



Intelligence Report

January 2024

healthwatch
Kingston upon Hull

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1. Introduction

Healthwatch Kingston upon Hull is the independent consumer champion for health and social care. We have the power and influence to ensure people's voices are heard by those providing and commissioning local health and social care services. In addition to seeking the public's views ourselves; we also encourage services to involve people in decisions that affect them.

Every month, Healthwatch gathers information from the public about local health and social care services, which is shared anonymously with the providers and commissioners of these services. This process allows for issues to be addressed as early as possible in order to prevent further escalation.

The details in this report applies to **January 2024** and refers to the information Healthwatch has received and researched during this period. The report provides the nature of experiences, the intelligence and emerging trends during each monthly period for a range of care providers.

The service areas highlighted in this report are as follows:

- Primary Care
- Secondary Care
- Mental Health Services
- Community Services
- Adult Social Care Services
- Learning & Disabilities Services
- Children/Youth Services
- Yorkshire Ambulance Service

In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

Please note: All experiences have been anonymised and where quotes are given they have been recorded as provided to ensure we capture the authenticity of the experience. All experiences in this report have been received and researched in good faith and where contact details have been provided and were required explored further.

Following the publication of this report we asked service providers to give feedback using the link below as it provides confidence to the public that

their experiences are valued, acknowledged and acted upon:
<https://healthwatchkingstonuponhull.co.uk/reportfeedback>

2. Engagement Activity

During **January** we visited **13** locations in Hull, where we gathered experiences from the public.

The service area locations, we visited during **January** are outlined below;

- Adult Social Care
- Community
- Primary Care
- Secondary Care

Postcode area breakdown for the locations we have visited during December:

- HU1 (Hull City Centre)- 2
- HU3 (Central Hull)- 6
- HU5 (West Hull)- 1
- HU7 (North Hull)-2
- HU9 (East Hull)- 1
- An engagement took place with the Street Outreach Team which took place across the Hull area as part of the engagement for the project which Healthwatch Hull are currently undertaking with Yorkshire Ambulance Service.

The focus of our engagement programme is to find out what people in the local community feel and think about the healthcare services they use. Each month we look to build a picture of the landscape of health and social care in the area and highlight what is working well, what challenges people are facing and, where possible, how can we work together with healthcare providers to overcome those challenges.

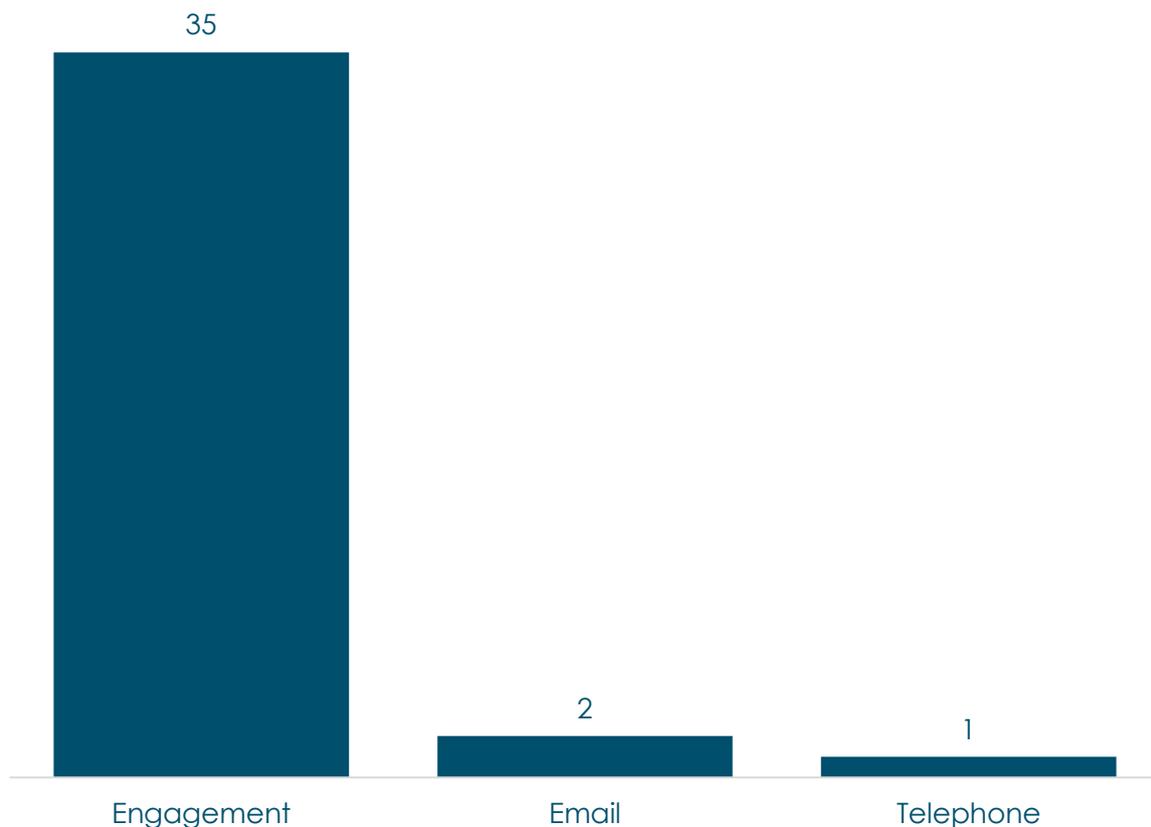
Healthwatch Hull are aware that Hull residents will use services which crossover into the East Riding of Yorkshire, this is evident by the use of Castle

