



# Intelligence Report

## January 2024



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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 **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 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

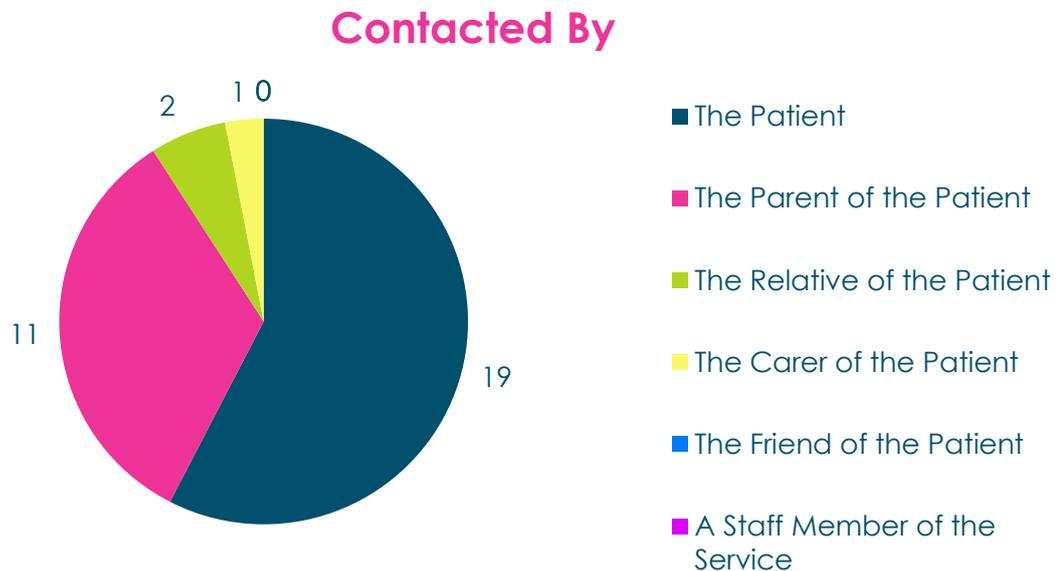
In-addition to this, our report also includes information highlighting the ongoing support provided by the NHS Independent Complaints Advocacy Service.

**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.

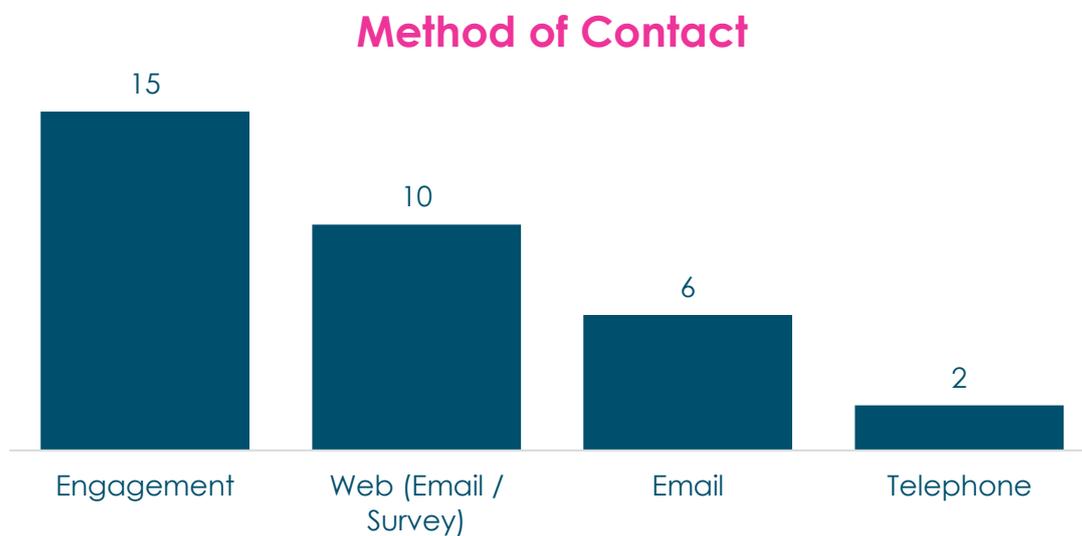
Following the publication of this report, we are happy to receive feedback from service providers using the [enquires@healthwatcheastridingofyorksire.co.uk](mailto:enquires@healthwatcheastridingofyorksire.co.uk) as it provides confidence to the public that their experiences are valued, acknowledged and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

## 2. Contact Statistics

During **January** we had **33** people contact Healthwatch directly to provide feedback or to ask for information/advice.



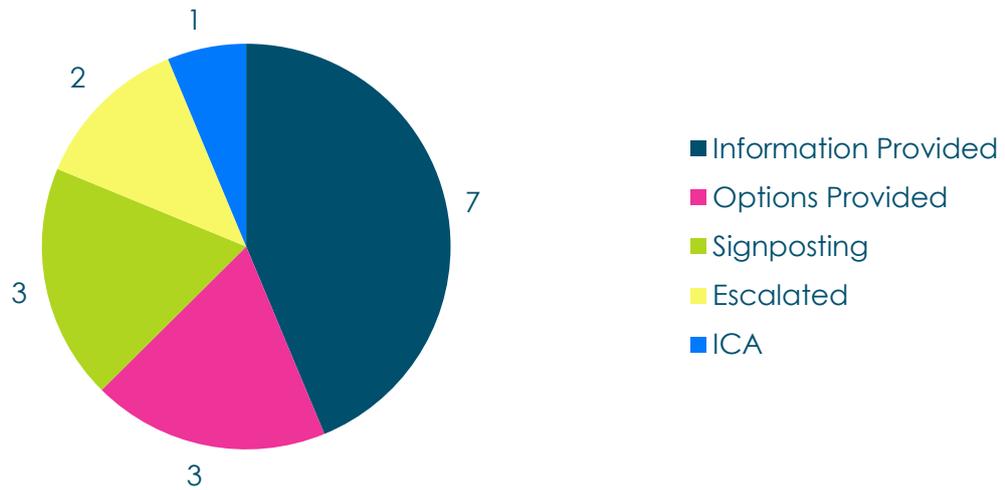
The most popular means of contacting Healthwatch this month is shown below.



We also conducted online research of local services, where we found a total of **101** experiences. These experiences are in the form of online reviews, which people have left on a provider's website for the month of **January**.

The total amount of information and experiences retrieved this month, through contact and research is **137**.

