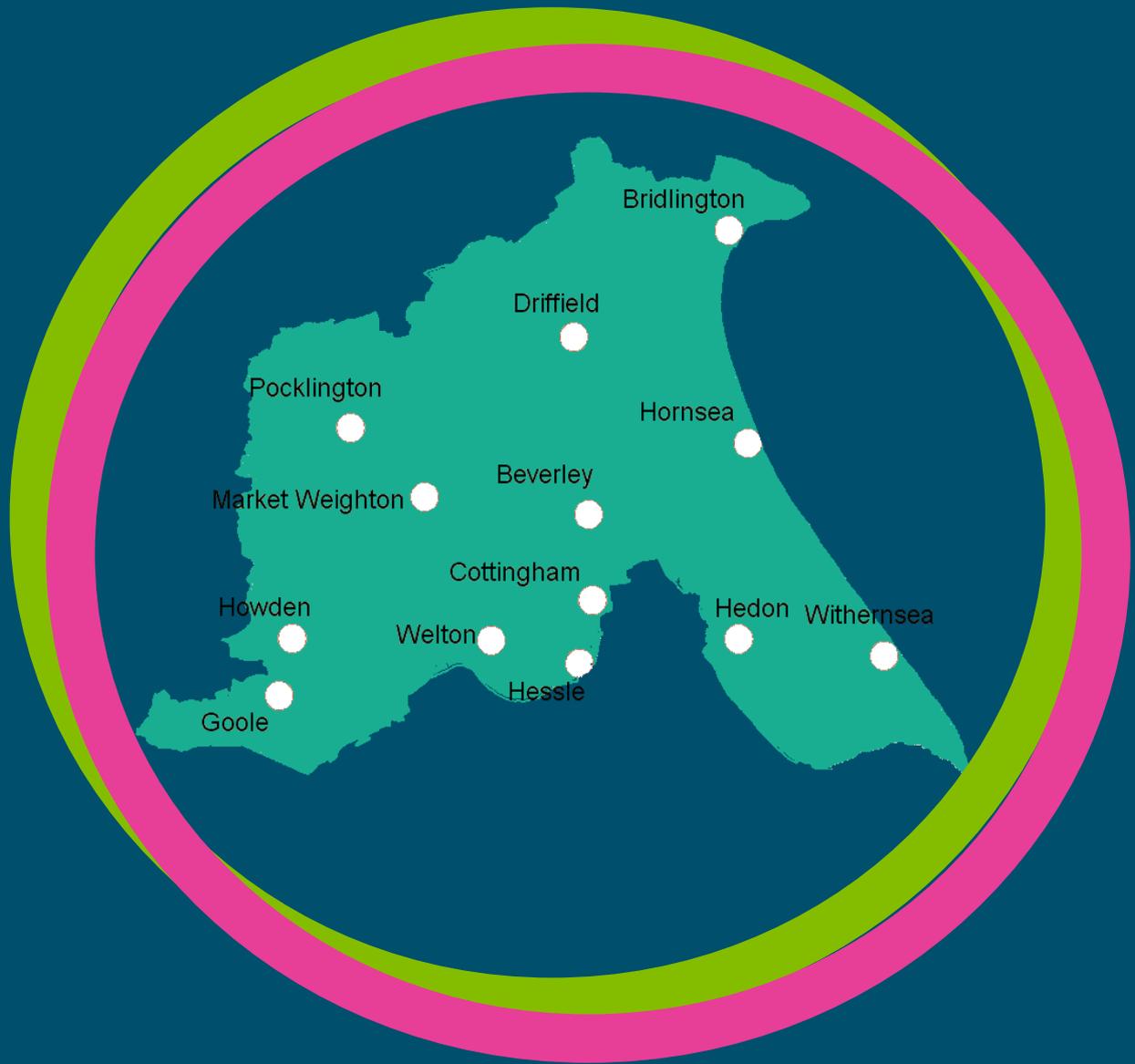


# healthwatch

East Riding of Yorkshire



# Intelligence Report

## June 2023

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# 1. Introduction

## What we do

Healthwatch East Riding 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.

Healthwatch also has a statutory power to 'Enter and View' local services; where we provide recommendations for improvement. To find out more, please visit: <https://www.healthwatcheastridingofyorkshire.co.uk/enter-and-view/>

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.

## This Report

The detail in this report applies to **June 2023** 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 quarterly period for a range of care types and providers.

### **The service areas highlighted in these reports are as follows:**

- Primary Care
- Secondary Care
- Urgent Emergency Care
- Mental Health Services
- Community Services
- Other Services

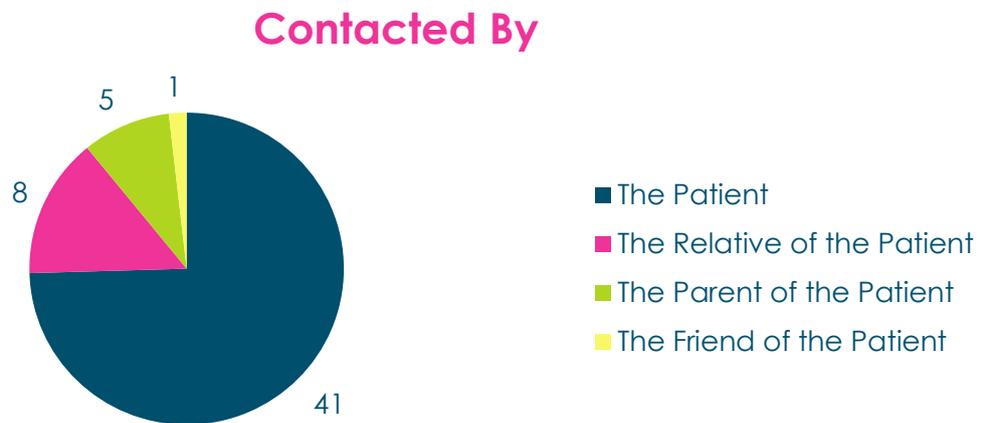
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

**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 if required, explored.

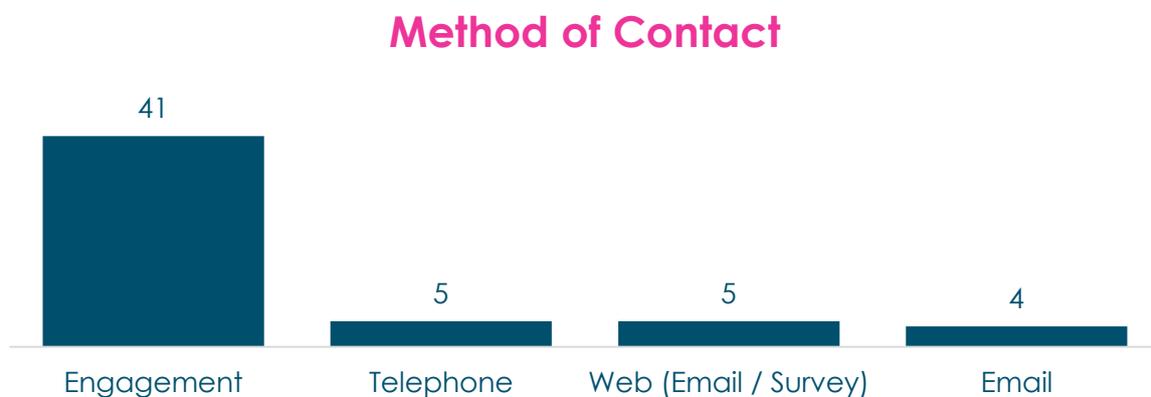
Following the publication of this report, we are happy to receive feedback from service providers using the [enquires@healthwatcheastridingofyorkshire.co.uk](mailto:enquires@healthwatcheastridingofyorkshire.co.uk) as it provides confidence to the public that their experiences are valued, acknowledged and acted upon.

## 2. Contact Statistics

During **June** we had **55** people contact Healthwatch directly to provide feedback or to ask for information/advice.



The most popular means of contacting Healthwatch this month is shown below.



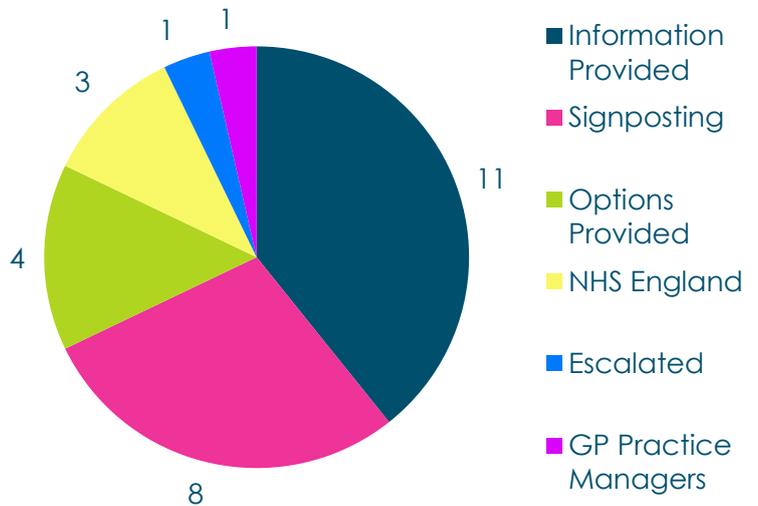
We also conducted online research of local services, where we found a total of **55** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of **June**.