Hill Hospital and we will continue to work to support Hull residents who are accessing these services which are outside of the immediate Hull city boundary.

3. Contact Statistics

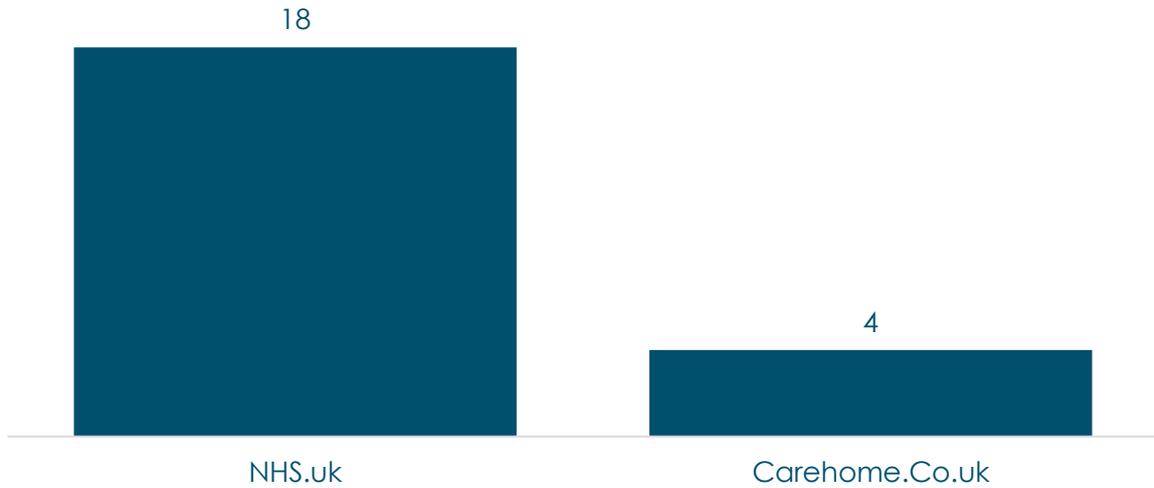
In total **38** people made contact with Healthwatch. The figures below show that Engagement is the most popular method that people use to contact us. Other methods of contact were mainly relating to ongoing Healthwatch Hull projects.

Method of Contact



For January we conducted an online review of experiences from NHS.uk and carehome.co.uk, these experiences came from reviews family, friends and services users have left for services in Hull in total there were **22** experiences.

Research Data



The total amount of experiences this month, via contacts and research is **60** made up of **51** negative comments and **98** compliments.

