found very helpful - they aim to get back to you the next day, it is a little frustrating when they don't give you a specific time slot as if you miss it you have to contact reception. Also reception staff		

	are really helpful they can't do enough for you and the GP did my referrals without being seen - highly recommend
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Service Name	New Hall Surgery	Date Recorded	28/09/2021
Experience identified by:	Research		
Experience	I contacted the receptionist yesterday requesting help to obtain the second vaccination. She promptly sent an urgent email to the doctors and this morning I received a phone call at 8.45 am. My problem was sorted immediately and I am now successfully vaccinated. Many thanks to the staff involved for such a prompt response.		

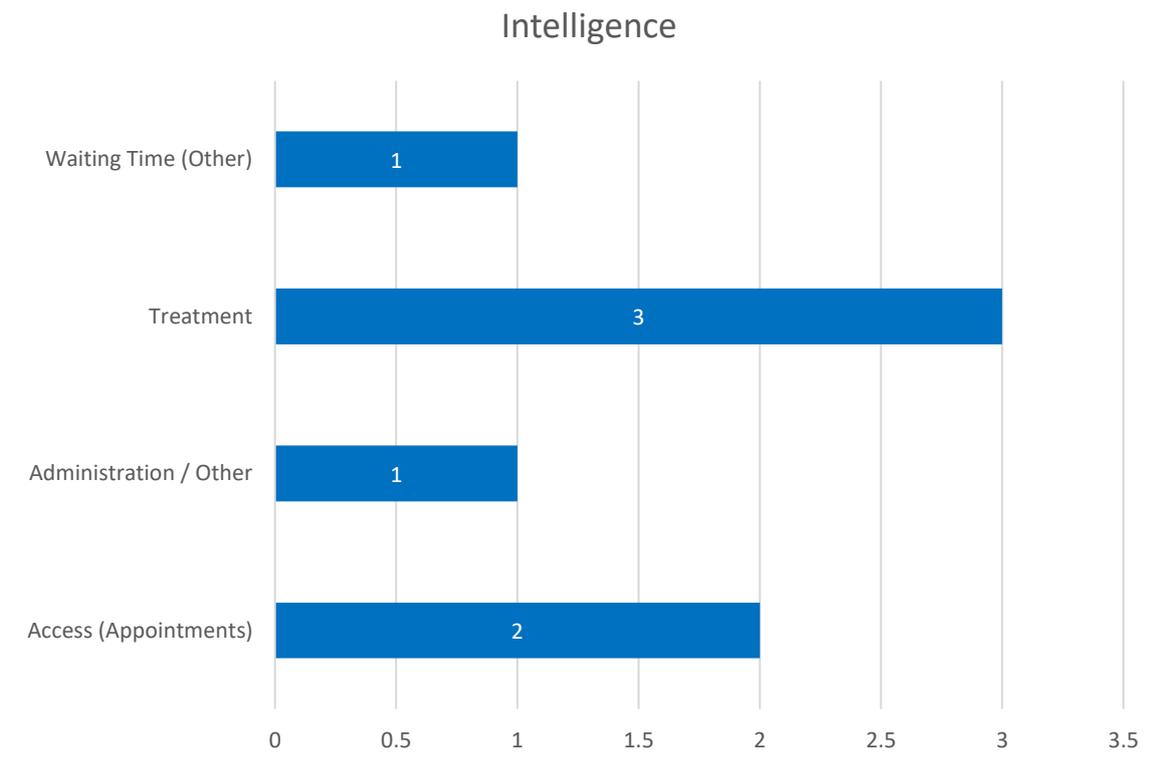
Service Name	Haxby Orchard Park Surgery	Date Recorded	28/09/2021
Experience identified by:	Engagement		
Experience	Patient saw a lovely new doctor who was pleasant and polite. She enjoyed her time with the doctor and found the surgery always provides a good service with helpful receptionists.		