The total amount of information and experiences retrieved this month, through contact and research is **110**.

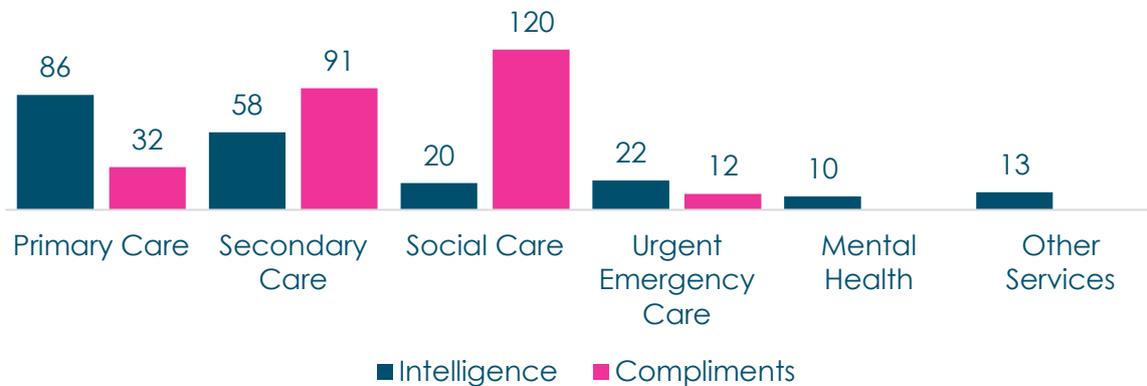
This month, Healthwatch took actions from the experiences received. Our most common action was providing information.

### Actions Taken

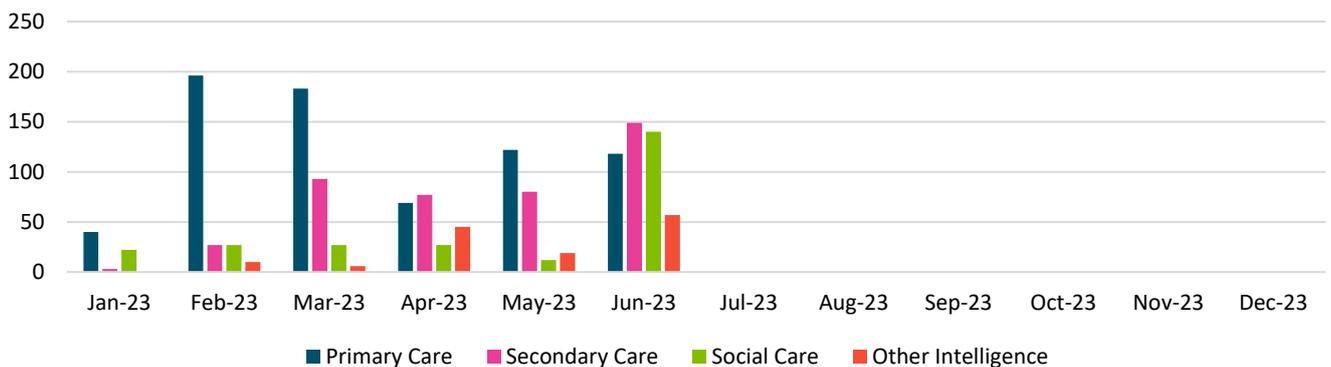


Below details what service the public have been feeding back on in the month of **June**.

### Care Type



The graph below shows the comparison of data received in previous months.



### 3. Information Requests

No information requests have been received this month.

### 4. Primary Care Intelligence

#### 4.1 Experiences Breakdown – GP Intelligence

This month, Healthwatch recorded a total of **16** experiences for GP Practices. These experiences were broken down into **52** intelligence and **29** compliments.

**Please note** figures differ from the amount of intelligence gathered, because one experience can result in multiple intelligence and compliments.

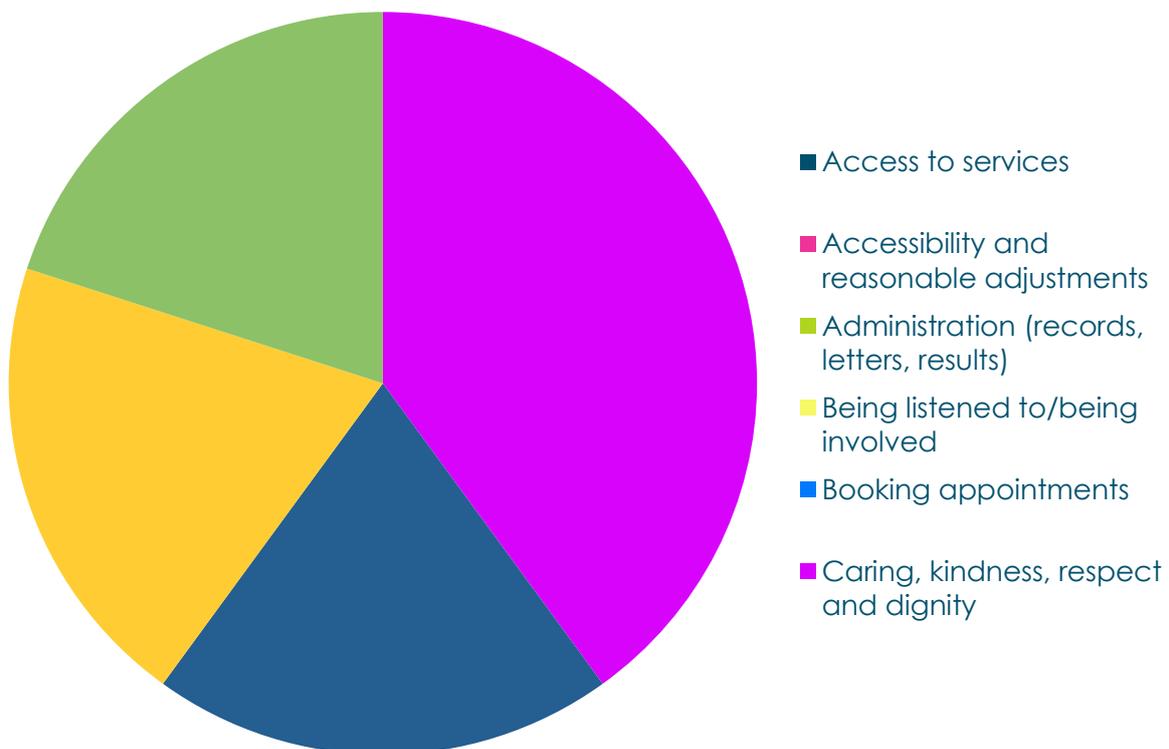
#### Theme Breakdown – GP Intelligence

**Below highlights the main themes from this month's intelligence:**

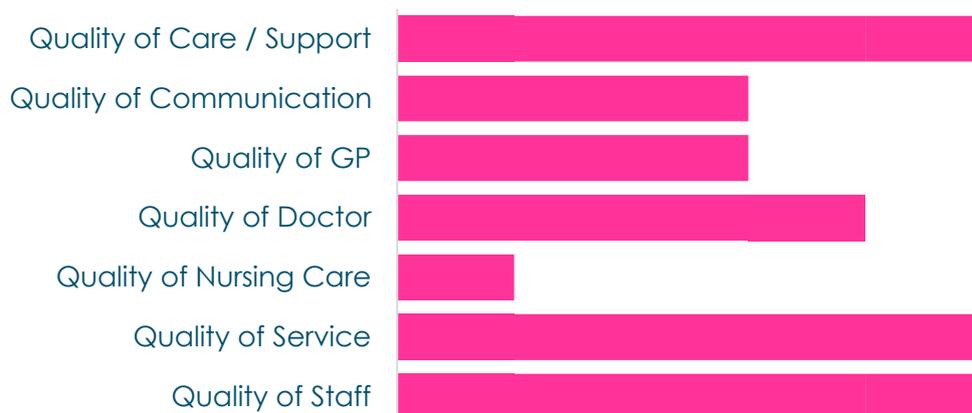
- **Access to services**
- **Accessibility and reasonable adjustments**
- **Administration (records, letters, results)**
- **Being listened to/being involved**
- **Booking appointments**

**Healthwatch identified the below from the compliments.**

GP Areas for improvement



## GP Surgery - Compliments



### Lived Experiences

**Please note:** some experiences can have multiple intelligence or compliments and may contain both intelligence and compliments.