4. Overall Experiences Breakdown

The charts below detail the breakdown of what the public have been saying about primary, secondary and social care services in Hull for January, looking at both positive and negative comments.

Please note: these figures differ from the amount of experiences gathered, because one experience can result in multiple negative and positive comments.

We recorded 51 negative comments and 98 compliments in total across all healthcare services.

Theme - Compliment



Theme - Intelligence



Access to services and caring, kindness, respect and dignity were highlighted as the main concerns for the month of January. Quality of Care/Support and Quality of Staff are the areas which have received the most compliments during January.

The feedback for January highlights that despite issues with access to services and communication between staff/providers and patients that the quality of care/support patients are receiving along with the quality of the staff is good.

Dentists received the most comments for the month of **January** followed by Hull Royal Infirmary.

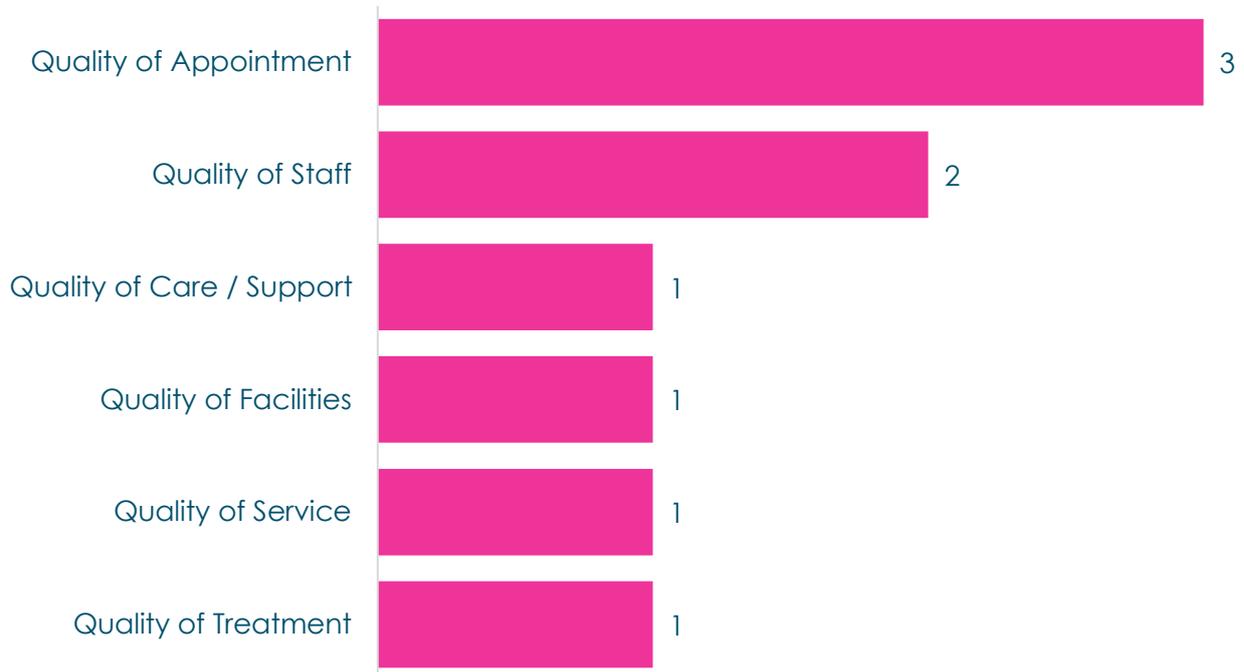
5. GP Surgeries - Experiences Breakdown

This month, Healthwatch recorded a total of **3** negative comments for GP's and **9** compliments from 5 experiences.

GP Surgery - Intelligence



GP Surgery - Compliments



Throughout **January** Quality of Appointment was highlighted as the most positive comment we received.

During January, GP's received 3 negative comments from the public. These negative comments were around Access to Services, Booking Appointments and Caring, Kindness, Respect and Dignity.