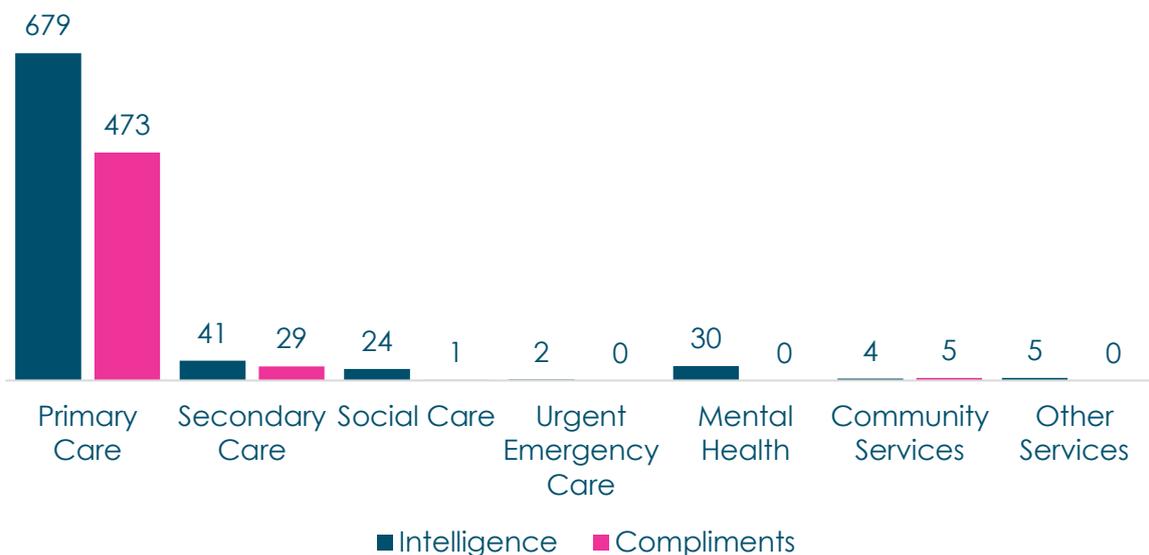
### Actions Taken



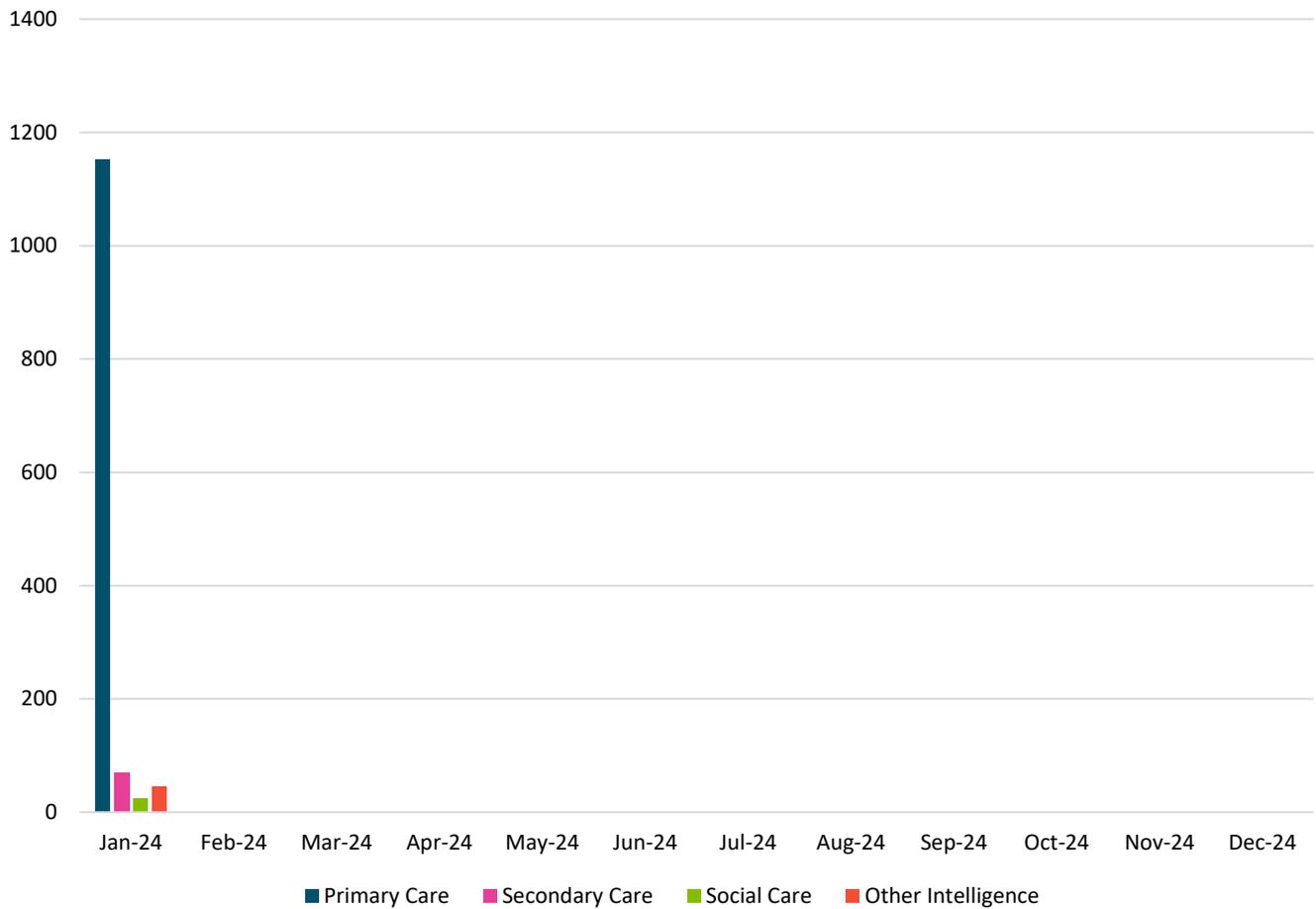
This month, Healthwatch took **16** actions from the experiences received. Our most common action was providing information, options provided and signposting.

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

### Care Type



The graph below shows the combined intelligence and compliments throughout 2024.



### 3. Information Requests

This month, Healthwatch recorded and fulfilled a total of 0 information request.

### 4. Primary Care

#### 4.1 Experiences Breakdown – GP Intelligence

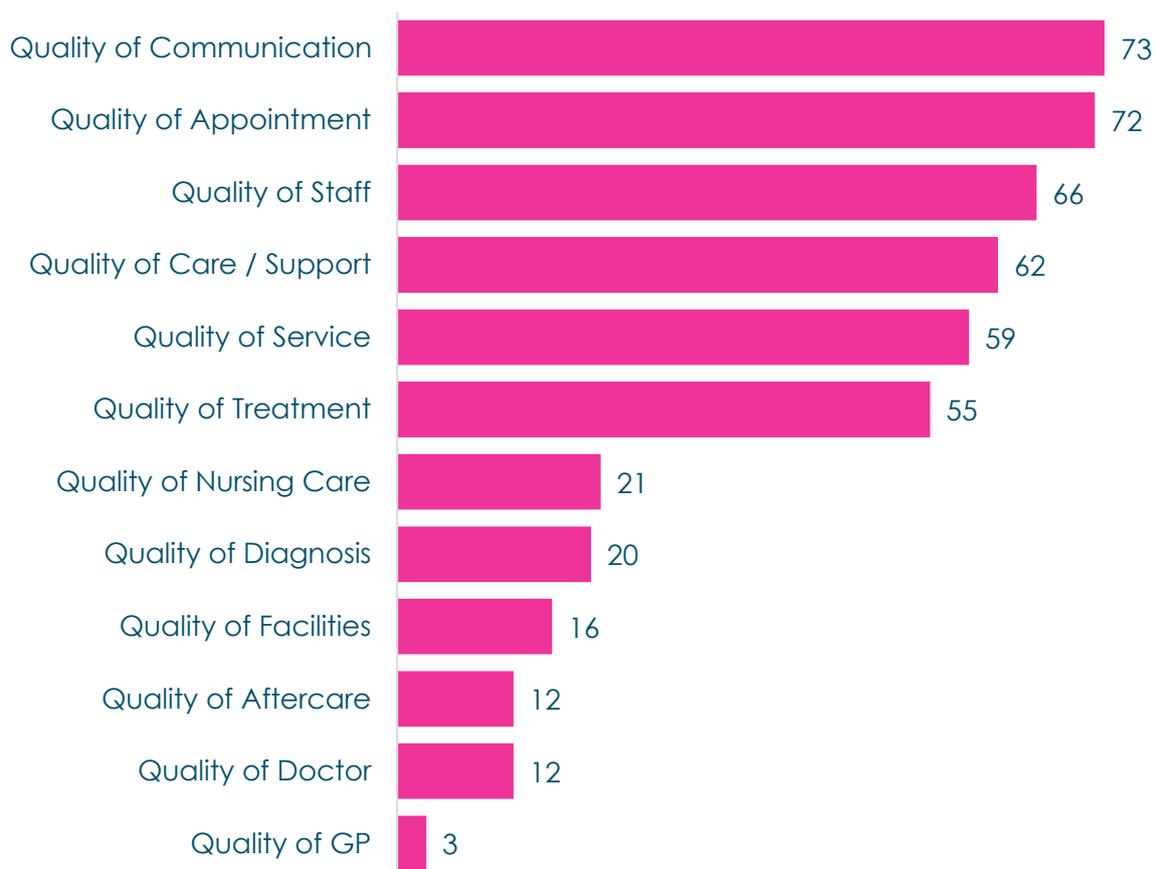
This month, Healthwatch recorded a total of 101 experiences for GP Practices. These experiences were broken down into 620 intelligence and 471 compliments.

## GP Surgery - Intelligence



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

## GP Surgery - Compliments



### Lived Experiences

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

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | Manor House Surgery   | PCN:           | Bridlington     |
| Identified By: | Research  | Date Recorded: | 26 January 2024 |
| Experience:    | <p>"I had already visited the drop-in centre at Bridlington hospital with severe pains in my full arm and shoulder and was recommended to obtain co-codamol, ice pack and ibuprofen gel you the nurse on duty. I followed the instructions and the next day I had a rash all over my arm still in really severe pains so rang the doctors straight away finally got through and was told to fill the online consultation and attach photos that I did and confirmed with the practice it had been flagged and someone would get back to me I was not sure if I was having an allergic</p> |                |                 |

|  |  |
|--|--|
|  | <p>reaction or not to the ibuprofen gel. After 2 sleepless nights in agony, I rang at 8 o'clock to get an appointment to see a doctor and was told it does not work like that? I explained I have filled the consultation form in and was waiting for a reply, but no one had replied and had borrowed stronger painkillers from a family member because of the severe pain. I was assured my online consultation form with photos would be shown to an available doctor and would get back within an hour. 2 Hours later I again returned to Bridlington hospital because the pain was so severe, I saw one of the nurses on duty and he immediately alerted a doctor. The Doctor examined my rash and diagnosed it as shingles during the diagnosis my phone rang and was told from Humberside primary care 2 options, I could go to Bridlington hospital again or get to Driffield and been seen by a Doctor their but if it is a reaction to the gel trauma could cause hypo ole ice shock. Just by luck there was an attending doctor available or my next option as I explained to all was gone to Scarborough A/E. This is the first time in about 12 years I have required to see a doctor not a good experience and very concerning.</p> <p>"</p> |
|--|--|