### Negative Experiences

Service Name:	Manor House Surgery	PCN:	Bridlington
Identified By:	Research	Date Recorded:	1 June 2023
Experience:	"While I was dealt with today the receptionist stopped and got a biscuit and had a chat with a colleague and then she rudely said I can only deal with one thing at a time and then stopped again to order her tea and have a chat to some different colleagues- I have a hidden disability that means I cannot stand for long period of time. Considering it doctor's surgery you would think they would take account of how they keep ill people waiting."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Telephone	Date Recorded:	1 June 2023
Experience:	The patient reached out to us for guidance on lodging a complaint about their GP practice, which they feel has neglected their health needs following an accident in October		

	2021. Despite their mobility issues, swollen feet, and increasing depression, the patient expressed feeling dismissed by both the doctors and staff at the practice.
Actions Taken: (Healthwatch)	In response to their request, we recommended they approach the practice manager directly with their complaint, according to the practice's procedures. We also outlined potential next steps if their complaint fails to achieve a satisfactory response. As the patient doesn't have access to email or is tech-savvy, we ensured they had the necessary phone contact information for NHS and Cloverleaf advocacy services.

Service Name:	Hedon Group Practice	PCN:	Holderness Health
Identified By:	Email	Date Recorded:	1 June 2023
Experience:	A patient contacted us to tell us about their concerns with their Testosterone Replacement Therapy managed by Holderness Health. They reported a significant drop in their testosterone levels and a lack of proper response to their concerns by their GP. The patient has had to self-adjust their medication to maintain their work, despite potential risks, and feels their situation is not taken seriously. They sought advice from us after encountering a barrier with their new endocrinologist, who requires GP contact to proceed. The patient had previously made a complaint about a nurse, but it was dropped due to late reporting. We advised on further communication with Holderness Health and potential complaint procedures.		
Actions Taken: (Healthwatch)	Healthwatch provide advice to how to make a formal complaint.		

Service Name:	Market Weighton Practice	PCN:	Harthill PCN
Identified By:	Research	Date Recorded:	12 June 2023
Experience:	"Although the doctors are very good getting through them is very difficult the phone service is awful and even today I have been on the phone to them listening to music for an hour this is not unusual they really need to resolve this issue."		

Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.
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Service Name:	Brough Surgery	PCN:	The Ridings Medical Group
Identified By:	Research	Date Recorded:	19 June 2023

Experience:	<p>"My husband has high blood pressure, and it is not helped when he received a text message from the practice to call them asking him to make an appointment regarding his blood pressure readings. He could not get through and was placed at 50 in the queue. This eventually went down to 30 in the queue, then 18, next 15 and then back to 50 in the queue. This took a lot of his time up. He was enraged to say the least at having to go to the back of the queue, so he hung up. How can this happen? There clearly is something wrong with their phone system. To begin with there are so many messages relayed over the answer phone, many repeated at some stage, before one can even reach the queue! My husband took his blood pressure reading immediately after hanging up and it was through the roof. This is so frustrating. He called again later that day and eventually after another long wait reached someone who clearly was not trained to be a receptionist because she didn't even know the surgery's email address. He explained that he had been asked to make an appointment via a text message and was given a date one month ahead. This seems unjust. Bottom line: Text messages cannot be replied to and having to wait in a telephone queue is like been addresses at a call centre of an insurance company, not a medical practice. The practice needs to address their phone system to enable the call to be answered in a timely manner, lessen all the repeat messages and make sure no one is sent to the back of the queue during this ridiculously lengthy wait time. People cannot be expected to wait so long in a phone queue. Other than the phone system he has been most pleased with the practice and the doctors who he has had contact with. "</p>
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Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.
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Service Name:	North Beverley Medical Centre	PCN:	Beverley PCN
Identified By:	Research	Date Recorded:	23 June 2023
Experience:	"Rang up, after 20 minutes on hold, the lady who answered the phone was not compassionate and the service was cold. Tried to book an appointment to be told there was none coming up (fair enough) but to then be told I can't book one in advance outside of the "coming up" period is ridiculous as supposedly the appointments are released in blocks only and it's management making these decisions. Last I checked Calendars go forward in time for an infinite period of time. What is the point of a GP where you can't get an appointment."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	GP Surgery		
Identified By:	Web (Email / Survey)	Date Recorded:	24 June 2023
Experience:	Patient said: " Break down in communications apparently the GP surgery is trailing a government initiative and cannot make appointments over the phone either. You fill in an online consultation or the doctor's receptionist does it for you. It then goes to be triaged. If you're lucky you may get an appointment the same day if not you wait. I am still waiting 3 days later. Completely impractical service for elderly/ vulnerable"		
Actions Taken: (Healthwatch)	Feedback submitted anonymously via webform to be included in the monthly intelligence report.		

Service Name:	St Nicholas' Surgery	PCN:	Holderness Health
Identified By:	Engagement	Date Recorded:	29 June 2023
Experience:	Patient said:" "I'm having a tough time getting to see a doctor. Whenever I try, I'm put on hold for what feels like forever,		

	sometimes more than an hour. Eventually, I have to hang up because it's time to head to work. Because of my job, I can't make it to the practice in person and it feels like I can't get the help I need. I've given up. I feel really disappointed and let down."
Actions Taken: (Healthwatch)	Healthwatch present at the engagement advised patient to use the online consultation form to reach GP practice. Patient was unaware of it and was happy to try and use it.

## Compliments

Service Name:	GP Surgery		
Identified By:	Web (Email / Survey)	Date Recorded:	14 June 2023
Experience:	Patient said via webform: " Today I had an appointment to get a blood test done, the appointment went well"		
Actions Taken: (Healthwatch)	Feedback submitted anonymously via webform to be included in the monthly intelligence report.		

Service Name:	The Snaith and Rawcliffe Medical Group	PCN:	Cygnnet
Identified By:	Research	Date Recorded:	15 June 2023
Experience:	Patient said: "I have only recently moved to this practice in the last 12 months. I have been blown away by the service, dedication and focus on their patients. I know all too well how GP services get a bad reputation for not being accessible. So wanted to share my experiences so far have been excellent. When I needed to make an appointment for a non-urgent reason the reception staff apologised first that it "might be a while" to then be shocked when it was only a week later. in the past at previous doctors, I've dreaded having to call to make an appointment. Not here, the ladies on the front desk are so helpful and friendly and I feel comfortable and confident to ask the questions I'd have previously avoided for fear of putting on a pressured resource. Today I had a call for my medication review. I was dreading that too, but the pharmacist who called		

	me was lovely, helpful and a pleasure to deal with. Whatever you're all doing there needs to be shared as excellent practice other services should be striving to provide. Thank you, The Marshes."
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.

Service Name:	The Snaith and Rawcliffe Medical Group	PCN:	Cygnat
Identified By:	Research	Date Recorded:	16 June 2023
Experience:	Patient said: "I cannot praise the practice highly enough. Fantastic service and attention as always. We are so lucky to have The Marshes as our practice."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	The Snaith and Rawcliffe Medical Group	PCN:	Cygnat
Identified By:	Research	Date Recorded:	16 June 2023
Experience:	Patient said: "This practice is run extremely professionally; I can honestly say that I have never come across a member of staff who has not been anything but helpful and I always feel more than satisfied with response times and service provided. All the partners are genuinely caring people who do their utmost to always help. I always feel that things have been explained well to me, that I am given options and able to make decisions regarding my care. The opportunity to ask questions if I am unsure of something is always given and I never feel that appointments are rushed. For example, if I want advice writing down for me then it can be sent to me via text message if required. My experience of the nursing staff has also only been excellent. The reception staff are always pleasant and helpful and knowledgeable, and I always feel that they have taken ownership of any query which I may have and signposted it correctly. Waiting times are low, same day appointments if necessary are available, even getting through on the telephone		

only usually involves a short wait. Technology is used for booking appointments, messages can be left for clinicians, and received, photographs can be sent securely and viewed instantly. All in all this is an excellent practice, working under the same pressures as all others in primary care however somehow delivering first class service whilst others are struggling. I cannot thank all staff at The Marshes enough for the care I and my family receive, they should be very proud of the teamwork which is provided resulting in such high patient satisfaction."

Service Name:	The Snaith and Rawcliffe Medical Group	PCN:	Cygnat
Identified By:	Research	Date Recorded:	17 June 2023
Experience:	Patient said: "As someone who works to support vulnerable individuals in East and South Yorkshire, I have more experience than I would like to deal with GP practices. It always reminds me to be grateful that my practice The Marshes Surgery provides such a professional and stress-free service. I have never had a problem making contact or getting appointment. I have always received the support I have needed, and I speak on behalf of myself and my family. Other practices could learn a lot from the Marshes team. Keep up the good work. It is appreciated. "		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Practice 3	PCN:	Bridlington
Identified By:	Research	Date Recorded:	20 June 2023
Experience:	Patient said: "Can't fault the surgery All the staff are polite and helpful (often under very stressful circumstances) My husband and I have always received excellent and prompt care Keep up the good work ★★★★★"		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	St Nicholas' Surgery	PCN:	Holderness Health
Identified By:	Engagement	Date Recorded:	29 June 2023
Experience:	Patient said:" I've seen my GP's practice getting better in the last few months. The phone system isn't good yet, but if you can call in, the staff will listen and if its urgent, they do their best to let you see someone that same day. "		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