Examples of positive and negative experiences:

Positive- Goodheart Surgery (Within Bransholme Health Centre)- PCN-HASP

“After my visit today I would recommend this surgery to anyone Very helpful and went out their way to make me feel at ease at my appointment.”

Positive- The Avenues Medical Centre- PCN- Symphonie

“Great GP's surgery. Both doctors are wise in their field of expertise. All the staff are approachable and logical, whilst also being kind. They all have listening skills. I have had phone appointments, face to face appointments, nurse appointments, contact with a few of the receptionists, last minute on the day appointments and a GP referral to the local hospital. I requested a letter from my GP and got it on time. The receptionists contacted me rather than me having to prompt them. All fine”.

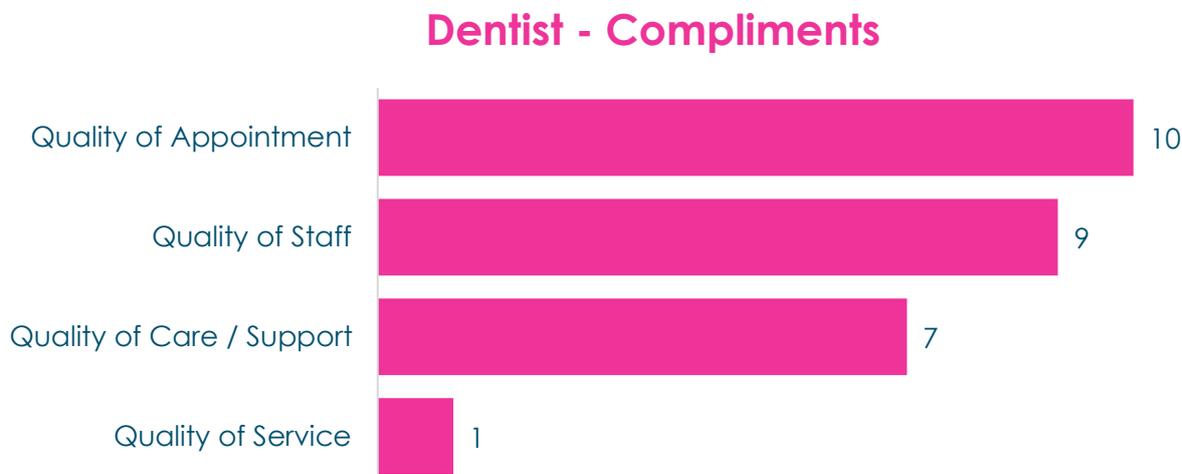
Negative Comment-

James Alexander Family Practice (Within Bransholme Health Centre)- PCN- Marmot

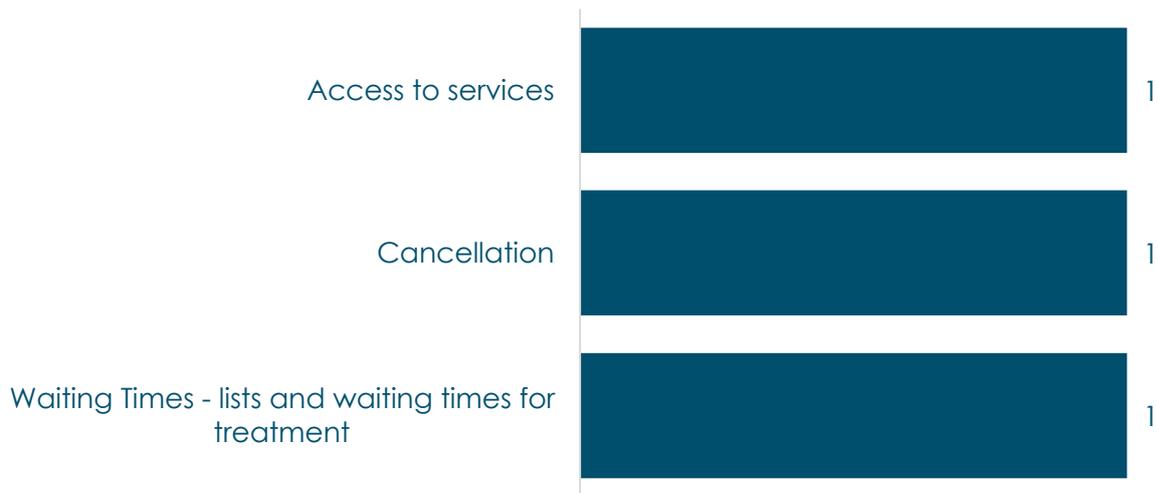
“Rang at 4.15 today 8th of january.started ringing at 8.30 this morning message said I am 20 the in queue rang back at 4.15 message said I was 21st in the queue.before the merger James Alexander was looking after at least 8 thousand people so I was told by a clinician can not under stand why any surgery would offer to take on more patients.when can not professionally look after the ones they have got .and why is it so hard to see an actual GP .it was bad before the merger but a lot. Worse now please try to answer why”