4.3 Experiences Breakdown - Dentist Practices

Statistical Information and Graphs

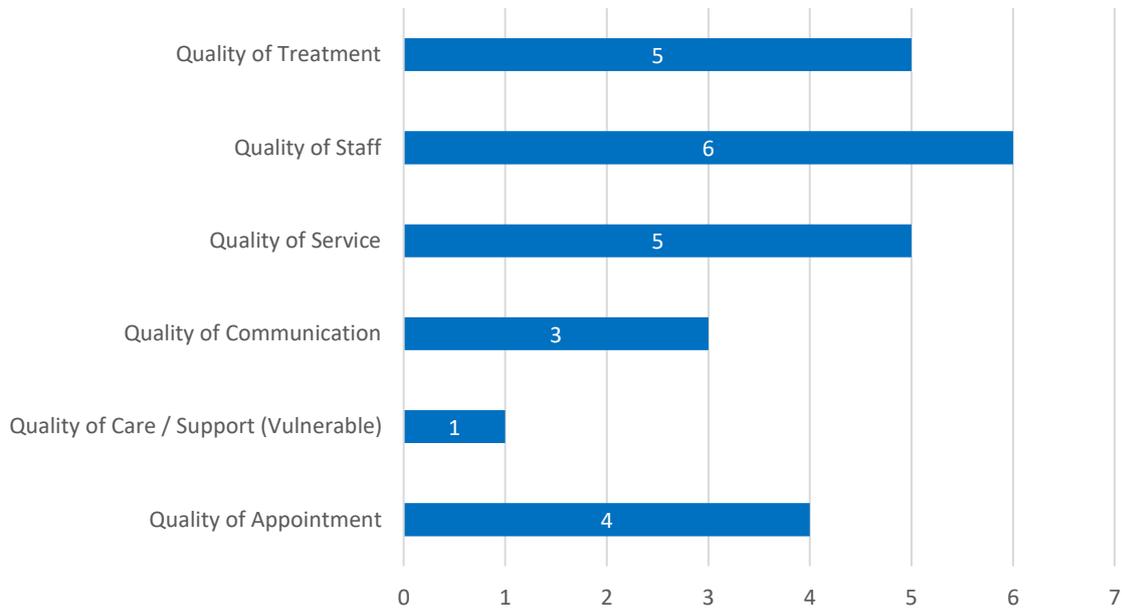
This month, we recorded a total of 11 experiences for Dentist Practices. These experiences were broken down into 6 comments which resulted in 7 intelligence and 24 compliments.

We identified 4 different areas where intelligence was received, the main area where intelligence was received was for Treatment with 3 comments.



We recorded 6 different areas of compliments, the main area where compliments were received was for Quality of Staff with 6 comments.

Compliments



What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

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

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

Intelligence

Dentist Practice	CHCP CIC	Date Recorded	08/09/2021
Experience Identified by:	Engagement		
Experience	Patient had waited for dental appointment to find out on the day they were too large for the CHCP's chairs and had to wait longer for treatment as they needed to be referred to Castle Hill.		
Action Taken (Healthwatch)	Raised to CHCP		

Dentist Practice		Date Recorded	19/09/2021
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Experience Identified by:	Social Media
Experience	I have been trying over the last few days to call many different dentists around the area to see whether I can register as an NHS patient for a some fillings that I desperately need (not classified as urgent currently, but without the treatment soon I am definitely looking at irreversible tooth damage). Every dentist I have called has told me that the NHS waiting list is around 9 months to 2 years. This is so horrible because I know that I will not be able to wait that long without my dental hygiene degrading. However, I have been told that they can see me through private almost instantly which I feel is extremely extortionate. I am a student struggling to get by day to day and will never be able to pay private fees.
Action Taken (Healthwatch)	Advised to contact NHS 111

Dentist Practice		Date Recorded	09/09/2021
Experience Identified by:	Telephone		
Experience	Caller rang to ask about information around accessing a dentist following a fall and damaging front teeth. Although they have received emergency treatment for the pain they are still in need of cosmetic attention. Has contacted many dentists in the area but unable to find one prepared to the required work.		
Action Taken (Healthwatch)	Contacted two of the Emergency Dentists in the area to ask advice - they were taking patients onto a waiting list and advised that patient should register onto that.		

Compliments

Dentist Practice	CHCP CIC	Date Recorded	22/09/2021
Experience Identified by:	Engagement		
Experience	Service was fantastic, made patient feel calm as he can find it difficult due to his learning difficulty. The dentist was very pleasant and considerate.		

Dentist Practice	CHCP CIC	Date Recorded	21/09/2021
Experience Identified by:	Engagement		
Experience	Fantastic attitude from staff, the layout of the dentist was perfect for her disabled child and it was quiet so met his sensory needs.		