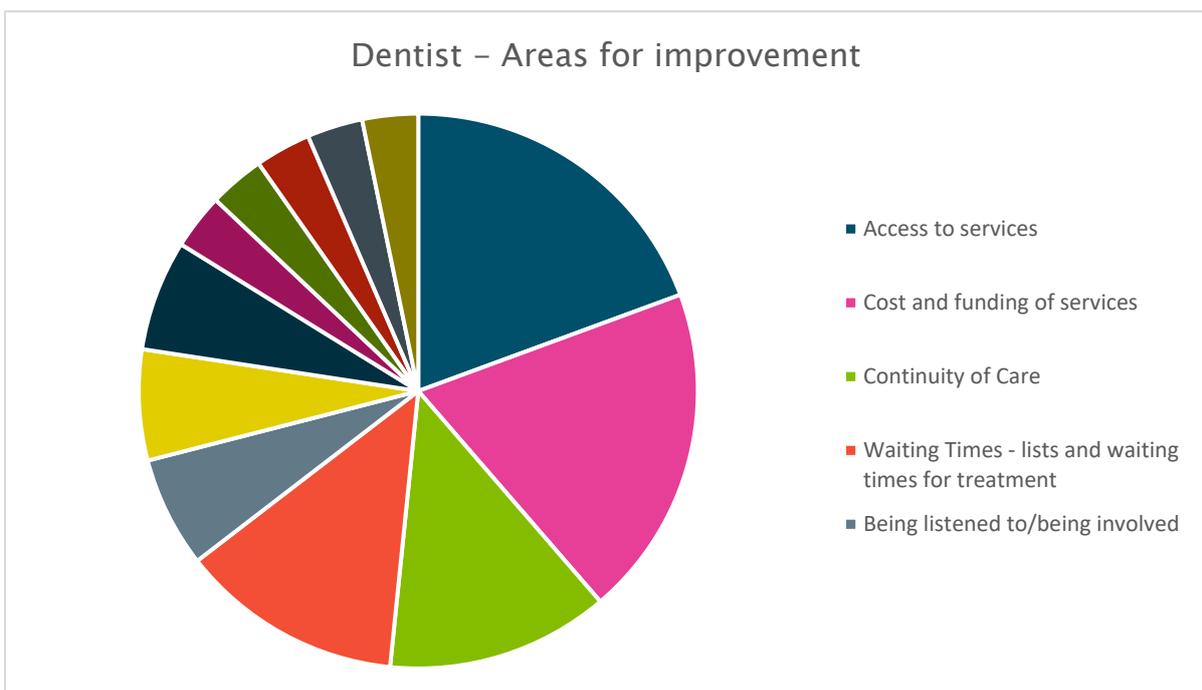
## 4.2 Experiences Breakdown – Dental Practices

This month, Healthwatch recorded a total of **7** experiences for Dental Practice. These experiences were broken down into **31** intelligence and **3** compliments.

**Below highlights the main themes from this month's intelligence:**

### **Dental Intelligence – Area for Improvements**

- **Access to services**
- **Cost and funding of services**
- **Continuity of care**
- **Waiting Times – lists and waiting times for treatment**



## Lived Experiences

**Please note:** some experiences can have multiple intelligence or compliments and may contain both intelligence and compliments.

## Negative Experiences

Service Name:	Dentist		
Identified By:	Telephone	Date Recorded:	2 June 2023
Experience:	Patient contacted us to express her concern about lack of NHS Dentist in Bridlington. She said to us that had to go private and cannot afford it.		
Actions Taken: (Healthwatch)	We informed the patient about an ongoing plan to revamp the dentist services in Bridlington and assured them that their concerns are being taken into consideration. We also advised the patient to contact NHS 111 if they face any further difficulties or have additional concerns.		

Service Name:	Dentist		
Identified By:	Email	Date Recorded:	7 June 2023
Experience:	Patient reported that she had been struck off her NHS dentist list. The patient has attempted to contact the practice to explain that this is unfair and attempted to speak to the manager but has not been answered.		
Actions Taken: (Healthwatch)	Healthwatch provided options as to where is best to complain about this dental practice, advising the patient to complain to their local ICB. Healthwatch also reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Dentist		
Identified By:	Telephone	Date Recorded:	7 June 2023
Experience:	Patient and his wife and 3 children have recently moved to the East Riding and can't find a dentist. Family have tried about 15 dentists in the area and non are available. One dentist said that		

	they will accept them if the parents pay private and the children can go on NHS.
Actions Taken: (Healthwatch)	Healthwatch rang the patient and reported that some dentists may be willing to take the family on a waiting list in which Healthwatch directed the family to NHS Choices. Healthwatch also reported that they will share these experiences anonymously in their monthly intelligence report.

Service Name:	Dentist		
Identified By:	Telephone	Date Recorded:	14 June 2023
Experience:	<p>A patient with mobility challenges due to illness reached out to HW with a series of complaints. The patient has been diagnosed with oral myiasis, a condition that necessitates frequent visits to the dentist, ideally more than once a week. However, the closest NHS dentist that is accepting new patients is situated 80 miles away from his residence. Given his mobility issues, the patient finds this commute not feasible. He also lacks personal transportation and does not have someone who can drive him to the appointments.</p> <p>In addition, the patient reported that he had requested assistance from his GP practice about requesting a mobility scooter, but this assistance was denied. He also applied for the Personal Independence Payment (PIP) but was unfortunately refused. The patient expressed a feeling of abandonment from the East Riding council.</p>		
Actions Taken: (Healthwatch)	<p>In response to these concerns, HW has taken several steps to assist the patient. We directed him to another dentist in his area who is accepting NHS patients, as indicated on the NHS Choices website. However, when the patient reached out to them, they explained they're accepting patients but currently have a waiting list of more than 4000 people. They did advise the patient to call if he's experiencing severe pain, and they would attend to him.</p> <p>We've also guided the patient towards The Carter Trust, a charity that will determine his eligibility for a mobility scooter. The patient has been in touch with them, and the process is now underway. No further action is required from HWERY at this point.</p>		

	<p>Additionally, we've connected the patient with the East Riding council, prompting a reassessment of his situation and circumstances. The patient has reached out to the council, and this process is also in progress.</p>
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Service Name:	Dentist		
Identified By:	Web (Email / Survey)	Date Recorded:	27 June 2023
Experience:	<p>Patient said: "Visited emergency dentist some 30 miles away, before Christmas 22. Told it wasn't anything they could treat. Made appointment with Dentist in coastal town. He referred me to another dentist some miles away. The Dentist was very kind, but again, no treatment. Total cost to me over £300. Still in pain, and it won't go away until its sorted. OK due to other health issues, I can understand reluctance, but it doesn't matter that I am still in bother. But it should.</p> <p>Was with my previous Dentist for over 30 years. He didn't have problems....so why now?"</p>		
Actions Taken: (Healthwatch)	Feedback has been sent anonymously via webform, Healthwatch reported into the monthly intelligence report.		

Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	29 June 2023
Experience:	<p>Patient said: "My NHS dentist has been great for a long time, but now they've told us they're going private in a couple of months. I'm really not sure what I'm going to do for dental care. I know there's an NHS dental line for urgent treatments, but the thought of this worries me. I've heard that some folks are even going abroad for dental work because of the long wait times and costs here. It's crazy that it's cheaper to go abroad. The whole situation just makes me really sad."</p>		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

Service Name:	Dentist		
Identified By:	Engagement	Date Recorded:	29 June 2023
Experience:	Patient said:" " My NHS dentist is closing and it's making me really anxious. It feels like I'm stuck between a rock and a hard place - I can either go for private dental care or not get any dental care at all. With the cost of living being what it is now, I just can't afford the private option."		
Actions Taken: (Healthwatch)	Feedback for the monthly intelligence report.		

## Compliments

Compliments are included on the above lived experience this month.

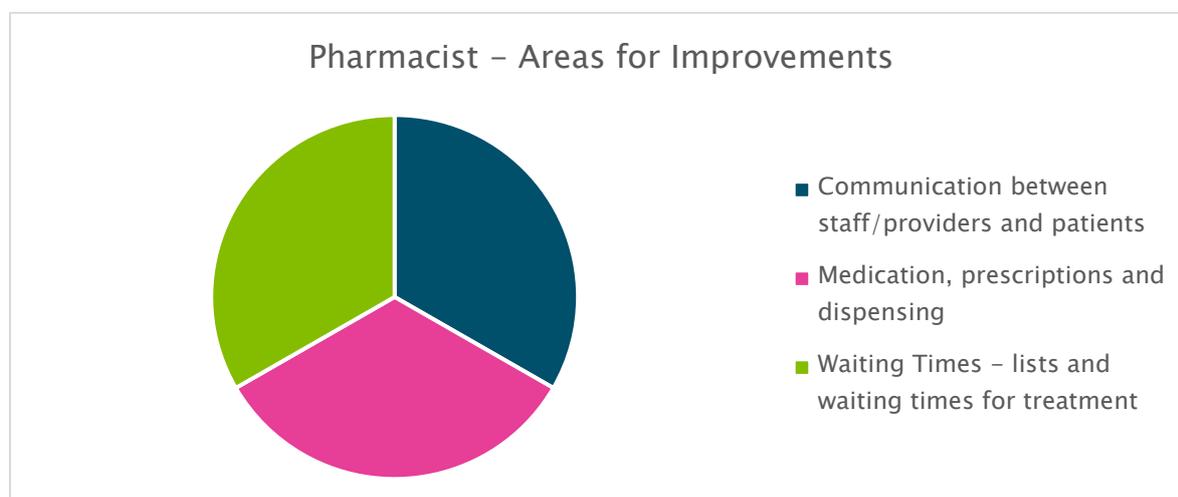
## 4.3 Experiences Breakdown – Pharmacy

This month, Healthwatch recorded a total of **1** experience Pharmacy Intelligence. These experiences were broken down into **3** intelligence and **0** compliment.