6. Dentists - Experiences Breakdown

Healthwatch received **13** experiences in regard to dentistry from our engagement with the public during January, those are made up of **27** compliments and **3** negative comments.



Dentist - Intelligence



The negative comments received for Dentistry were regarding Access to services, cancellation and waiting times- lists and waiting times for treatment.

Quality of appointment and quality of staff had the most compliments for the month of January.

Example of a positive experiences:

"Quick and efficient, easy to book a follow up appointment, asked one receptionist to register my little one and she said 7 years wait! Asked the receptionist that was there as we were leaving and my little one was booked alongside my appt in 6 months time, amazing service!"

Example of a negative experience: **"Patient reported ongoing issues with his dental practise for about two years with continuing cancellations of his appointments, had a temporary fixture on his molars in august 2023 and is waiting for an appointment for a permanent replacement. Reports that he has had lots of appointments cancelled for various reasons, says he cant afford to go private as is OAP. Says both ladies spoken to sympathise, say he is being treated unfairly as a long standing attendee of the practise, says the relationship was good until this instance, now isn't sure what to do beyond escalating to responsible authorities".**

This experience has been escalated by the patient to the CQC.

7. Yorkshire Ambulance Service

Healthwatch Hull have an ongoing project working with the Yorkshire Ambulance Service (YAS) looking at accessibility for the rough sleeper and homeless community in Hull. During this project we will be speaking to YAS staff members, stakeholders and the rough sleeper community as well as those with lived expertise. This project is ongoing until March 2024 in which the data will be reflected in the intelligence reports for the period of the engagement.

This month the main themes which have been identified by rough sleepers, YAS staff and stakeholders are:

- YAS crews are generally very good, friendly and polite.
- Lack of hostel access and walk in hostels- hostel places usually have to go through Wilson Centre in Hull City Centre.
- Mental health support is often a reason, ambulances are contacted- mental health support can be difficult to access for people who have an addiction or are withdrawing from an addiction (dual diagnosis).
- Addiction and substance misuse is often a reason why ambulances are called for rough sleepers.
- Health and self-care is a low priority for many rough sleepers.
- Wait times for ambulances can cause challenges for services such as hostels which may have limited staff and can cause frustration for patients.
- Stakeholders have said they feel at times rough sleepers and those who are homeless often are held to different standards than other members of the public- drugs and alcohol can be seen as 'the patient's fault', whereas if someone required an ambulance for a sports injury for example no one would say it was their fault for playing the sport- this attitude can play into the stigma that rough sleepers and the homeless population face.
- Stigma is felt by rough sleepers in ED, feel they are looked down on and judged- this can lead to rough sleepers discharging themselves before they are seen meaning that they are not receiving treatment which can lead to multiple ambulances being called.
- Another reason for self-discharge from ED has been stated as addiction- lack of access methadone in ED- long wait time- addiction often takes priority over clinical treatment.
- Challenges around assessing an individual's capacity.

- Patient transport services and 111 are services which are not used very often by rough sleepers as these services often do not work for them in terms of appointment bookings, communication and travel distances.
- There are differences which have emerged between those who are rough sleepers and those who are within hostels- those who are in hostels are more likely to access

8. Care homes- experience breakdown

Healthwatch received **5** experiences for the January compiled of **0** compliments and **10** negative comments.