Dentist Practice	CHCP CIC	Date Recorded	15/09/2021
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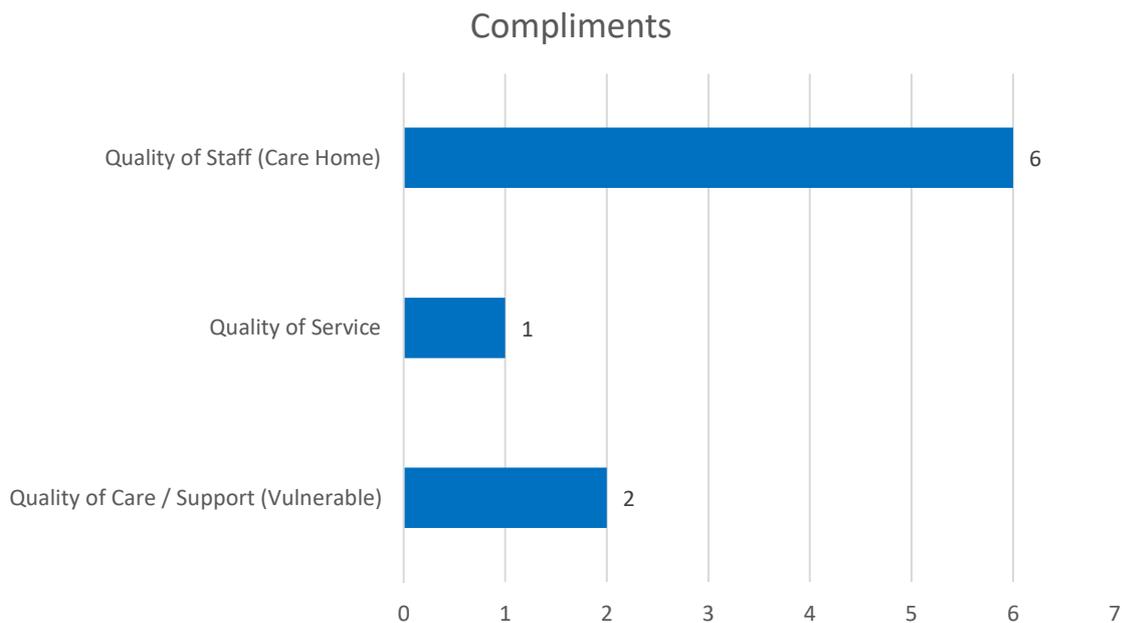
Experience Identified by:	Engagement		
Experience	Staff were very friendly and helpful, explained everything in easy to understand language and was respectful of patients disability		
Dentist Practice	CHCP CIC	Date Recorded	14/09/2021
Experience Identified by:	Engagement		
Experience	Patient has learning difficulties, COVID-19 safety measures were explained, seen on time, happy with treatment and attitude from staff and overall experience.		
Dentist Practice	CHCP CIC	Date Recorded	15/09/2021
Experience Identified by:	Engagement		
Experience	Staff were really friendly and efficient. Patient has learning difficulties and everything was explained as best possible for her to understand.		
Dentist Practice	Mydentist - Newland	Date Recorded	28/09/2021
Experience Identified by:	Research		
Experience	Very professional, put me at ease and always open, friendly and does a really good job. I will definitely continue to have regular appointments.		
Dentist Practice	Mydentist - Newland	Date Recorded	28/09/2021
Experience Identified by:	Research		
Experience	100% impressed with this dentist from how polite all the staff are and also the changes regarding Covid i.e all chairs are 2 metres away from each other and the door is always locked and only opened for appointments. My dentist was Fantastic - 4 visits for route canal and crown put at ease and felt nothing at all , infact will miss my visits 🙏 can definitely recommend		
Dentist Practice	CHCP CIC	Date Recorded	22/09/2021
Experience Identified by:	Engagement		
Experience	Lovely service provided, carer was very happy with how staff treat her disabled relative.		

4.4 Experiences Breakdown - Care Homes

Statistical Information and Graphs

This month, we recorded a total of 7 experiences for Care Homes. These experiences were broken down into 10 comments which resulted in 1 intelligence and 9 compliments.

The intelligence we received related to 1 comment regarding patient dignity.



We recorded 3 different areas of compliments, the main compliments we received was in relation to Quality of Staff (Care Home) with 6 comments.

What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

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

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

Intelligence

Care Home	Rossmore	Date Recorded	28/09/2021
Experience Identified by:	Research		
Experience	This care home is a horrible place, they leave you alone for hours on end, the television is on full all the time so nobody can be heard, meals are left on a table where I cannot reach them. The buzzer was on the bed and I was sat away and couldn't move, so was hungry. It is a horrible place.		