**Below highlights the main themes from this month's intelligence:**

### **Pharmacy Intelligence – Area for Improvements**

- **Communication between staff/providers and patients**
- **Medication, prescriptions and dispensing**
- **Waiting Times – lists and waiting times for treatment**



## Lived Experiences

**Please note:** some experiences can have multiple intelligence or compliments and may contain both intelligence and compliments.

Service Name:	Lloyds Pharmacy- Cottingham		
Identified By:	Engagement	Date Recorded:	7 June 2023
Experience:	Breast cancer patient visits the Queen's Centre at Castle Hill Hospital and uses to pharmacy to collect her treatment. Patient reported that she was once waiting hours for her prescription.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.		

## Compliments

No pharmacy compliments have been received this month.

## 5 Hospital Intelligence

This month, Healthwatch received a total of **28** experiences. These involved experiences of East Riding residents with regards to Scarborough Hospital and have these have been shared with Healthwatch North Yorkshire.

### **Theme Breakdown – Hospitals**

**Below highlights the main themes from this month's intelligence:**

#### **Hospital Intelligence**

- wait times
- Staff's responses and mannerisms when dealing with patients enquiries
- Staff communication to patients/other members of staff
- Lack of/ uncomfortable chairs

## Lived Experiences

**Please note:** some experiences can have multiple intelligence or compliments and may contain both intelligence and compliments.

## Hull Royal Infirmary

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	11 June 2023
Experience:	"Waiting for hours, also asked for help from a nurse because my friend's hand was bleeding real bad and dripping all over the floor they never came back to us, what a disgrace"		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	29 June 2023
Experience:	"in the neurosurgery departments I met a very arrogant doctor who didn't let us talk but only listen to him, when you wanted to say something he told you to stop and he kept talking... It doesn't seem fair to me that I can't express my opinion or what hurts me. I understood that he is the expert and we slaves who pay taxes all year for some doctors who have no idea about their job... and next month my wife had an appointment on July 18 with the same neurosurgery doctor, and this impertinent the appointment was cancelled without a word, and when I called the secretariat to ask why it was cancelled, they said that they don't know why, and I don't even want to talk to the doctor, I need explanations. I don't recommend this doctor in neurosurgery"		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	16 June 2023
Experience:	"Visited female friends took card and flowers, got told flowers were not allowed because of pollen they can do any work on the HRI but inside its dull and miserable walls are mucky and marked no colour at all. For an hospital that has nothing cheerful about it and they have patients you would of thought flowers would be acceptable. When leaving a nurse just got		

picked up by partner I gave the flowers to her explained the situation and thanked her for the work she did but overall very disappointed in this hospital that just looks sad and miserable no colour and dull"

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	20 June 2023
Experience:	Patient dropped a 20kg weight on her foot and went to Hull Royal and said "they were useless". Patient said that at Hull Royal she waited 7 hours and the doctor didn't actually look at her foot or do any scans and just told the patient that she has muscle damage. As a result a week later, the patient had to go to Beverley Urgent Treatment Centre and showed up on crutches as she is struggling to walk.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	27 June 2023
Experience:	Pregnant lady visiting the Women and Children's hospital says that the staff are very caring and lovely but the only issue she has is that it's always so warm in the hospital to a point where she gets uncomfortable.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	27 June 2023
Experience:	Pregnant lady visiting Women and Children's hospital says that her baby hasn't moved in ages and she's getting really worried. This patient works in the antenatal unit at Hull Royal and is very worried as she said she knows what goes on in there. Patient was waiting on the phone with the hospital for 40 minutes that morning and was really worried so just decided to go in. Patient		

	had been waiting 30 minutes after she came in to be seen and is gradually getting more nervous.
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.

Service Name:	Hull Royal Infirmary	
Identified By:	Engagement	Date Recorded: 27 June 2023
Experience:	Patient who was due on the same week visiting the Women and Children's hospital says that she once had to wait 6 hours to be seen by a doctor after having a scan. Says that the chairs in the building aren't ideal as pregnant women need to have their legs elevated. Also says the chairs in this unit are uncomfortable which is an issue if you're waiting in the unit for hours.	
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.	

Service Name:	Hull Royal Infirmary	
Identified By:	Engagement	Date Recorded: 27 June 2023
Experience:	Patient, who is halfway through her pregnancy visiting the Women and Children's hospital says that she couldn't get parked and was looking for ages for a car parking space. Patient ended up having to park her car down the street at a 2 hour only section.	
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.	

Service Name:	Hull Royal Infirmary	
Identified By:	Engagement	Date Recorded: 27 June 2023
Experience:	Husband of the patient visiting Women and Children's hospital and said the care is usually very good but they once had to wait 6 hours to see a doctor after the patient had a blood test.	
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience in their monthly intelligence report.	

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	27 June 2023
Experience:	<p>Lady visiting the Women and Childrens hospital here for her daughter saying that the baby's due any day now. Mother of the patient says that all the staff are fantastic, but the parking is a massive issue - there's nowhere to park and it's expensive. Also says that the food and drinks in the cafe near the entrance is really overpriced.</p>		
Actions Taken: (Healthwatch)	<p>Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.</p>		

Service Name:	Vascular Department		
Identified By:	Web (Email / Survey)	Date Recorded:	20 June 2023
Experience:	<p>Daughter of the patient reported "My father was admitted to the vascular ward 7 in reasonable fitness during May, for what should have been a fairly straightforward amputation of his toes. After a long drawn out procedure, it was eventually decided to amputate his right leg below the knee. His post-operative demeanour was quite a shock to us as a family as he had acquired some complex needs and also appears to now be suffering from epilepsy. We struggled at length with the neuro team and getting any action and any answers." "My father and the family need questions answering and some clarification from the neuro team (who were responsible for his care at the time), as to what has happened regarding the new diagnosis of epilepsy (something that he has not suffered with before). Apparently they did not have his notes from 2002 when he suffered brain haemorrhages, they did not know that he had a VP shunt fitted and other notes that contained important information regarding his history."</p>		
Actions Taken: (Healthwatch)	<p>Healthwatch signposted the patient's family to PALS and Cloverleaf Advocacy with advising them more specifically to Cloverleaf Advocacy. Healthwatch also reported that they will share this experience anonymously in their monthly intelligence report.</p>		

## Castle Hill

Service Name:	Queen's Centre		
Identified By:	Engagement	Date Recorded:	15 June 2023
Experience:	Patient visiting Queen's Centre for cancer treatment says, "the staff are amazing". However, the only issue is that the departments don't communicate with each other, and the patients are having to communicate for them.		
Actions Taken: (Healthwatch)	Healthwatch provided information as to how to complain to PALS if the patient wishes and informed the patient that this experience will be shared anonymously in the monthly intelligence report.		

Service Name:	Queen's Centre		
Identified By:	Engagement	Date Recorded:	15 June 2023
Experience:	Patient visiting Queen's Centre for cancer treatment had recently had his chemotherapy messed up, but patient reported that it was sorted very quickly.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Day Surgery Unit (Daisy Building)		
Identified By:	Engagement	Date Recorded:	7 June 2023
Experience:	Breast cancer patient gets severe kidney stones every 6 months or so and has to have surgery to get them removed. The last operation that the patient had, she felt as though she was rushed out of hospital without doing the proper checks that they usually do.		
Actions Taken: (Healthwatch)	Healthwatch provided information as to how to complain about this experience to possibly ensure a better service the next time she or anyone requires surgery. Healthwatch also reported that they would share this experience anonymously in their monthly intelligence report.		

Service Name:	Queen's Centre		
Identified By:	Engagement	Date Recorded:	7 June 2023
Experience:	Breast cancer patient runs an arts and craft support group for breast cancer patients in which the patient asked the Queen's Centre if it could be held there but the patient was unfortunately rejected twice. This support group now runs at The Octagon in Hull.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.		

Service Name:	Queen's Centre		
Identified By:	Engagement	Date Recorded:	2 June 2023
Experience:	Mother of the patient visiting Queen's Centre with daughter for her chemotherapy treatment. The patient's appointment was at 08:15, but the patient wasn't seen until after 09:00. During that time, the patient felt very uncomfortable sat in the chairs, and was aching due to being sat for so long.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience in their monthly intelligence report.		