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | Manor House Surgery   | PCN:           | Bridlington     |
| Identified By: | Research  | Date Recorded: | 18 January 2024 |
| Experience:    | <p>"Can only get an appointment if you fill in an online consultation form. You cannot make an appointment any other way. Filled in the form very early Tuesday morning requesting a face-to-face appointment. Message comes up saying it will be read within 3 days. Contacted by the surgery the following Wednesday for a telephone appointment in two weeks' time, so 3 weeks for an appointment. Since joining with the other practice, the service provided is a complete joke. My friend tried to get an appointment and was told to go to the hospital. I drove her there and we were told over half the people waiting were patients of Humber primary care. Will be trying to change to another GP if possible. It's a disgrace.</p> <p>"</p> |                |                 |

|               |                      |      |                   |
|---------------|----------------------|------|-------------------|
| Service Name: | Hedon Group Practice | PCN: | Holderness Health |
|---------------|----------------------|------|-------------------|

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Identified By: | Research   | Date Recorded: | 15 January 2024 |
| Experience:    | <p>"It has been over 5 years since Church View joined Holderness Health and things are only getting worse. When trying to phone the practice you have to listen to the same message over and over again. If after 1hr and 40 minutes, I have not chosen to use www. ----- continuing to repeat it will not change my mind. By the time the ring-back service calls you back, there are no appointments left. If it is the dispensary then to be told what you need is still out of stock is no help. Are we supposed to manage without? I feel sorry for the staff because they do not make the decisions. Are things only going to get worse? The patients don't have any say in how many other patients are taken on. We don't have any say in what the staff levels are. When we were with Church View, we had no problems. The NHS is in a mess with more and more using it and fewer contributions being made. What are we as patients supposed to do? With health, we cannot just put up and shut up.</p> <p>"</p> |                |                 |

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"I had some skin diseases (eczema) The doctor suggested two rubs and asked me to review after 2 or 3 weeks.</p> <p>"</p> |                |                 |

|                |  |                |                |
|----------------|--|----------------|----------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN   |
| Identified By: | Research   | Date Recorded: | 9 January 2024 |
| Experience:    | <p>"Difficult to get through on the phone, always a queue. Difficult to get an appointment. Issues with prescriptions. I felt my last appointment with a GP was unhelpful, the GP was not very knowledgeable in the area discussed, denied my request. They seemed unhappy that I had sought private healthcare and I felt they were dismissive of my concerns.</p> <p>"</p> |                |                |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"Every time I have rang it has taken over 40 minutes to speak to someone Tried morning lunchtime still the same Was number 1 in the queue and still waited 20 min.</p> <p>"</p> |                |                 |

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 26 January 2024 |
| Experience:    | <p>"A bit late seeing the Doctor. (20 mins). Otherwise, OK. Satisfied with meeting and outcome to see Physiotherapist.</p> <p>"</p> |                |                 |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 15 January 2024 |
| Experience:    | <p>"After spending 40 minutes on hold to try booking an appointment for later this month I was told "not available, try again ringing tomorrow" Receptionist cold and no compassion shown at all.</p> <p>"</p> |                |                 |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 16 January 2024 |
| Experience:    | <p>"After being in a half hour phone queue to get an appointment in the morning we arrived for my sons 5pm appointment at 4.50, we didn't get in for his appointment until 5.45. Just shocking.</p> <p>"</p> |                |                 |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 27 January 2024 |
| Experience:    | <p>"I had a 3pm appointment and left my workplace at 2pm to give myself plenty of time. I arrived at 2.50 waiting room was empty. At 3.15 I asked the receptionist whether or not I would be seen soon her reply was it's only been 15 minutes! Considering I'd been on time had taken holiday from work to attend the appointment that reply was not helpful. Would the same approach have been taken if I was that late? I understand emergencies happen however communication would be appropriate in this situation let the patients who are waiting know the nurse doctor is running late rather than being sat their wondering what was happening. It should not be the norm to go to the doctors and expect to be there way longer than you should be without an apology or explanation. The nurse did apologise but almost reluctantly and preached about the healthy service! Would any other business get away with such shoddy customer service? The NHS is paid for by the public and I think a bit of respect for that wouldn't have gone a miss in situation like this.</p> <p>"</p> |                |                 |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnet          |
| Identified By: | Research   | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"Once again, my appointment was cancelled without explanation. I was requested to ring to make a new appointment, but I know my call will be unanswered. This is unacceptable, if I ran my business like this, I would lose all of my customers. This practice is not fit for purpose, everyone in the town complains, but nothing ever seems to change.</p> <p>"</p> |                |                 |

|                |                           |                |                 |
|----------------|---------------------------|----------------|-----------------|
| Service Name:  | Montague Medical Practice | PCN:           | Cygnet          |
| Identified By: | Research                  | Date Recorded: | 16 January 2024 |

|             |  |  |  |
|-------------|--|--|--|
| Experience: | "Appointment cancelled & not informed been waiting for a 24-hour blood pressure monitor fitted for months. Just disappointed again with the surgery<br>" |  |  |
|-------------|--|--|--|

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnat          |
| Identified By: | Research   | Date Recorded: | 13 January 2024 |
| Experience:    | <p>"Was sent a text saying I must go for a review before I can have my next prescription, I book this in an arrive at the doctor's office perfectly on time. I wait in the queue at reception, polite and patient. Only four minutes pass and I am now at the front of the queue when I receive a text from the doctor's office I am stood in, saying I have "no showed" for my appointment and it has been cancelled. I tell this to the receptionist, and she can only tell me to reschedule my appointment, despite me being on time. This consequently led to me not being able to pick up my prescription for an additional 4 days when my new appointment is scheduled. This is absolutely shocking. Luckily my health does not depend on my prescription but if it did then the doctors would be 100% responsible.</p> <p>"</p> |                |                 |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | Bartholomew Medical Group  | PCN:           | Cygnat          |
| Identified By: | Telephone  | Date Recorded: | 26 January 2024 |
| Experience:    | <p>Patient had been told by GP they intended to lower his pain medication for Fibromyalgia. No discussion or consultation. Patient was upset, anxious and stressed as they suffer from severe pain. Used a swear word and was told they were to be de-registered by the practice. They tried to find a new GP surgery however did not want to use any of the practices in Goole as they believed they would be as bad. Had already had a similar experience at Montague surgery. Tried to register with Howden and Gilberdyke surgeries with no success. Rang Healthwatch East Riding for help as they were running out of essential repeat prescription medication. HWERY representative rang Gilberdyke surgery as they were only 4 miles away and patient's preferred option. Receptionist said they were unable to take patient as they were "out of area" even though there were extenuating circumstances. HW representative advised the patient to attend the Urgent Treatment Centre to try to get</p> |                |                 |

|   |   |
|---|---|
|   | <p>replacement medication to tide them over as they only had a couple of days' worth of medication left. HW representative also contacted GP services contact at ICB and Cloverleaf Advocacy for advice.</p>  |
| <p>Actions Taken:<br/>(Healthwatch)</p> | <p>HW representative rang alternative surgeries to ask on patient's behalf if they could take him due to extenuating circumstances. They politely refused saying unable to register him due to being out of area (4 miles away).</p> <p>HW representative advised patient to go to UTC to get medication to tide them over until they could find an alternative surgery.</p> <p>HW representative emailed Cloverleaf Advocacy and ICB for support and advice.</p> <p>When heard back from ICB contacted patient for further information. They had found an alternative surgery in Scunthorpe 14 Miles! Bartholomew Surgery had contacted to issue further medication.</p> <p>HW representative emailed patient information about how to make a complaint.</p> |

|   |  |                       |                        |
|---|--|-----------------------|------------------------|
| <p>Service Name:</p>                    | <p>Park View Surgery</p>   | <p>PCN:</p>           | <p>Harthill PCN</p>    |
| <p>Identified By:</p>                   | <p>Engagement</p>  | <p>Date Recorded:</p> | <p>12 January 2024</p> |
| <p>Experience:</p>                      | <p>This person told HWERY that he does not know what will happen to him regarding the progression of his Parkinson's Disease. This person was diagnosed around 3 years ago and has seen the Parkinson's Nurse twice. The patient is worried about what will happen and doesn't appear to have the information or support that he would like. Although the patient says the nurses are lovely, the lack of Parkinson's nurses for the area means long waiting times and infrequent visits. HWERY suggested that the patient contact their GP to discuss their concerns, however the patient said he "can't get to the GP" and he rings and gets appointments for a month's time with a different healthcare professional.</p> |                       |                        |
| <p>Actions Taken:<br/>(Healthwatch)</p> | <p>The person was given phone numbers for the Parkinson's nurses, the Parkinson's UK helpline, and for Healthwatch ERY. The person was invited to, and attended, the Parkinson's UK support group the following week, where he received peer support and advice.</p>   |                       |                        |