Compliments

Care Home	Sunningdale	Date Recorded	28/09/2021
Experience Identified by:	Research		
Experience	All the staff are friendly and take great care of the client with amazing care. They have also been very good during these difficult times with the pandemic. I hope that the visits return to normal as soon as possible. This is because I believe we are losing valuable time with our loved ones.		

Care Home	Sunningdale	Date Recorded	28/09/2021
Experience Identified by:	Research		
Experience	My mother had a fall and was taken to hospital. They transferred her to Rossmore after three days, where she settled in really well for about three weeks. Despite Mum having to isolate for 14 days, she coped well with all the staff going into her room. Everyone was really helpful and caring. Nothing was too much trouble for them (day or night). Mum received physio treatment and came out stronger than when she went in. She was looked after extremely well. Her room was kept clean, her clothes were regularly washed and she had a TV. Staff were always available to bring her cups of tea, all her meals and snacks. The staff visited her own home with her to ensure she would be able to manage, before discharging her a few days later. I would highly recommend the staff and the home.		

Care Home	Sunningdale	Date Recorded	28/09/2021
Experience Identified by:	Research		
Experience	Well looked after and great care from excellent staff.		

Care Home	Sunningdale	Date Recorded	28/09/2021
Experience Identified by:	Research		
Experience	Overall I felt that my father had exceptional support and care throughout his stay. All staff were approachable, friendly and		

	helpful and clearly had taken an interest in my father and his needs. The facilities and overarch support were excellent.
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Care Home	Sunningdale	Date Recorded	28/09/2021
Experience Identified by:	Research		
Experience	Although my husband has been in Castle Rise for a few weeks, he has settled in absolutely brilliantly. The staff at great with him and they were surprised at his settlement there. He must feel happy and secure which is a great help to me and my daughters. Nothing is too much for them and give 100% to their residents. Without places like Rise, I don't know where when we would be - fantastic.		

Care Home	Sunningdale	Date Recorded	28/09/2021
Experience Identified by:	Research		
Experience	My dad was in Kesteven Grange, he went in for end of life care. The staff were excellent they gave my dad the care support and dignity that he deserved. I can't thank them enough, they kept me informed of any changes and nothing was too much for them. I would truly recommend Kesteven Grange Care Home to anyone who's looking for a care home for their loved ones, all the staff were approachable all other residents seemed very happy and settled.		

4.5 Experiences Breakdown - Hull Royal Infirmary

Statistical Information and Graphs

This month, we recorded a total of 1 experiences for Hull Royal Infirmary. These experience related to 1 intelligence for diagnosis.

What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

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

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

Intelligence

Department		Date Recorded	28/09/2021
Experience Identified by:	Telephone		
Experience	Call from a support service with regard to a client not happy with a diagnosis on their child from a consultant at Hull Royal Infirmary. Previously diagnosed in another country with certain condition but not same diagnosis here. Not able to get medical records from abroad. Person not feeling 'listened to ' and mentioned interpreter availability poor.		
Actions Taken (Healthwatch)	Advised to go back to GP and ask for possible second opinion - gave PALS details around interpreter issues.		

4.6 Experiences Breakdown - City Health Care Partnership

Statistical Information and Graphs

This month, we recorded a total of 2 experiences for City Health Care Partnership. These experiences were broken down into 3 comments resulted in 3 intelligence and 2 compliments.

The intelligence we received was in relation to Access (Appointments), Communication and Treatment, each receiving 1 comment.

The Compliments we received was in relation to Quality of Staff and Quality of Service, each with 1 comment.

What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

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

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

Intelligence

Department	Chiropody	Date Recorded	14/09/2021
Experience Identified by:	Telephone		
Experience	Patient explained they had been waiting for a chiropody appointment for five months and has sent photos and his wife was also waiting for an appointment. He is a diabetic and felt his ailment was not being taken seriously.		
Actions Taken (Healthwatch)	Provided information on how to raise a complaint		

Compliments

Department	Podiatry	Date Recorded	20/09/2021
Experience Identified by:	Telephone		

Experience

CHCP Staff are really professional and friendly, they provided all the information and advice that we needed.

4.7 Experiences Breakdown - Mental Health Services

Statistical Information and Graphs

This month, we recorded 1 experience for the Mental Health. This experience related to one piece of intelligence regarding Quality of Care / Support (Vulnerable).