Service Name:	Queen's Centre		
Identified By:	N/A Multiple Experience	Date Recorded:	2 June 2023
Experience:	Patient visiting Queens Centre for radiotherapy due to prostate cancer. Says that the care is "Absolutely amazing" and "all the staff are amazing". Says the only negative is that his wife worries about him a lot and stresses about his condition. When the patient's wife went to the Queen's centre to ask for mental support, she was told to see her GP and that they can't do anything to support her mentally.		
Actions Taken: (Healthwatch)	Healthwatch advised the patient that his wife should speak to Macmillan to seek mental help for family members.		

Service Name:	Castle Hill Hospital		
Identified By:	Engagement	Date Recorded:	7 June 2023

Experience:	<p>Patient recently had 2 mastectomy and has been having really bad chest pain. The hospital checked to see if the cancer was spreading which it wasn't. Hospital said to patient that they would send pain medication to her GP. Almost 3 weeks later and the patient's GP hasn't heard anything from the hospital. The patient then went down to Castle Hill and asked how long the wait would be in which she was told that they were typing it up now to send to her GP. After still not hearing anything for a few days, the patient decided to ask Healthwatch if there was anything we could do to help.</p>
Actions Taken: (Healthwatch)	<p>Healthwatch signposted the patient to PALS and Cloverleaf and reported that they would share this information anonymously in their monthly intelligence report.</p>

## Other Hospital Intelligence

Service Name:	Bridlington Hospital		
Identified By:	Telephone	Date Recorded:	2 June 2023
Experience:	<p>A patient reached out expressing significant distress regarding the lack of certain medical specialties at Bridlington Hospital. She was particularly upset about the personal inconvenience and financial burden of needing to travel to Scarborough or York hospitals for treatments and appointments. She felt frustrated that despite having a hospital in her local area, she was still required to travel long distances for her healthcare needs.</p>		
Actions Taken: (Healthwatch)	<p>We listened empathetically to the patient's concerns and noted the impact on her personally. We said that we are going to include this lived experience onto our monthly intelligence report.</p>		

## Urgent Treatment Centres

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Research	Date Recorded:	1 June 2023
Experience:	<p>"Very poor communication skills, bordering on rude. Unfortunately this is my 2nd time ever to attend this establishment and on both occasions the reception staff lack courtesy and respect.</p> <p>They could do with training skills on how to make clients feel at ease and not almost be barked at. The last occasion there was no excuse as they weren't particularly busy. Completely disinterested and in my opinion ignorant. Maybe if they read this you know who you are ."</p>		

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Engagement	Date Recorded:	20 June 2023
Experience:	Parent of the patient wishes there were more chairs as she and her daughter feel really cramped in the waiting area.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Engagement	Date Recorded:	20 June 2023
Experience:	Lady visiting the Urgent Treatment Centre from Hornsea. She came a week before for a separate occasion and said that all the staff were lovely and very caring. Had to come back to the Urgent Treatment Centre for her son - the only issue was that there weren't many chairs available when the two arrived and they were all cramped together in the waiting room.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

## Compliments

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	28 June 2023
Experience:	"My short stay on "Cedar Ward" was excellent Can't praise everyone surgeons, recovery and ward nursing staff enough. Very caring, professional and reassuring by everyone. Relaxed atmosphere. Thank you all."		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	21 June 2023
Experience:	"I've just been discharged today after staying on Cedar ward. I would like to thank all the staff that have been working for the last 2 days, every one of them has been friendly and kind and always checking on me, so a massive thank you for looking after me"		

Service Name:	Hull Royal Infirmary		
Identified By:	Research	Date Recorded:	28 June 2023
Experience:	"In June 2023 I had a large polyp removed in the Endoscopy Department of Hull Royal Infirmary. I was treated at all times by everyone on the staff with the utmost courtesy and friendliness. They kept me informed of the situation, there being a long delay caused by medial problems with the patient ahead of me. Once the procedure began I was most impressed with the skill of the Endoscopist who manipulated the equipment most delicately. The aftercare support was most welcome:- I even got chocolate biscuits as requested! Heartiest congratulations to everyone involved and very many thanks. It was almost a pleasure to have been there!"		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	27 June 2023

Experience:	Patient often goes to physiotherapy appointment at Hull Royal Infirmary due to a knee injury. Says it's really good there and all the staff are really friendly.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	27 June 2023
Experience:	Patient halfway through her pregnancy visiting the Women and Children's hospital says the care is very good and that she always feels welcome at the hospital.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	27 June 2023
Experience:	Patient, who is 43 weeks pregnant, visiting the Women and Children's hospital for her appointment and says that the midwives are excellent and that all the staff are really helpful and friendly.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	26 June 2023
Experience:	Relative of the patient reported that her sister is currently giving birth. This person reported that she thinks her sister receives excellent care from the midwives, and she never hears her sister complain.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Audiology Outpatients		
Identified By:	Engagement	Date Recorded:	26 June 2023
Experience:	Patient who has impaired hearing visits Hull Royal Infirmary often and says that all the staff are lovely and very caring. Patient reported that he always goes leaves the appointment feeling in good shape.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Hull Royal Infirmary		
Identified By:	Engagement	Date Recorded:	26 June 2023
Experience:	Earlier this year patient accidentally cut his thumb off and had to visit A&E at Hull Royal Infirmary. Patient said that the staff were excellent and they re-attached the thumb and works fine now. Patient says he was very happy with their care.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	21 June 2023
Experience:	"All the staff, non medical, medical and surgical went out of their way to make my stay as pleasant as possible. Their friendliness and thoughtfulness really helped to calm a stressful situation for me"		

Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	19 June 2023
Experience:	"Had a colonoscopy today for cancer follow up the whole experience was perfect the Doctor was top class puts you at ease and talks to you so the time passes quick. Wouldn't be apprehensive to go again first class all the way"		

Service Name:	Castle Hill Hospital		
Identified By:	Research	Date Recorded:	7 June 2023
Experience:	"From the moment I stepped into the ENT department the staff were friendly, informative and kind and put my mind at rest with my procedure. The anaesthetists made me laugh and it was also nice to meet the surgeon before surgery. It was very clean and although I was very worried about going, I would definitely recommend this important service to anyone needing help and I'm grateful for being able to have it done."		

Service Name:	Queen's Centre		
Identified By:	Engagement	Date Recorded:	15 June 2023
Experience:	Patient visiting the Queen's Centre says "the care is superb".		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Queen's Centre		
Identified By:	Engagement	Date Recorded:	15 June 2023
Experience:	Patient visiting the Queens centre says, "the care is fantastic".		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.		

Service Name:	Queen's Centre		
Identified By:	Engagement	Date Recorded:	7 June 2023
Experience:	Patient reported that when referring to the staff that she "can't fault them".		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.		

Service Name:	Queen's Centre		
Identified By:	Engagement	Date Recorded:	7 June 2023

Experience:	Breast cancer patient visiting the Queen's centre reported that "that staff always go out of their way to make you feel comfortable".
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.

Service Name:	Queen's Centre		
Identified By:	Engagement	Date Recorded:	7 June 2023
Experience:	Patient who attends the Queens Centre for breast cancer treatment says that the staff at the Queens Centre are "absolutely brilliant".		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.		

Service Name:	Queen's Centre		
Identified By:	Engagement	Date Recorded:	2 June 2023
Experience:	Partner of the patient reported "I really like it at the Queens Centre it's so welcoming and friendly and has such a positive energy".		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.		

Service Name:	Queen's Centre		
Identified By:	Engagement	Date Recorded:	2 June 2023
Experience:	Friend of the patient said that the Queens Centre is very easy to get to and the patient has been visiting here for 3 days in a row now for a blood transfusion and thinks he's receiving great care and thinks the Queens Centre is a really lovely place.		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in our monthly intelligence report.		

Service Name:	Queen's Centre		
Identified By:	Engagement	Date Recorded:	2 June 2023

Experience:	Patient visiting the Queens Centre due to cancer being in patient's oesophagus. Patient says that she "can't fault the service" and "all the staff are really friendly and helpful".		
Actions Taken: (Healthwatch)	Healthwatch reported that they would share this experience anonymously in their monthly intelligence report.		

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Research	Date Recorded:	21 June 2023
Experience:	"The Radiographer at Beverley was absolutely wonderful with my daughter (she got a sewing needing through her finger) and she put my daughter at ease and explained everything that was going to happen to her. We couldn't have had better service and the next day when we had to go back for another X-ray my daughter said I hope I have that lovely lady again and we did so she was very happy. All the nursing staff were lovely and friendly, so I just wanted to say thank you to everyone."		

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Engagement	Date Recorded:	20 June 2023
Experience:	Patient visiting Beverley Urgent Treatment Centre due to a broken leg. When the patient arrived, he was offered a wheelchair and was seen within 2 hours after he arrived, which he was very pleased with. As the patient was leaving, he was wheeled out on a wheelchair and given some crutches for when he gets home. A nurse wheeled him to reception and reception staff called a taxi for him and made he sure he got in okay. Overall, the patient said that he was very pleased with the service and reported that all the staff were very welcoming and friendly.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Engagement	Date Recorded:	20 June 2023

Experience:	Patient said that when she arrived, she was triaged very quickly and hopes she doesn't have to wait too long to see a doctor. Says that she is very thankful for the care and very much appreciates how it's free.		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

Service Name:	Beverley Urgent Treatment Centre		
Identified By:	Engagement	Date Recorded:	20 June 2023
Experience:	Patient broke his leg and waited at the urgent treatment centre for 4 hours the night before. Came back on 20/06/2023 and had an x-ray - only waited an hour for the x-ray. Patient was very happy with the wait time and says "the care has been fantastic".		
Actions Taken: (Healthwatch)	Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.		