Care Home - Intelligence



For the month of January we received no compliments for care homes and 10 negative comments; this was due to reduced number of engagements within ASC in January.

The theme which was highlighted the most as negative was “Caring, kindness, respect and dignity”, the experiences we received which highlighted this spoke on how their family members received a very poor level of care and below is an example of these experiences:

"I took my dad into there for respite to see if we could get him to eat. He ended poorly so we moved him after 4 days due to not giving personal care at all. He had a fall the first night and had skin tears but they did not inform us of this. He was still in the same clothes and pull-up pad on the 4th day when we gave him personal care ourselves, to find his pad soaked in both urine and faeces. A lot of the staff are great but there was a particular senior who was rude to his family in front of my dad, I would not leave my dog there."

This review was escalated to the ASC team at Hull City Council who handle complaints and feedback for further investigation, the quality and safeguarding lead and CQC were also made aware of this and Healthwatch Hull will continue to follow this up.

Moving forward this is a theme we are going to continue to look into in our future engagements across adults' social care.

9. Hull royal infirmary

Healthwatch Hull **11** experiences for Hull Royal infirmary during January made of up **18** negative comments with **18** compliments received from engagement our events within the community during January.

Hull Royal Infirmary - Compliments



Hull Royal Infirmary - Intelligence



The most common negative comments received were in reference to patients feeling involved and listened to within their care at Hull Royal Infirmary. Overall waiting times continue to be a high scoring theme within the negative comments surrounding patient experience, as well as Access to Services and Communication between staff/providers and Patients. The three main themes of compliments received were in reference to Quality of Service, Quality of Care/Support and Quality of Staff experienced by patients of Hull Royal Infirmary. The feedback gathered indicates that although patients feel as though they could be more actively involved in their care, the overall quality of service provided by staff within the NHS at Hull Royal Infirmary has been reported in a positive light.

Examples of negative comments

'Been at ED around 45 minutes so far, ongoing miscarriage, bleeding a lot. Not been seen yet only seen on front desk by consultant. Not happy with treatment today said it should have been quicker as she is bleeding heavily. Patient stated she nearly died with her last 2 children as she bled so much. Patient was called in to be seen whilst we were speaking.'

'My doctor here doesn't listen and they definitely don't understand my condition I have thought about changing doctor but this one is my 3rd in 3 years'

Examples of positive comments

'Arrived at ED about 7am approx. 2.5 hours ago. Really good experience today, staff are very friendly and very efficient considering on going strike action. Reception, triaged, cannulated and seen consultant within 2.5 hours. Waited less time in ED this morning than for a call back from 111 during the night. 111 tried to send to GP but need a scan, going to cedar ward. Volunteers bringing refreshments round which is nice. Works at NHS herself and was dreading coming to ED due to the usual waiting times and the strikes but it has been a really good experience.'

'From the moment I entered Medical Outpatients to be seen by the Rheumatology Department I was treated with great consideration, patience and kindness. All the staff went out of their way to put me at my ease, willingly answered questions and anticipated my needs. I was even offered a wheelchair which arrived promptly, was sanitised and proved to be of real benefit. Waiting times were minimal and the organisation was excellent; in the space of just over two hours I had seen the consultant, had blood samples taken, been given a steroid injection and had 3 x-rays. I left feeling reassured and knowing a plan was in place for treatment. The Rheumatology Department is to be highly commended. '

Castle Hill Hospital - Experiences Breakdown

Healthwatch Hull received 1 experience for Castle Hill Hospital consisting of 3 compliments. Engagements conducted during January did not obtain any negative comments.

Castle Hill Hospital - Compliments



Example of the Positive Comment

'Patient went to hospital for an appointment and for a MRI scan and said the staff were brilliant and that the hospital can't be faulted. Patient arrived early and was fitted in quickly.'