What We Were Told

Please note, some experiences can have multiple intelligence or compliments and / or contain both intelligence and compliments resulting in more comments than experiences.

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

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

Intelligence

Department	Eden House	Date Recorded	09/09/2021
Experience Identified by:	Telephone		
Experience	Caller rang with regard to her daughter's care in assisted living unit in Hull where she has two support workers to help with her mental health care. If her daughter leaves the unit for any reason, the unit apparently need to call her to inform her - on this occasion they didn't and her daughter turned up at her mum's home using threatening and abusive behaviour. She is concerned for her daughters safety as well as her own and feels the unit are not following the processes required. She has contacted the unit about her concerns but has so far not heard anything back from them.		
Actions Taken (Healthwatch)	Advised Adult Social Services contact number in first instance.		

5. Experience Breakdown - From April 2021

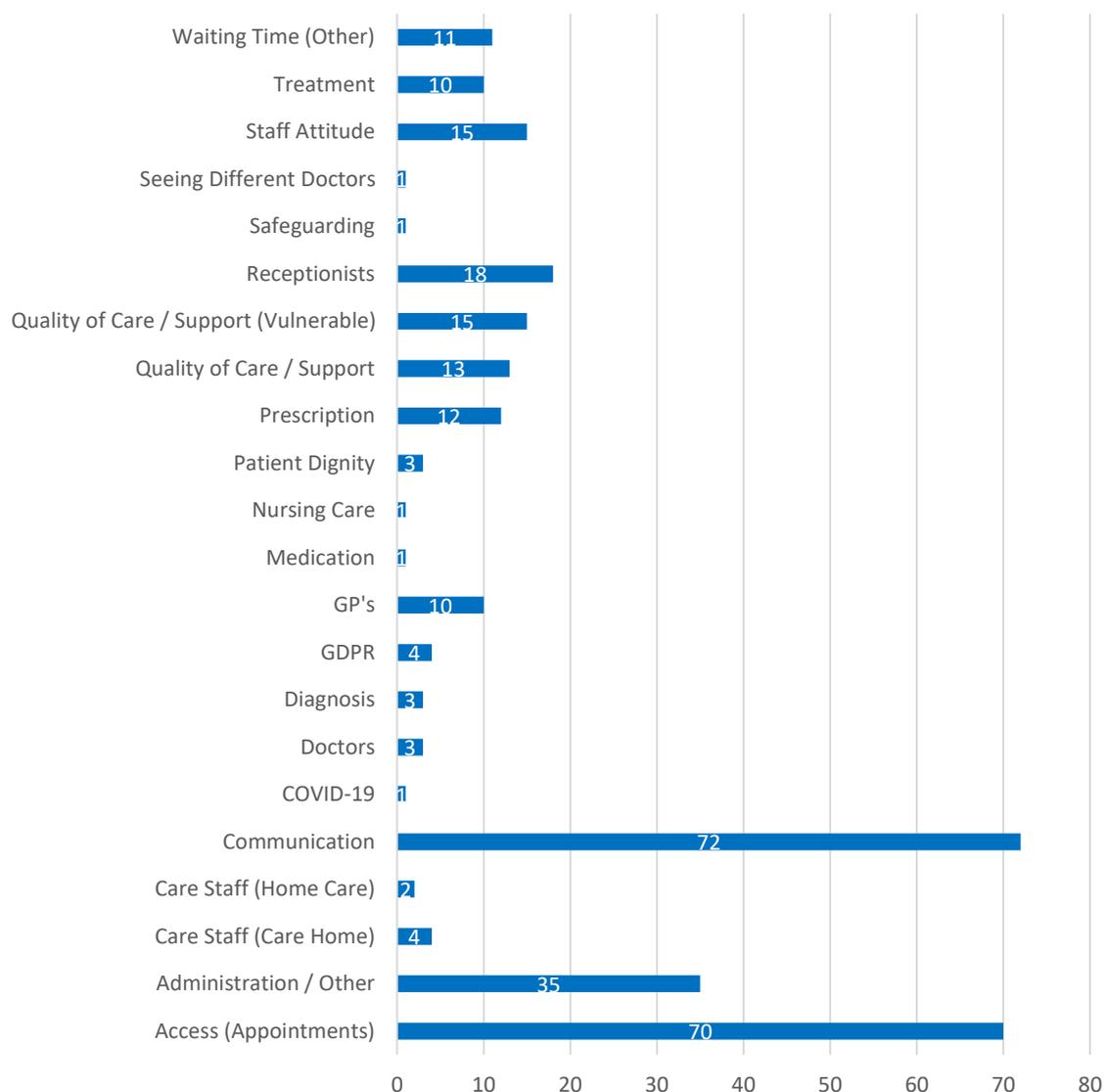
Statistical Information and Graphs

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 305 pieces of intelligence and 264 compliments.