## Experiences Breakdown – Mental Health Services

### Lived Experiences

Service Name:	CAMHS		
Identified By:	Engagement	Date Recorded:	26 June 2023
Experience:	Grandmother of the patient reported that her granddaughter was desperate for mental health support as this patient was suicidal. As a result, the patient went through CAMHS in which they just told the patient to take a bath or go on a walk. The patient felt as though they were no help and as a result the patients' parents had to help the patient through this time.		
Actions Taken: (Healthwatch)	Healthwatch informed the relative of the patient that if they wish to complain about this experience then they should go through PALS. Healthwatch also said that they will share this experience anonymously in their monthly intelligence report.		

# Yorkshire Ambulance Service

## Lived Experiences

Service Name:	Yorkshire Ambulance Service		
Identified By:	Research	Date Recorded:	5 June 2023
Experience:	"In the early hours of Thursday morning a Paramedic and Ambulance crew came to a very remote cottage with no proper access to help me. They showed great professionalism and ingenuity in not only finding me, an 88 year old man in great distress but then treating me and getting me to the Ambulance and then to Hospital. I owe them a lot."		

## 6. Experiences Breakdown – Care Homes

This month, Healthwatch recorded a total of **12** experiences for Care Home Intelligence.

**Below highlights the main themes from this month's intelligence:**

### **Care Home Intelligence**

- **Good communication with relatives from helpful welcoming staff**
- **Attentive caring staff providing good person centred care**
- **Improvements in care noted after recruitment of more staff**

## Lived Experiences

### 6.1 Areas for Improvement

**Please note:** some experiences can have multiple intelligence or compliments and may contain both intelligence and compliments. No areas for improvement were recorded for this month.

## Care Home - Intelligence



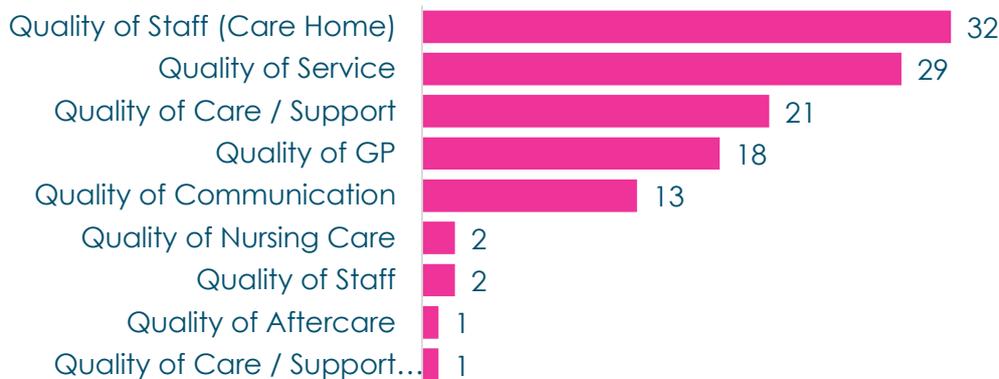
Service Name:	Southlands		
Identified By:	Research	Date Recorded:	27 June 2023
Experience:	"Over recent months, considerably more permanent staff have been employed at the home. Long-term staff have worked hard to provide good care, but the increased staffing has had a positive impact. The staff work well as a team, and this creates a warm and caring atmosphere. The residents receive varied meals which are caringly prepared. Everyone at the home, management, admin, housekeeping, catering, maintenance staff, as well as the carers, are welcoming."		

Service Name:	Southlands		
Identified By:	Research	Date Recorded:	27 June 2023
Experience:	"After five years of living at home alone, I have come to Southlands to live and have settled in very well. I am enjoying being here, and all the staff are lovely."		

Service Name:	Southlands		
Identified By:	Research	Date Recorded:	30 June 2023
Experience:	"There has been a great improvement at the home. The staff team is now very efficient. My mum is treated very well and with great care mostly. It is obvious that the staff are striving very hard and working well together."		

## 6.2 Compliments

### Care Home - Compliments



Service Name:	William Wilberforce		
Identified By:	Research	Date Recorded:	16 June 2023
Experience:	<p>"Above all, constant care and attention from the carers. Pleasant and clean ensuite rooms. Lovely dining room with good meals served. Kind and caring staff. Visitors always made welcome. Good entertainment but quiet if desired. TV in every room. Good garden. Elegant furniture. Never any unpleasant smells."</p>		
Service Name:	Willersley House		
Identified By:	Research	Date Recorded:	8 June 2023
Experience:	<p>"Visited my mother-in-law twice since she recently moved into Willersley House. Pleased to see a friendly welcome from the staff on duty who greeted my mother-in-law by name. A programme of activities was available throughout the week for residents to attend if they wish, I didn't witness any myself. Cleanliness appeared good, can't comment on the food. My mother-in-law reports that the staff are lovely and the food is good. She appreciates the religious services held regularly at the home."</p>		
Service Name:	Willersley House		

Identified By:	Research	Date Recorded:	14 June 2023
Experience:	"Overall my experience visiting my mum, since she moved into Willersley House in March, has been excellent. The care, support and staff are first class making her feel really supported and safe. Their friendliness has had a huge impact on Mum's settling in. Plenty of activities to keep her amused and occupied. She initially had a few issues with food as she is a vegetarian but after a few discussions, she is content with the food. A very well-run home."		

Service Name:	White Rose Lodge		
Identified By:	Research	Date Recorded:	21 June 2023
Experience:	"I had a very pleasant two week's respite care in White Rose Lodge Retirement Home."		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	8 June 2023
Experience:	"Friendly staff, pleasant atmosphere. Father treated kindly and respectfully."		

Service Name:	The Olde Coach House		
Identified By:	Research	Date Recorded:	10 June 2023
Experience:	"We have been really pleased with the care our Mum has received since arriving at the home in April 2023."		

Service Name:	The Manor House		
Identified By:	Research	Date Recorded:	13 June 2023
Experience:	"Mum was becoming frail and losing mobility but most of all didn't want to be on her own after her husband died. In August 2022, she went into respite becoming permanent in December. She loved her room, found she had a love for the activities and liked talking to the residents and staff. We, her family, felt reassured that we had made the right difficult decision. Manor		

House we thank every one of you for making my mother's last months safe and happy in your homely environment."

Service Name: The Limes

Identified By: Research Date Recorded: 7 June 2023

Experience: "Friendly and efficient management and staff. The home and the individual rooms appear to be kept clean and tidy at all times and the meals appear to be of a good standard. All the staff appear to be of a friendly and cheerful disposition and the home gives the impression of being a friendly place to live or visit."

Service Name: St Marys Care Centre

Identified By: Research Date Recorded: 13 June 2023

Experience: "From my sister and I attending to look at rooms available and explaining our situation, we were greeted by lovely, accommodating staff. Nothing was too much trouble. We were shown around, and a garden room was reserved for Mum. Mum was fast-tracked to St Marys on the 17th of April from the infirmary. From arriving at St Marys, Mum was greeted with kindness and dignity and made as comfortable as she could be. Staff came in and introduced themselves, even the cleaning staff. Everyone was lovely, we were also able to take the dog in for Mum to see him, and Mum could have anything she wanted. We hadn't realised how ill Mum was and how much pain she was in. The staff were amazing, especially the nurse that supported ourselves and did everything for Mum at the end. We only wish Mum has been well enough to have appreciated how lovely the place and people were. We can't thank them enough."

Service Name: Magnolia House

Identified By: Research Date Recorded: 13 June 2023

Experience: "My mother has been at Magnolia House for several years and during this time any concerns we have had have been

addressed. The care is consistently good and I am very pleased we chose this care home."

Service Name:	Lindum House		
Identified By:	Research	Date Recorded:	31 June 2023
Experience:	"Mum went to stay for a respite placement with a view to a full placement - this plan helped us as a family come to terms with moving Mum into 24-hour care as she is only 69 and has vascular dementia."		

Service Name:	Hesslewood House		
Identified By:	Research	Date Recorded:	8 June 2023
Experience:	"The whole experience of admitting Dad to Hesslewood House Care Home has been very positive and Dad is settling very well."		

Service Name:	Goole Hall		
Identified By:	Research	Date Recorded:	18 June 2023
Experience:	"My mum moved to Goole Hall when she was no longer able to live independently. I have nothing but praise for the standard of care that she receives. All the staff are professional and caring in their approach."		

Service Name:	Emmanuel Care Home		
Identified By:	Research	Date Recorded:	10 June 2023
Experience:	"Our friend needed to go into respite care after she was not safe to return home. We visited the home to have a look around and see the facilities. The lady who showed us around was very helpful in answering our questions. Our friend is settled at Emmanuel House. She is well cared for by the lovely staff and it's really nice to see her get involved with the activities and have people around her. There is a nice atmosphere in the home and the love for the residents is clear to see. Thank you."		