|                              |  |                |                 |
|------------------------------|--|----------------|-----------------|
| Service Name:                | Park View Surgery  | PCN:           | Harthill PCN    |
| Identified By:               | Engagement   | Date Recorded: | 12 January 2024 |
| Experience:                  | <p>This person told HWERY that he does not know what will happen to him regarding the progression of his Parkinson's Disease. This person was diagnosed around 3 years ago and has seen the Parkinson's Nurse twice. The patient is worried about what will happen and doesn't appear to have the information or support that he would like. Although the patient says the nurses are lovely, the lack of Parkinson's nurses for the area means long waiting times and infrequent visits. HWERY suggested that the patient contact their GP to discuss their concerns, however the patient said he "can't get to the GP" and he rings and gets appointments for a month's time with a different healthcare professional.</p> |                |                 |
| Actions Taken: (Healthwatch) | <p>The person was given phone numbers for the Parkinson's nurses, the Parkinson's UK helpline, and for Healthwatch ERY. The person was invited to, and attended, the Parkinson's UK support group the following week, where he received peer support and advice.</p>   |                |                 |

|                              |   |                |                           |
|------------------------------|---|----------------|---------------------------|
| Service Name:                | South Cave Surgery  | PCN:           | The Ridings Medical Group |
| Identified By:               | Engagement  | Date Recorded: | 23 January 2024           |
| Experience:                  | <p>Parent shared 16-year-old has had life-long sleep issues sometimes not sleeping for over 48 hours. As a result, self-medicated with drugs, then ended up selling drugs to fuel own drug habit which led to crime and youth justice involvement. GP dismissive of the severity of the sleep issue and suggested good wind down routine and lavender. Said there is no further support needed. No referral to sleep services or further investigation.</p> |                |                           |
| Actions Taken: (Healthwatch) | <p>No further action required - logged as intelligence</p>  |                |                           |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | Practice 3   | PCN:           | Bridlington     |
| Identified By: | Web (Email / Survey)                                 | Date Recorded: | 12 January 2024 |
| Experience:    | <p>"Having issues with my hearing I went to GPs.</p> |                |                 |

|                                 |  |
|---------------------------------|--|
|                                 | <p>I was told the gp does not do that anymore. I need to go to Specsavers.</p> <p>They will look at my ears and test my hearing. Then you come back with the results and the doctor will act on it if the doctor sees fit.</p> <p>So, the doctor isn't any longer involved with your ears. If a referral is given to you from Specsavers the doctor still may not pass it on to the hospital. Mine was but it has been months and I have not got an appointment yet. My ears are getting worse by the day. The lack of hearing effects my social life. The discomfort is giving me sleepless nights and making me feel ill all the time. I get lightheaded a lot too. Yet I have to just wait until they get around to seeing Mr. I have had two messages from the hospital Trust. And I quote "NHSAppt: You are waiting for an ENT appointment/procedure at York &amp; Scarborough Hospitals Trust. We are sorry for your wait, and we will be in touch with you as soon as a date is available.</p> <p>If, for any reason, you no longer require this appointment please let us know by replying 'NO 7228'. If you reply 'NO 7228' we will remove you from our waiting list and we will let your GP know."</p> <p>It seems that they are just trying to wear me down. I can't afford to go private, so I just have to keep going."</p> |
| Actions Taken:<br>(Healthwatch) | Anonymously reported by Healthwatch ERY.   |

|                |   |                |                                   |
|----------------|---|----------------|-----------------------------------|
| Service Name:  | The Park Surgery, Driffield   | PCN:           | Yorkshire Coast and the Wolds PCN |
| Identified By: | Web (Email / Survey)  | Date Recorded: | 2 January 2024                    |
| Experience:    | <p>"I have been in contact with a social worker with regards to my mum who is retired. She has required assistance after being in crisis. When I was initially trying to access help for my mums declining mental health, I was passed from pillar to post. No one wanted to help. I tried my mums DRS, as I suspected dementia was an issue. They did nothing but a mini mental test &amp; did not follow up this with a referral for a full evaluation. When I did initially get someone (not from her DRS) to visit to assess her, she was discharged within the week and left to deteriorate until she required an inpatient level support. I had also contact social</p> |                |                                   |

|                                 |   |
|---------------------------------|---|
|                                 | services & spoke to a duty social worker, but a social worker wasn't assigned to my mum until much later. This admission could easily have been avoided if support had been given in the months leading up to the event where she deteriorated day on day." |
| Actions Taken:<br>(Healthwatch) | Anonymously reported by Healthwatch ERY.  |

|                                 |   |                |  |
|---------------------------------|---|----------------|--|
| Service Name:                   | Eastgate Medical Group,<br>Hornsea  | PCN:           | Yorkshire<br>Coast and<br>the Wolds<br>PCN |
| Identified By:                  | Email   | Date Recorded: | 7 January<br>2024                          |
| Experience:                     | Lack of specialist services. No support in Hornsea which causes further medical problems. This ends up costing more money in needing additional services. |                |  |
| Actions Taken:<br>(Healthwatch) | No further action - logged as intelligence  |                |  |

|                                 |   |                |                   |
|---------------------------------|---|----------------|-------------------|
| Service Name:                   | Hackness Road Surgery Scarborough   |                |                   |
| Identified By:                  | Web (Email / Survey)  | Date Recorded: | 8 January<br>2024 |
| Experience:                     | Patient reported "very difficult to get a GP appointment only interested in giving vaccines to you."        |                |                   |
| Actions Taken:<br>(Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report. |                |                   |

## Compliments

|                |   |                |                      |
|----------------|---|----------------|----------------------|
| Service Name:  | Church View Surgery   | PCN:           | Holderness<br>Health |
| Identified By: | Research  | Date Recorded: | 22 January<br>2024   |
| Experience:    | "Telephoned at 8am and the call was answered straight away. I wanted an appointment for me elderly father, after completing |                |                      |

care navigation an appointment was made for later in the day. We were seen by a lovely GP registrar who was very friendly, thorough and empathetic. The same day my niece received a call from the nursery to say they were concerned about her one-year-olds breathing. She called into the surgery and an appointment was made and she was seen by a doctor within the hour. A good experience from both ends of the age scale for this family. Thank you.

"

|                |                             |                |                                   |
|----------------|-----------------------------|----------------|-----------------------------------|
| Service Name:  | The Park Surgery, Driffield | PCN:           | Yorkshire Coast and the Wolds PCN |
| Identified By: | Research                    | Date Recorded: | 31 January 2024                   |

Experience:

"Easy parking within the surgery grounds, and very good access to the building with two very good entry points. Access to a good 'overworked' pharmacy that is suffering from the UK wide 'under supply' of pharmaceutical items. The pharmacy has been let down by its third party 'text when ready service,' which it is aware of, and remedying. The pharmacy still provides a very good service. Both in person, as well as through telephone communication, I have always found the Park Surgery admin staff very helpful. The Dr's and Nurses are dedicated to their profession, which reflects well within the practice. The Park Surgery call back service has worked every time for me, as has the online service for ordering repeat prescriptions. Latterly I've had reason to overburden this excellent practice, and not once have they let me down (their referral and follow up system for contacting consultants is second to none.) For those who drive; the Nafferton Practice is also a brilliant back up that is able to offer appointments upon request, as well as issue prescriptions through their pharmacy. I would urge those who do find fault with the practice to consult with them to sort out their grievances, bearing in mind that every practice throughout the NHS system has had to contend with the constraints of two years (rolling onwards) of the Covid Virus. Patients, and patience is definitely an odd mix when illness happens. We are all human ... Yours Aye Gratefully ...

"

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 18 January 2024 |
| Experience:    | <p>"An appointment was offered for a post-op examination the same day as requested, recognising the urgency of the situation. Dr and staff were very knowledgeable and had read the notes. A swift diagnosis and follow up care were also offered. Excellent patient care.</p> <p>"</p> |                |                 |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 11 January 2024 |
| Experience:    | <p>"In my experience the receptionists are super helpful and friendly, the practice nurses are kind, friendly and professional. The upbeat paramedic's advice and care was spot on for my 88-year-old Mum recently, she's well on the road to recovery after a stay in Castle Hill and having a pacemaker fitted. The doctors in this practice are dedicated, caring and provide excellent care. None of the above is surprising as the "man at the helm" sets the tone and leads by shining example. Thank you everyone.</p> <p>"</p> |                |                 |

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 11 January 2024 |
| Experience:    | <p>"Staff member who saw me was polite, friendly and professional. Very informative. I had an unrelated enquiry which was dealt with in the same manner.</p> <p>"</p> |                |                 |

|                |                               |                |                 |
|----------------|-------------------------------|----------------|-----------------|
| Service Name:  | North Beverley Medical Centre | PCN:           | Beverley PCN    |
| Identified By: | Research                      | Date Recorded: | 21 January 2024 |