The most reoccurring themes are Communication with 72 comments followed by Access (Appointments) with 70 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.

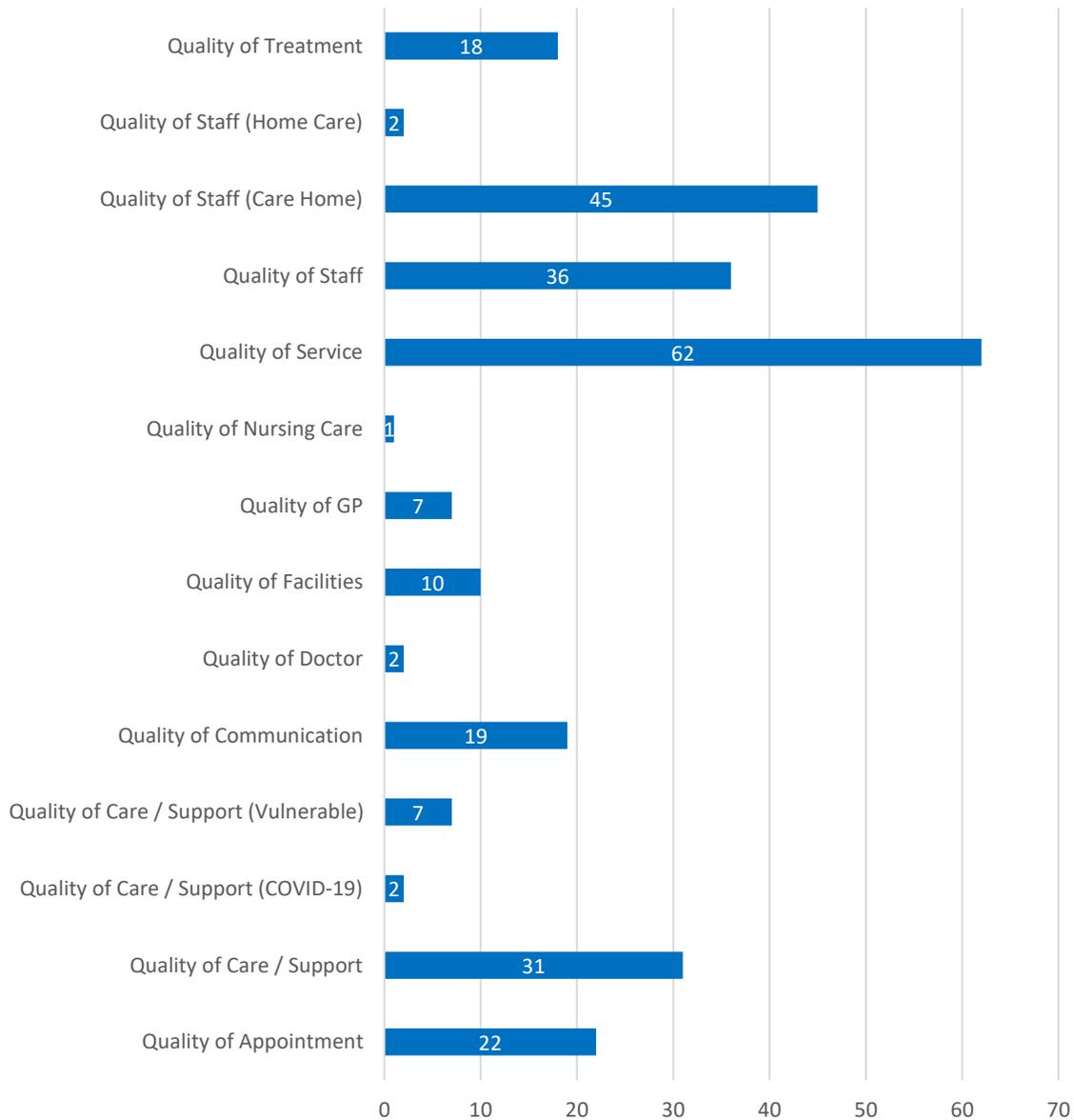
Intelligence Gathered From April 2021



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 62 comments followed by Quality of Staff (Care Home) with 48 comments.