Mental Health Services

Healthwatch did receive intelligence for mental health services for the month of January through our project with Yorkshire Ambulance Service looking at rough sleepers and those who are currently experiencing homelessness with Hull. There has been feedback from the people we have spoken to about the lack of mental health support they feel that they receive across the system regarding mental health.

Example of a negative comment from a hostel resident in Hull regarding mental health support - 'I took an overdose last year and got taken in an ambulance to Hull Royal, waited for ages to see the mental health team in A&E and asked for them to put me in Miranda House however they discharged me to the community mental health team, I am still waiting to see them now and this happened last summer. Don't feel well supported by them to be honest but I am doing better now'.

Example of positive feedback from a rough sleeper in Hull about the Homeless Mental Health Team- 'They come out on outreach quite a bit and they are in the Hub as well which is good that they come to us and it can help get the support that we need. They are always nice and do try to help.'

We will continue to support people using the services and will look to increase the awareness of our organisation within mental health services so that we can provide the best possible support to the community and with the introduction of our new project officer for secondary care and mental health we will have more capacity to signpost and speak to those users of mental health support services.

10. Independent NHS Complaints Advocacy Service

The Independent NHS Complaints Advocacy Service is a free, independent, statutory advocacy service, funded and commissioned by local authorities.

In Hull, this service is delivered by our partner organisation Cloverleaf Advocacy who supports Hull residents who want to make a complaint about NHS commissioned services.

Through the support it provides, the Independent NHS Complaints Advocacy Service ensures local people have their voice and concerns heard by providers and commissioners of local services. By allocating an advocate who will speak confidentially to them about their concerns and help them to understand the different options available at each stage of the complaints procedure.

This month, the Independent NHS Complaints Advocacy Service was asked for assistance with **5** new cases and are supporting on a further **58** ongoing cases with **9** cases being closed.

The new cases for the Independent NHS Complaints Advocacy Service are outlined below;

1. Hull Royal Infirmary

Query about decision to commence course of chemotherapy after patient subsequently died 3 days later and was diagnosed with pneumonia post-mortem.

2. City Health Care Partnership (CIC)

Dissatisfied with Customer Care when discussing access to Podiatry services.

3. Newington (GP) Health Centre

Query regarding entitlement to access copy of biological children's GP medical records.

4. Hull Royal Infirmary

Dissatisfactory patient experience when attending Accident & Emergency (A&E) including length of waiting time and alleged poor Customer Care delivered by A&E Reception staff.

5. Emergency Yorkshire Ambulance Service & Hull Royal Infirmary

Alleged delay in accessing Emergency Ambulance after patient experienced a stroke in the community & Alleged delay in surgery to treat symptoms of stroke as an inpatient.

11. Who we share this report with

Following our experience gathering each month, Healthwatch develops this monthly intelligence report to assist local service providers and commissioners to understand the public's perceptions; with a view for their experiences to highlight possible areas of change.

When published, this report is sent to:

- Hull Health and Care Partnership (formerly, NHS Hull Clinical Commissioning Group)
- Humber Teaching NHS Foundation Trust (HTFT)
- City Health Care Partnership (CHCP)
- Hull City Council
- Care Quality Commission (CQC)
- Hull University Teaching Hospitals NHS Trust (HUTH)
- NHS England and NHS Improvement (NHSE/I)
- Healthwatch Hull Independent Strategic Advisory Body
- Independent NHS Complaints Advocacy Service

Healthwatch Kingston upon Hull also attends regular meetings to discuss our intelligence report with those who have the power to influence health and social care now and in the future.

Some of the meetings we attend are:

- Health and Wellbeing Board
- Health and Social Wellbeing Overview and Scrutiny Committee
- Primary Care Quality and Performance Sub-Committee
- Hull University Teaching Hospitals NHS Trust Patient Experience Sub Committee Meeting
- Hull Health and Care Partnership Intelligence Meeting

The information provided in our intelligence reports also contribute to our rationale to use our Healthwatch statutory power to 'Enter and View' and our decision-making in future project work.

Upon receiving this report, we ask if service providers could give specific and general feedback using the link below:

<https://healthwatchkingstonuponhull.co.uk/reportfeedback>