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| Experience: | <p>"Had some bad medical results Rang on Tuesday and was in with favoured GP in 48 hours Had ample time with the doctor and prescription and next steps for referral sorted there and then.</p> <p>"</p> |  |  |
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| Service Name: | North Beverley Medical Centre | PCN: | Beverley PCN |
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| Identified By: | Research | Date Recorded: | 19 January 2024 |
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| Experience: | <p>"I was seen on time. Practitioner was not hurried took time to explain symptoms and test results. I felt satisfied with consultation.</p> <p>"</p> |  |  |
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| Service Name: | North Beverley Medical Centre | PCN: | Beverley PCN |
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| Identified By: | Research | Date Recorded: | 26 January 2024 |
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| Experience: | <p>"I needed a blood test urgently for treatment I'm receiving at a different Health Care Trust and was offered an appointment the next morning which was surprising with the general state of NHS waiting times. Being accommodated very swiftly was much appreciated.</p> <p>"</p> |  |  |
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| Service Name: | North Beverley Medical Centre | PCN: | Beverley PCN |
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| Identified By: | Research | Date Recorded: | 5 January 2024 |
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| Experience: | <p>"The Doctor I saw was interested in what I had to say and very helpful plus prepared to try and find out what is going on with my medical conditions. Well done to the doctor I saw and from now on will ask for that female doctor.</p> <p>"</p> |  |  |
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| Service Name: | North Beverley Medical Centre | PCN: | Beverley PCN |
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| Identified By: | Research  | Date Recorded: | 9 January 2024 |
| Experience:    | "I had a problem and the GP referred me to a specialist. I was called the next day, and an appointment was offered the following week.<br>" |                |                |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 31 January 2024 |
| Experience:    | "Had to attend the surgery for first time in over 2 years (bar vaccinations) for routine tests and a physical issue. I was very impressed with how smoothly everything went from booking to seeing the medical team quickly and the ease of getting feedback and prescriptions through emails, texts and the NHS app. The whole team were very reassuring and helpful, and I am very happy with the treatment received so far.<br>" |                |                 |

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| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 29 January 2024 |
| Experience:    | "From the receptionist to the nurse Excellent service Very professional nurse kept me at ease When doing blood tests and chat about COPD.<br>" |                |                 |

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| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 23 January 2024 |
| Experience:    | "My appt was an emergency one I called in the morning and was told to return later that day. The receptionist was very helpful listened and took everything on board. My appointment with the doctor was not rushed and very thorough resulting in a relieved patient I highly recommend this surgery. |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 16 January 2024 |
| Experience:    | "GP was good and dealt with my problem efficiently, listened and did the necessary referrals, etc.<br>" |                |                 |

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| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 24 January 2024 |
| Experience:    | "Received a face-to-face appointment within a few days and a set of bloods taken at the appointment. Further referral to msk practitioner was within a few weeks and was of great help.<br>" |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 12 January 2024 |
| Experience:    | "From ringing and talking to an extremely helpful and professional receptionist to seeing the doctor. I had a very good experience. Both members of staff were extremely helpful and knowledgeable, and it really put me at ease. From ringing, to appointment, to treatment was very quick and very professional.<br>" |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 19 January 2024 |
| Experience:    | "Seen on time. Friendly practitioner. Prescribed medication needed. I felt that he was very thorough and sympathetic. |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 17 January 2024 |
| Experience:    | "Just had a review at this practice and really pleased in the compassionate and helpful way I was treated. Totally recommend it.<br>" |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 11 January 2024 |
| Experience:    | "I got an appointment for the same day and had tablets prescribed. Excellent service. We have been very pleased with the doctors since moving to Beverley last year Thank you.<br>" |                |                 |

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| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 19 January 2024 |
| Experience:    | "I received a text reminding me that I was due a blood test. I was seen on time and the Nurse was very efficient and informative.<br>" |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 26 January 2024 |
| Experience:    | "I popped into my pharmacy for advice/ treatment. I was firstly seen by the pharmacist who messaged the GPs as I needed to be seen that day. I later saw a GP, who prescribed an antibiotic ointment for my eye and advised me what to do if it didn't improve. All the staff were kind and professional. |                |                 |

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| Service Name: | North Beverley Medical Centre | PCN: | Beverley PCN |
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| Identified By: | Research | Date Recorded: | 5 January 2024 |
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| Experience: | "I was querying reasons and side effects of a medication. The explanation was given well, I understood what was being said, and I was able to make an informed decision about whether I was going to take the medication, thank you.<br>" |  |  |
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| Service Name: | North Beverley Medical Centre | PCN: | Beverley PCN |
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| Identified By: | Research | Date Recorded: | 31 January 2024 |
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| Experience: | "I was called into consultation with a practice nurse on time. Dealt with in a very relaxing friendly way.<br>" |  |  |
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| Service Name: | North Beverley Medical Centre | PCN: | Beverley PCN |
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| Identified By: | Research | Date Recorded: | 6 January 2024 |
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| Experience: | "I had two appointments one followed by second. The nurse did the general review, bloods, etc. but wasn't qualified to deal with the query re. my drugs. Both practitioners were polite, professional and very pleasant. I felt for the first time since the surgery has more or less got back to normality that I wasn't rushed and also was listened to.<br>" |  |  |
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| Service Name: | North Beverley Medical Centre | PCN: | Beverley PCN |
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| Identified By: | Research | Date Recorded: | 20 January 2024 |
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| Experience: | "I went to see the doctor about my mental health today and I arrived feeling very stressed and anxious about my current |  |  |
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|  | <p>situation. The doctor was listening and reassuring me with advice, encouragements and solutions. I left the centre feeling a lot better. Thank you.</p> <p>"</p> |
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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 18 January 2024 |
| Experience:    | <p>"First time I met the new gp. Was very kind and took time to help me. Reassured and support given. He was very pleasant and knowledgeable. Took the time to listen to my concerns. Cared for me as an individual. Checked my results and changed medications.</p> <p>"</p> |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 19 January 2024 |
| Experience:    | <p>"Looked after very well although bit delayed getting seen. Staff polite efficient and helpful. Explained process clearly and in detail.</p> <p>"</p> |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 16 January 2024 |
| Experience:    | <p>"I have always been treated fairly, &amp; promptly at this practice. Making referrals where necessary. And unlike many practices you can get an appointment most of the time.</p> <p>"</p> |                |                 |

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| Service Name:  | North Beverley Medical Centre | PCN:           | Beverley PCN    |
| Identified By: | Research                      | Date Recorded: | 27 January 2024 |

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| Experience: | <p>"I contacted the surgery to ask for advice re ongoing symptoms I was having. Later in the day I received a message offering me an appointment for that evening. I saw the G.P. close to appointment time, he was excellent. He listened to me, understood my concerns and responded with reassurance and a prescription that I needed. I left the surgery, visited the attached pharmacy...also very helpful. The whole process was spot on! Thank you.</p> <p>"</p> |  |  |
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| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 25 January 2024 |
| Experience:    | <p>"I went to the practice to ask for an appointment and was very pleasantly surprised to be given one on the same day to see a GP.</p> <p>"</p> |                |                 |

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| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 12 January 2024 |
| Experience:    | <p>"I was seen by a senior nurse who was helpful and considerate when discussing my symptoms. They were easy to talk to and explained next steps.</p> <p>"</p> |                |                 |

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| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 21 January 2024 |
| Experience:    | <p>"The member of staff on reception was caring and supportive when I rang to voice my health concerns. The female member managed to fit me in within 3 hours the same day due to a cancellation.</p> <p>"</p> |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 18 January 2024 |
| Experience:    | <p>"Everything regarding this Practice is exceptional. I receive first class care. It is not difficult to get an appointment and I find the Doctors and staff caring and professional. I am particularly grateful and appreciative of the way things were conducted and offered during the very difficult times of Covid. Thank you.</p> <p>"</p> |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN   |
| Identified By: | Research  | Date Recorded: | 3 January 2024 |
| Experience:    | <p>"Excellent consultation. The information passed on about options, procedures and timescale were precise and professional. I think this is an excellent addition to the services offered by the surgery.</p> <p>"</p> |                |                |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 19 January 2024 |
| Experience:    | <p>"It is always a professional, efficient service here. Everything is explained clearly, and you are put at ease.</p> <p>"</p> |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"Appointment on time and the staff are very friendly and approachable made me feel comfortable and explained everything I needed to know.</p> <p>"</p> |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN   |
| Identified By: | Research  | Date Recorded: | 4 January 2024 |
| Experience:    | <p>"Managed to get a same day appointment to discuss my post-surgery concerns a prescription and the nurse changed my dressing, put my mind at ease too. Also, you now seem to be able to book an appointment in advance rather than having to ring every morning at 8pm to try get in seems to work better.</p> <p>"</p> |                |                |

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| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN   |
| Identified By: | Research   | Date Recorded: | 5 January 2024 |
| Experience:    | <p>"Very satisfactory. No problems getting appointments. We have found all doctors, nursing staff and receptionists to be very understanding and helpful.</p> <p>"</p> |                |                |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 17 January 2024 |
| Experience:    | <p>"I attended an HRT review and was so impressed by the level of care and compassion shared by the nurse. She was very understanding and tried answer my questions.</p> <p>"</p> |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN   |
| Identified By: | Research  | Date Recorded: | 4 January 2024 |
| Experience:    | <p>"Appointment on time. Practice Nurse polite and efficient. Answered all my queries in a straightforward manner without being patronising.</p> <p>"</p> |                |                |