Compliments Gathered From April 2021



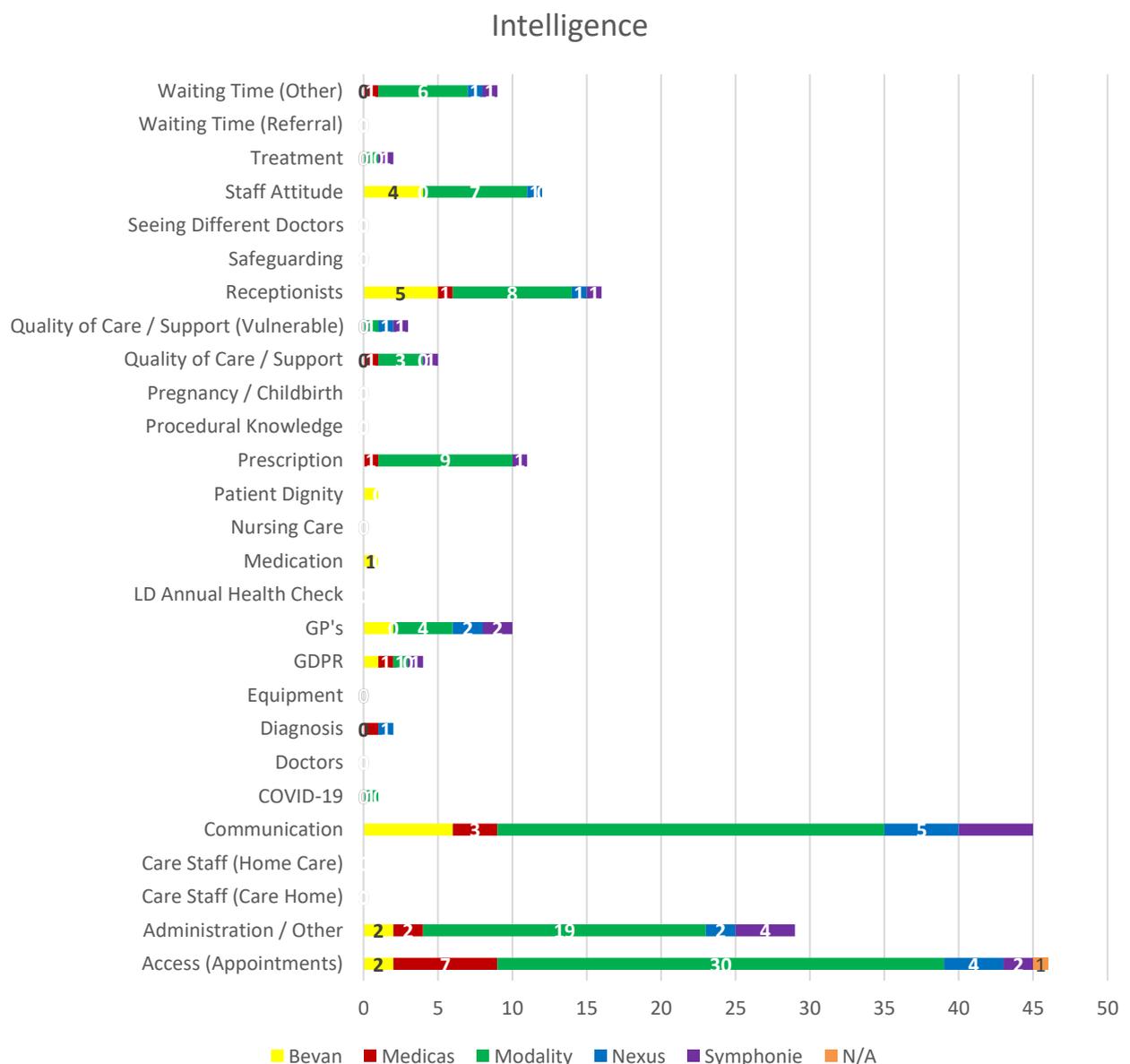
6. Experience Breakdown (PCN) - From April 2021

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 199 pieces of intelligence and 36 compliments.