Service Name:	Claremont House		
Identified By:	Research	Date Recorded:	26 June 2023
Experience:	"Visiting our friend. She is very happy and content here."		

Service Name:	Claremont House		
Identified By:	Research	Date Recorded:	29 June 2023
Experience:	"My mother moved into Claremont House just under a year ago after being quite unwell for a few months, I have seen a massive improvement in her physical health and general well-being."		

Service Name:	Claremont House		
Identified By:	Research	Date Recorded:	29 June 2023
Experience:	"Claremont House is a good care home. It has a core of regular staff which means familiar and consistent support is provided. The home is clean and infection control procedures are evident to ensure residents are protected. The effort is made to offer activities to allow opportunities for residents to enhance their stay. The home keeps family members updated and involved when possible and they work closely with outside agencies so to be able to meet all care needs requirements. We've always been made to feel welcome at Claremont House and are grateful for all they do. Thank you."		

Service Name:	Cedar Grange		
Identified By:	Research	Date Recorded:	12 June 2023
Experience:	"I was really pleased after visiting my mam in Cedar Grange as she has just been placed there, I was worried that she would not settle as my mam is quite a shy person, but after my visit, I felt confident that my mam was well cared for, and the staff were very friendly and helpful. The staff have done an amazing job, and my mam seems happy, which gives me peace of mind."		

Service Name:	Cedar Grange		
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Identified By:	Research	Date Recorded:	13 June 2023
Experience:	"Cedar Grange Care Home has a lovely atmosphere as soon as you walk through the door. Set in beautiful woodland grounds, it has a real tranquil feel."		

Service Name:	Cedar Grange		
Identified By:	Research	Date Recorded:	20 June 2023
Experience:	"My husband has settled into the home well over the last year, he really enjoys the home-cooked meals."		

Service Name:	Cedar Grange		
Identified By:	Research	Date Recorded:	28 June 2023
Experience:	"My grandad has been at Cedar Grange Care Home for over a year now and has settled in nicely with the help of their lovely staff."		

Service Name:	Cascade Residential/Short Breaks		
Identified By:	Research	Date Recorded:	14 June 2023
Experience:	"The home is always clean and tidy and the staff are always cheerful. My relative has been poorly lately and the staff have been great. They accompany him to hospital and appointments. The gardens are always well cared for."		

Service Name:	Cascade Residential/Short Breaks		
Identified By:	Research	Date Recorded:	14 June 2023
Experience:	"My son, who is a resident of Cascade Care Home, had to be rushed to hospital. He was extremely ill, I was away at the time and could not visit for a few days. I was kept informed by staff of how he was doing and staff remained with him as much as possible. They ensured that hospital staff knew he was autistic and how he liked to be treated."		

Service Name:	Beverley Parklands Care Home		
Identified By:	Research	Date Recorded:	8 June 2023
Experience:	<p>"I was lucky enough to secure a room at Parklands for my elderly step mum, who was suffering from Parkinson's and no longer able to live at home. We were told that her room was her home and that we were able to bring small pieces of furniture, pictures, ornaments and photos. It made the move so much easier for my step-mum but also for family and friends."</p>		

Service Name:	Beverley Parklands Care Home		
Identified By:	Research	Date Recorded:	14 June 2023
Experience:	<p>"I am a friend (and attorney) of a permanent resident at Beverley Parklands. Following the death of her husband, my friend decided she wanted to move somewhere she would feel more secure and where there would be help with housekeeping chores. We looked at 4 different care homes in the area and found Beverley Parklands offered exactly the right level of support for her at that time - secure, independent living without the worry and hassle of managing your own property."</p>		

Service Name:	Beverley Parklands Care Home		
Identified By:	Research	Date Recorded:	15 June 2023
Experience:	<p>"Overall they need a special mention for caring and support, especially the activities staff."</p>		

Service Name:	Beverley Parklands Care Home		
Identified By:	Research	Date Recorded:	23 June 2023
Experience:	<p>"My father, now aged 94, decided last July that he no longer wished to live in his home and would like to trial a local care homestay. He decided on Beverley Parklands. The initial plan was for a four-week trial. Within two weeks he had decided that he wanted to make the move permanent. He has never regretted his decision. Nor have we, his family. He feels safe and cared for. Enjoys the food, the garden and his room."</p>		

Service Name:	Beverley Parklands Care Home		
Identified By:	Research	Date Recorded:	28 June 2023
Experience:	<p>"My relative was a reluctant resident. She has had a fascinating life travelling and working abroad and until recently could no longer live at home. Fiercely independent, this was not going to be an easy transition. What struck me straight away is how the staff treated her; interested in her as a person, her likes and dislikes, good listeners and was willing to give her time, which makes anyone feel important and valued. Staff have been very attentive when any illness has occurred and acted quickly when they needed to. My relative has her things around her, the handyman has put things on walls, and visitors are encouraged with cups of tea and cake. This was never going to replace a much-loved home but it is as close as it could be. My thanks to all staff who help make this a secure and happy place."</p>		

Service Name:	Bessingby Hall		
Identified By:	Research	Date Recorded:	2 June 2023
Experience:	<p>"Lovely staff, very compassionate and looked after my mother-in-law during her passed day. Dealt with difficult family members in a kind and patient way. Sadly Mum in law passed in hospital but the care she received was exceptional. Every decision made was in Mum in laws best interests."</p>		

Service Name:	Bessingby Hall		
Identified By:	Research	Date Recorded:	6 June 2023
Experience:	<p>"I visit my dad and grandma and it's always lovely to come and see them so happy and all the pictures are great."</p>		

Service Name:	Bessingby Hall		
Identified By:	Research	Date Recorded:	9 June 2023
Experience:	<p>"Relaxing atmosphere, friendly staff, food lovely and good care staff."</p>		

## 7. 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 the East Riding, this service is delivered by our partner organisation, Cloverleaf Advocacy and supports East Riding 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.

Service Name:	Hull Royal Infirmary.
Date of Incident:	April 2023
Nature of Issue:	Client's complaint is regarding her dad's care in Hull Royal Infirmary. He went in to ward 7 (Vascular ward) due to his toes going black. He is diabetic. They undertook a partial amputation of his foot but the infection returned so he underwent a second operation to amputate below the knee. During the operation he suffered a seizure and he is now diagnosed as epileptic and is on medication. Client states that the rehabilitation ward he is now on have tried to get information from the Neurological Team without success and client feels as though they are in the dark regarding what happened and what the long term plan is. Client stated that she also has concerns regarding whether her dad was medically fit for discharge to the rehab ward at the East Riding Community Hospital where her dad is still a patient

Service Name:	City Healthcare Partnership CIC
Date of Incident:	March 2021
Nature of Issue:	Complaint is regarding 2 out of hours nurses who came to administer medication on 2 <sup>nd</sup> March 2021 to client's husband who subsequently died. Client has been trying to get the drugs card to see what medication her late husband

	<p>was given when they visited on the 2<sup>nd</sup> March. Client's husband died the night he was given the medication. Client eventually received a letter with the batch numbers and doses of medication given, but client is querying what they are saying he was given. Husband was on end of life medication for Cancer.</p>
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Service Name:	Hull Royal Infirmary
Date of Incident:	June 2023
Nature of Issue:	<p>Client's complaint relates to her daughter who had surgery for fractured arm on 07/06/2023. There are no issues with surgery and was in recovery about an hour and a half later. Patient was taken up to the ward but was then in pain. Client spoke to a nurse who said she would get her daughter some pain relief. After 10 minutes the nurse had not returned so client went to see the nurses at the duty station who said they were trying to get hold of the doctor to prescribe the pain relief as the drug card had not arrived. The drug card is not electronic but a physical card which lists which medication has been prescribed and had not arrived from recovery. Half an hour later the drug card had still not arrived and the nurses still hadn't managed to contact the doctor. Client believes that the nurses were doing their best but that her daughter should not have been allowed to leave recovery without pain relief being prescribed and the drug card going with her to the ward.</p>

Service Name:	Hull Royal Infirmary
Date of Incident:	May 2023
Nature of Issue:	<p>Client has concerns with Hull Royal Infirmary in that the Frailty Team refused an admission for his late mother that had been requested by her GP in May. Client feels if this admission had been accepted, his mother's lymphoma would have been diagnosed and may have been treated successfully.</p>

## **8. Why Intelligence is Important**

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)
- East Riding Council
- East Riding of Yorkshire Clinical Commissioning Group
- Humber Teaching NHS Foundation Trust (HTFT)
- City Health Care Partnership (CHCP)
- Care Quality Commission (CQC)
- Hull University Teaching Hospitals NHS Trust (HUTH)
- NHS England and NHS Improvement (NHSE/I)
- Independent NHS Complaints Advocacy Service
- Yorkshire Ambulance Trust
- ERSAB (East Riding Adults Safeguarding Board)

Healthwatch East Riding 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 Care and Wellbeing Overview Scrutiny Sub Committee
- Primary Care Quality and Performance Sub-Committee
- Hull University Teaching Hospitals NHS Trust Intelligence Meeting

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