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| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 19 January 2024 |
| Experience:    | <p>"I rang at 10am, spoke to a very understanding receptionist who found me an appointment for the same day. I saw a paramedic. They were thorough, prescribed my medication and booked me a follow up appointment to see how the meds worked. As always, I am delighted with my doctor's practice.</p> <p>"</p> |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 19 January 2024 |
| Experience:    | <p>"Consultation with Nurse Practitioner who quickly diagnosed a lung infection. Prescribed antibiotics. Job done.</p> <p>"</p> |                |                 |

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| Service Name:  | North Beverley Medical Centre  | PCN:           | Beverley PCN    |
| Identified By: | Research   | Date Recorded: | 16 January 2024 |
| Experience:    | <p>"My recent appointment with my surgery was a very pleasant and helpful visit my problem was addressed by the two new gps who attended to me I hope they will be able to be part of a great team well done.</p> <p>"</p> |                |                 |

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| Service Name:  | North Beverley Medical Centre   | PCN:           | Beverley PCN    |
| Identified By: | Research  | Date Recorded: | 16 January 2024 |
| Experience:    | <p>"My recent appointment with my surgery was a very pleasant and helpful visit my problem was addressed by the two new gps who attended to me I hope they will be able to be part of a great team well done.</p> |                |                 |

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| Service Name: | North Beverley Medical Centre | PCN: | Beverley PCN |
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| Identified By: | Research | Date Recorded: | 4 January 2024 |
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| Experience: | "Thank you to the amazing receptionist / staff member - s - who took the time to listen to my concerns and reassured me of my worries. She knew what she was talking about and made me feel like I'd be listened too. I was given a DRS appointment the same week and feel really reassured. Thankyou.<br>" |
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| Service Name: | King Street Medical Centre | PCN: | Harthill PCN |
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| Identified By: | Research | Date Recorded: | 11 January 2024 |
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| Experience: | "Called surgery regarding my daughter needing blood tests and a possible further prescription. Really friendly, helpful lady on reception answered all of my questions and confirmed them with a clinician also booked daughter in for bloods. Really stress-free amazing service, thank you so much.<br>" |
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| Service Name: | Montague Medical Practice | PCN: | Cygnet |
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| Identified By: | Research | Date Recorded: | 31 January 2024 |
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| Experience: | "Waiting time excellent Dr listened and understood my problems, dealt with effectively. Treatment plan agreed upon.<br>" |
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| Service Name: | Montague Medical Practice | PCN: | Cygnet |
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| Identified By: | Research | Date Recorded: | 31 January 2024 |
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| Experience: | "Rang surgery got an appointment within 2.5 hours. Saw Dr. He was very attentive to my problem, listened to me and made me feel I was in good hands. I was reassured about certain problems and left feeling if I needed further advice, I was just a telephone call away. |
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| Service Name:  | Montague Medical Practice  | PCN:           | Cygnat          |
| Identified By: | Research   | Date Recorded: | 31 January 2024 |
| Experience:    | "Knowledgeable sympathetic doctor. He realised what the problem was, and his treatment has been successful.<br>" |                |                 |

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| Service Name:  | Montague Medical Practice  | PCN:           | Cygnat          |
| Identified By: | Research   | Date Recorded: | 17 January 2024 |
| Experience:    | "Very reassuring and explained everything that needed to be done for me yesterday and changed my inhaler for a new one.<br>" |                |                 |

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| Service Name:  | Montague Medical Practice  | PCN:           | Cygnat          |
| Identified By: | Research   | Date Recorded: | 19 January 2024 |
| Experience:    | "Invited for a blood pressure appt, on time great service, no problems. It's good to keep up with various reviews when offered.<br>" |                |                 |

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| Service Name:  | Montague Medical Practice  | PCN:           | Cygnat          |
| Identified By: | Research   | Date Recorded: | 20 January 2024 |
| Experience:    | "I'm lucky enough to not have to visit the GPs regularly. This was just a pill review with the nurse. She was really thorough and listened to my small concerns and gave me good advice. The appointment was on time.<br>" |                |                 |

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| Service Name:  | Montague Medical Practice | PCN:           | Cygnat         |
| Identified By: | Research                  | Date Recorded: | 4 January 2024 |

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| Experience: | "Usually get an appointment when I need it, some lovely staff, can't fault the G. P's Thank you Montague medical centre.<br>" |  |  |
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| Service Name:  | Montague Medical Practice  | PCN:           | Cygnat         |
| Identified By: | Research   | Date Recorded: | 6 January 2024 |
| Experience:    | "I attended the practice for a shingles jab and was very happy with the professional treatment that I received." |                |                |

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| Service Name:  | Montague Medical Practice  | PCN:           | Cygnat          |
| Identified By: | Research   | Date Recorded: | 31 January 2024 |
| Experience:    | "I rang at 9am to request at GP appointment. Appointment offered that day at 10 50am. Excellent helpful receptionists at this practice, a credit to the surgery. My appointment was on time and a very helpful GP who listened, advised, and prescribed relevant medication. Thank you.<br>" |                |                 |

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| Service Name:  | Montague Medical Practice  | PCN:           | Cygnat         |
| Identified By: | Research   | Date Recorded: | 6 January 2024 |
| Experience:    | "After having postponed twice for personal reasons it was easy to reschedule. The nurse I saw was thorough and explained everything I needed to know. Great work.<br>" |                |                |

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| Service Name:  | Montague Medical Practice   | PCN:           | Cygnat          |
| Identified By: | Research  | Date Recorded: | 20 January 2024 |
| Experience:    | "Our health service is criticised often, but I've been seen and dealt with in no time. Everyone in the process was great. I can't speak highly enough of the team.<br>" |                |                 |

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| Service Name:  | Montague Medical Practice   | PCN:           | Cygnnet         |
| Identified By: | Research  | Date Recorded: | 18 January 2024 |
| Experience:    | <p>"Quick and efficient, the nurse was struggling to find equipment as I was the first in, but other than that, very good.</p> <p>"</p> |                |                 |

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| Service Name:  | Montague Medical Practice  | PCN:           | Cygnnet         |
| Identified By: | Research   | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"I managed to get an appointment for the morning I rang, I checked in on screen as there was a queue at reception with a foreign person not understanding. The doctor I saw was friendly and listened to me. He examined me and gave me a prescription for my problem and said If no better after a few days to get bk in touch.</p> <p>"</p> |                |                 |

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| Service Name:  | Montague Medical Practice   | PCN:           | Cygnnet         |
| Identified By: | Research  | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"Everyone was professional while been friendly and helpful. The Doctor sat and listened to me about my health concerns then went into detail about the steps he was taking to get me back to full health.</p> <p>"</p> |                |                 |

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| Service Name:  | Montague Medical Practice   | PCN:           | Cygnnet        |
| Identified By: | Research  | Date Recorded: | 6 January 2024 |
| Experience:    | <p>"My mother was given plenty of time to discuss her concerns and the nurse was very thorough. Time was given to chat too which was much appreciated by my mum.</p> <p>"</p> |                |                |

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| Service Name: | Montague Medical Practice | PCN: | Cygnnet |
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| Identified By: | Research   | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"The nurse I saw was very friendly, informative and thoughtful. She gave me my results and was very encouraging. Future reviews were put in place.</p> <p>"</p> |                |                 |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnnet         |
| Identified By: | Research   | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"Friendly staff answer all questions and very helpful Overall nice and calming experience Also very clean and tidy premises Would recommend.</p> <p>"</p> |                |                 |

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | Montague Medical Practice   | PCN:           | Cygnnet         |
| Identified By: | Research  | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"Visit practice once a week for medical condition always given highest amount of attention Doctors and nurses always very polite and helpful.</p> <p>"</p> |                |                 |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnnet         |
| Identified By: | Research   | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"Actually, listened to, immediately got tests ordered, and is actively investigating. I didn't have to argue, I wasn't fobbed off. We actually had a polite, respectful conversation. Moving practices to this one is the best decision I ever made.</p> <p>"</p> |                |                 |

|                |                           |                |                 |
|----------------|---------------------------|----------------|-----------------|
| Service Name:  | Montague Medical Practice | PCN:           | Cygnnet         |
| Identified By: | Research                  | Date Recorded: | 31 January 2024 |

|             |  |  |  |
|-------------|--|--|--|
| Experience: | "Whenever I need to visit the practice, I'm always welcomed by cheerful receptionists very happy with the GPs and nurses at the practice. I can highly recommend this practice.<br>" |  |  |
|-------------|--|--|--|

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnnet         |
| Identified By: | Research   | Date Recorded: | 31 January 2024 |
| Experience:    | "No complaints about access to any appointments or services. I find this practice to be extremely efficient, effective and considered to a patient's needs.<br>" |                |                 |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnnet         |
| Identified By: | Research   | Date Recorded: | 31 January 2024 |
| Experience:    | "Great staff...take care of my. Very friendly and helpful. Everything was in time...many thanks...I hope in future surgery will stay in the same level.<br>" |                |                 |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | Montague Medical Practice  | PCN:           | Cygnnet         |
| Identified By: | Research   | Date Recorded: | 31 January 2024 |
| Experience:    | "Very good service from what is obviously a very busy practice. They are friendly and accommodating. Keep up the good work.<br>" |                |                 |