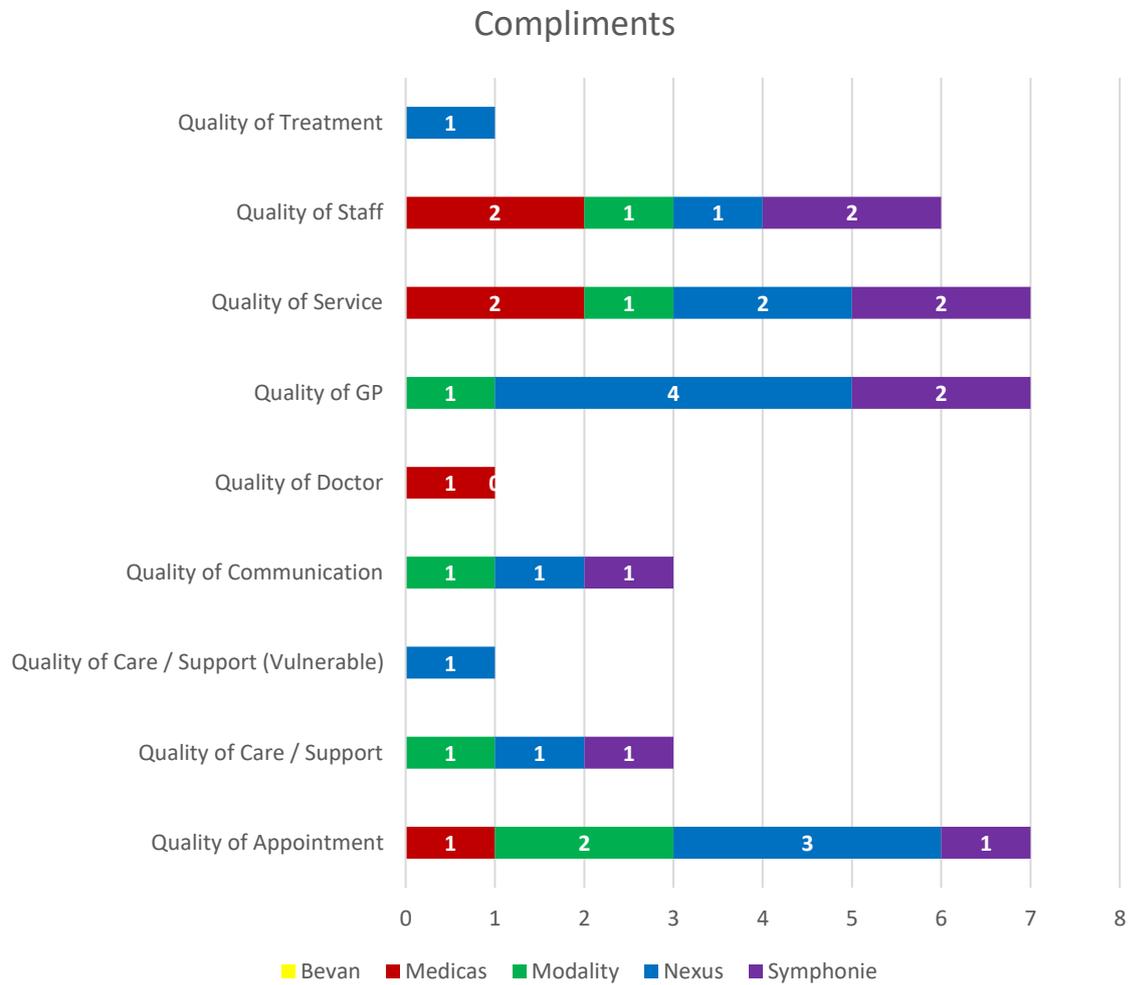
The most reoccurring themes are Communication with 42 comments followed by Access (Appointments) with 38 comments.

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 compliments are Quality of GP with 7 comments.



7. NHS Independent Complaints Advocacy

Statistical Information and Graphs

This month the Independent NHS Complaints Advocacy Service received 2 complaints.

Nature and Substance of complaint:

Allegations of bullying from fellow patient

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust.

Date of incident?

1st September 2021

Nature and Substance of complaint:

Dissatisfaction with length of time taken to diagnose chronic pancreatitis and unhappy with absence of post-surgical care and support.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust.

Date of incident?

April 2021.

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

Organisation	Responsible person	Comments/Actions

healthwatch

Kingston upon Hull

Intelligence Report

September 2021