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | Montague Medical Practice   | PCN:           | Cygnnet         |
| Identified By: | Research  | Date Recorded: | 31 January 2024 |
| Experience:    | "Vast improvement over the last 12 months. Have even managed to see doctors and had an "urgent" referral. Pleasant receptionist greeting in a newish practice.<br>" |                |                 |

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | Montague Medical Practice   | PCN:           | Cygnet          |
| Identified By: | Research  | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"Had my smear test and the nurse was great and put me at ease. I was provided with written information and given the opportunity to ask questions. I was also told what would happen with different outcomes of the test.</p> <p>"</p> |                |                 |

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | Montague Medical Practice   | PCN:           | Cygnet          |
| Identified By: | Research  | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"I have been a patient of this practice for many years and always found the doctors/ nurses and support staff very caring and supportive and all my family have experienced the same and nothing is too much trouble and we must show all the staff respect in these very difficult times the NHS is going through, and must remember they are only human</p> <p>"</p> |                |                 |

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | Montague Medical Practice   | PCN:           | Cygnet          |
| Identified By: | Research  | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"I had an important appt to obtain my annual MOT results and was running late due to the train barriers stuck in the closed position. Rang the practice and confirmed I would be approximately 15 minutes late. No problem. Was seen straight away with no time restraints and the Nurse was extremely helpful in responding to my many questions. Overall, an excellent experience and would have no concerns in recommending. Given other appointments and queries that I have had, they have always been very helpful.</p> <p>"</p> |                |                 |

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | Montague Medical Practice   | PCN:           | Cygnet          |
| Identified By: | Research  | Date Recorded: | 31 January 2024 |
| Experience:    | <p>"Had my routine smear done by a very professional and friendly lady yesterday and it took less than a minute. It's something</p> |                |                 |

|  |   |
|--|---|
|  | that's over and done with so quickly but could end up saving your life. |
|  | "   |

|                |   |                |                 |
|----------------|---|----------------|-----------------|
| Service Name:  | Montague Medical Practice   | PCN:           | Cygnat          |
| Identified By: | Research  | Date Recorded: | 31 January 2024 |
| Experience:    | "Doctor was knowledgeable and helpful and was very professional and so was the nurse my partner took my daughter and told me how great they were with my nine-week daughter." |                |                 |

## 4.2 Dental Practices

This month, Healthwatch recorded a total of **6** experiences relating to Dental Practices. These experiences were broken down into **24** Intelligence and **0** Compliments.

### Dentist - Intelligence



## Lived Experiences

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

|                                 |  |                |                 |
|---------------------------------|--|----------------|-----------------|
| Service Name:                   | Non-specified dentist in South Cave  |                |                 |
| Identified By:                  | Engagement   | Date Recorded: | 23 January 2024 |
| Experience:                     | Called the dentist again this month as not had a check-up for adults or children in the house for over a year. Still on the practice list but doesn't have a specific dentist due to previous one retiring. Has been told they'll be contacted for a check-up etc in due course when a dentist is recruited. Can't pay for private care but calls monthly to be told its emergencies only. |                |                 |
| Actions Taken:<br>(Healthwatch) | No further action required - logged as intelligence.   |                |                 |

|                                 |   |                |                |
|---------------------------------|---|----------------|----------------|
| Service Name:                   | Exchange Street Practice  |                |                |
| Identified By:                  | Web (Email / Survey)  | Date Recorded: | 3 January 2024 |
| Experience:                     | "Utterly ridiculous, local dentist removed myself and my children from their books and now we cannot access any NHS dental care unless it's an emergency, there are NO dental practices accepting NHS patients in the local area, I'm on the waiting lists for any local dentists but that could take up to 3 years!" |                |                |
| Actions Taken:<br>(Healthwatch) | Reported by Healthwatch ERY.  |                |                |

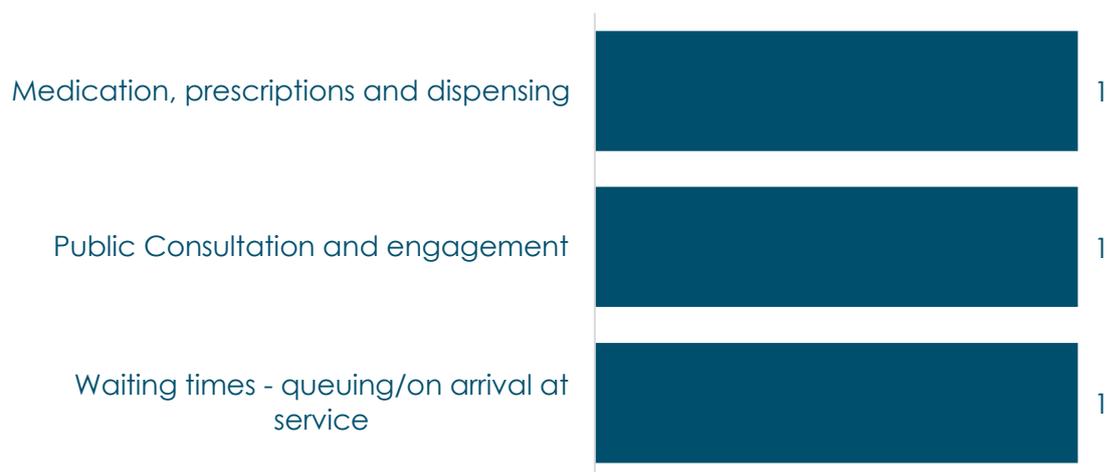
|                |   |                |                |
|----------------|---|----------------|----------------|
| Service Name:  | My Dentist  |                |                |
| Identified By: | Web (Email / Survey)  | Date Recorded: | 3 January 2024 |
| Experience:    | "I'm a 75yrs old disabled was going to same dentist for years. Rang for appt and told they had removed me from NHS list, but I couldn't pay £50 and get private appt for a check-up. Why would I pay them for take me as a private patient. I now do not have dental care." |                |                |

|                                 |   |                |                 |
|---------------------------------|---|----------------|-----------------|
| Actions Taken:<br>(Healthwatch) | Reported by Healthwatch ERY   |                |                 |
| Service Name:                   | Bupa Dental Care (non-specified)  |                |                 |
| Identified By:                  | Email   | Date Recorded: | 6 January 2024  |
| Experience:                     | Cannot get regular dentist appointments since COVID   |                |                 |
| Actions Taken:<br>(Healthwatch) | No further action required - logged as intelligence   |                |                 |
| Service Name:                   | Dentist   |                |                 |
| Identified By:                  | Engagement  | Date Recorded: | 11 January 2024 |
| Experience:                     | Full family discharged from the dental practice with no notice. Concerned about needing dental services in the future while on waiting list. Met at foodbank and there is a worry around needing urgent treatment which could result in private dentist which comes at considerable cost. |                |                 |
| Actions Taken:<br>(Healthwatch) | No action required, logged as intelligence  |                |                 |
| Service Name:                   | Peasholme dental practice   |                |                 |
| Identified By:                  | Web (Email / Survey)  | Date Recorded: | 8 January 2024  |
| Experience:                     | Patient reported "getting NHS dentist absolutely impossible".   |                |                 |
| Actions Taken:<br>(Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.   |                |                 |

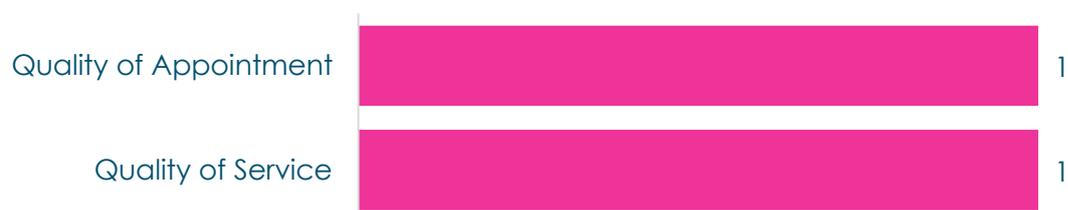
## 4.3 Pharmacy

This month, Healthwatch recorded a total of 2 experiences relating to Pharmacies. These experiences were broken down into 3 Intelligence and 2 Compliments.

### Pharmacist - Intelligence



### Pharmacist - Compliments



### Lived Experiences - Intelligence

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

|                              |  |                |                 |
|------------------------------|--|----------------|-----------------|
| Service Name:                | Boots Pharmacy- Willerby   |                |                 |
| Identified By:               | Telephone  | Date Recorded: | 19 January 2024 |
| Experience:                  | Patient had been contacted to say that they would need to go back to their GP as the pharmacy would no longer be issuing their regular prescriptions (12 months' worth had been agreed). |                |                 |
| Actions Taken: (Healthwatch) | HW representative contacted the pharmacy. Found out that the wrong message had been sent to the patient. The patient   |                |                 |

|  |  |
|--|--|
|  | <p>can continue to have her medication prescribed in the same way. Pharmacist said it would help if medication was picked up more promptly as they often have to send reminders and, on this occasion, the wrong reminder had been sent out.</p> <p>HW representative contacted the patient's mum and explained what had happened. She was very relieved. I explained that if the patient picked up her medication as soon as it was dispensed hopefully this wouldn't happen again, but it was a mistake.</p> |
|--|--|

|                              |   |                |                |
|------------------------------|---|----------------|----------------|
| Service Name:                | Newby Chemist   |                |                |
| Identified By:               | Web (Email / Survey)  | Date Recorded: | 8 January 2024 |
| Experience:                  | Patient reported "pharmacy good service but increasing waiting times and pharmacists now doing the role of a GP." |                |                |
| Actions Taken: (Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report.       |                |                |

## 4.4 Opticians

This month, Healthwatch recorded a total of **0** experiences relating to Opticians.

## 5. Secondary Care Intelligence

### Theme Breakdown – Hospitals

- Being listened to/being involved
- Quality of treatment
- Caring, kindness, respect and dignity
- Waiting times - queuing/on arrival at service

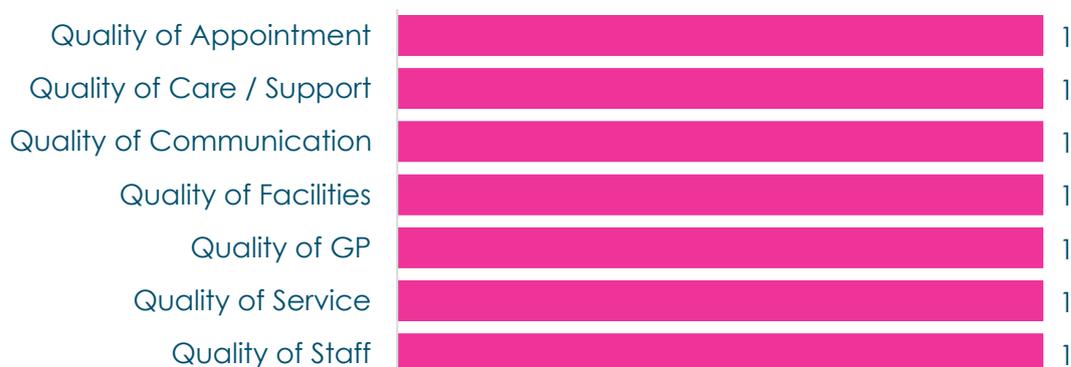
## 5.1 Hull Royal Infirmary

This month, Healthwatch recorded a total of 4 experiences relating to Hull Royal Infirmary. These experiences were broken down into 16 intelligence and 7 compliments.

### Hull Royal Infirmary - Intelligence



### Hull Royal Infirmary - Compliments



## Lived Experiences – Intelligence

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

|                                 |  |                |                 |
|---------------------------------|--|----------------|-----------------|
| Service Name:                   | Hull Royal Infirmary   |                |                 |
| Identified By:                  | Research   | Date Recorded: | 11 January 2024 |
| Experience:                     | when visiting endocrinology and metabolic medicine patient reported "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" |                |                 |
| Actions Taken:<br>(Healthwatch) | NA   |                |                 |

|                                 |   |                |                 |
|---------------------------------|---|----------------|-----------------|
| Service Name:                   | Gynaecology Outpatients   |                |                 |
| Identified By:                  | Email   | Date Recorded: | 19 January 2024 |
| Experience:                     | I have a problem with my womb an inflamed lining. I have been told by the surgeon that I am far too fat for an operation to have a hysterectomy. The same surgeon who told me this did a biopsy as I need to have one every six months recently once more talked of how fat I was, really did hurt me while taking this. This doctor was rude and should not be a gynaecologist. I have had 4 or 5 biopsies and none of the other doctors hurt or were as cruel as this doctor. I am overweight I am on the waiting list for surgery I weigh 19 stone. I have their issues as I have osteoarthritis my knee is deformed, and my shoulders hurt. I don't need this type of doctor treating me when most of the other doctors have been fine. |                |                 |
| Actions Taken:<br>(Healthwatch) | No further action required - logged as intelligence   |                |                 |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | Children's Accident and Emergency  |                |                 |
| Identified By: | Engagement   | Date Recorded: | 23 January 2024 |
| Experience:    | Attended A&E for surgery. Note were not available stating that opiates were required for severe pain relief. Parent advised of |                |                 |

|   |  |
|---|--|
|   | <p>this and was told it was not standard practice. Parent advised the hospital staff that it had previously been recorded both in her notes from previously attending and GP notes. Was told that it wasn't possible to access those. As a result, the young person was given ineffective pain relief which resulted in excruciating pain. After several hours she was then given suitable pain relief but was told by a nurse she would make sure it was only for a few hours and would not be available once she finished her shift for the day. Parent felt that she was not listened to, her daughter was made to suffer and that the nurse did not need to make the comment she did as pain management should be based on the patients' needs rather than staff shifts. Parent is concerned that she will struggle to get her daughter to be as compliant if needing to go to the hospital again.</p> |
| <p>Actions Taken:<br/>(Healthwatch)</p> | <p>No further action required - logged as intelligence</p>   |

## Lived Experiences - Compliments

|   |  |                       |                        |
|---|--|-----------------------|------------------------|
| <p>Service Name:</p>                    | <p>Rheumatology</p>  |                       |                        |
| <p>Identified By:</p>                   | <p>Research</p>  | <p>Date Recorded:</p> | <p>30 January 2024</p> |
| <p>Experience:</p>                      | <p>Patient reported "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.</p> <p>I left feeling reassured and knowing a plan was in place for treatment.</p> <p>The Rheumatology Department is to be highly commended."</p> |                       |                        |
| <p>Actions Taken:<br/>(Healthwatch)</p> | <p>NA</p>  |                       |                        |

## 5.2 Castle Hill

This month, Healthwatch recorded a total of 6 experiences relating to Castle Hill Hospital. These experiences were broken down into 20 intelligence and 22 compliments.

### Castle Hill Hospital - Intelligence



### Castle Hill Hospital - Compliments



## Lived Experiences – Intelligence

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

|                                 |  |                |                 |
|---------------------------------|--|----------------|-----------------|
| Service Name:                   | Audiology Outpatients  |                |                 |
| Identified By:                  | Web (Email / Survey)   | Date Recorded: | 26 January 2024 |
| Experience:                     | <p>"Parking was terrible. My relative has limited mobility &amp; has a blue badge but was unable to park anywhere near the clinic. My father had to sit outside in his wheelchair and wait for my mother to park &amp; come back to take him in.</p> <p>The appointment was fine. On time &amp; the staff were caring &amp; communication was good."</p> |                |                 |
| Actions Taken:<br>(Healthwatch) | Reported in the monthly intelligence report.   |                |                 |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | Gastrointestinal Services  |                |                 |
| Identified By: | Research   | Date Recorded: | 15 January 2024 |
| Experience:    | <p>patient reported "Trying to contact Castle Hill Hospital by telephone has become almost impossible. Calling individual department results in a long wait, followed by a recorded voice inviting you to leave a message, which is never responded to. Calling Hospital reception is another lengthy call, eventually a person asks which department you want, and with minimum discussion, your call is transferred, but again, rarely if ever answered. To date, over consecutive days I have left messages with Gastrointestinal department, leaving my Wife's contact details, no response. Today, another call to Gastrointestinal department, same result, so rang Hospital main reception, who eventually responded, then passed me to Gastrointestinal department, where this time the phone rang once and went straight to music on hold, and was still not answered 40 minutes later, when we just gave up. We have a serious issue to discuss regarding an appointment, but, short of personally visiting the hospital, what else can we do? Seems there is little point</p> |                |                 |

|                                 |   |                |                 |
|---------------------------------|---|----------------|-----------------|
|                                 | providing Telephone contact details for Castle Hill Hospital, if no one answers the Phone."   |                |                 |
| Actions Taken:<br>(Healthwatch) | NA  |                |                 |
| Service Name:                   | Castle Hill Hospital  |                |                 |
| Identified By:                  | Research  | Date Recorded: | 24 January 2024 |
| Experience:                     | Patient reported "trying online for parking permit is a joke. not everyone is a computer expert you must make this service easier." |                |                 |
| Actions Taken:<br>(Healthwatch) | NA  |                |                 |

## Lived Experiences – Compliments

|                                 |  |                |                 |
|---------------------------------|--|----------------|-----------------|
| Service Name:                   | Castle Hill Hospital   |                |                 |
| Identified By:                  | Research   | Date Recorded: | 17 January 2024 |
| Experience:                     | <p>Patient reported "I was advised to attend the "new" walk in X-ray service by my G, P and attended the following day,</p> <p>I was given clear instruction at the x-ray reception, completed a simple form and waited on the red chair as advised.</p> <p>I was seen and had my x-ray within half an hour.</p> <p>The whole process was as well organised as it could be, I was very pleasantly surprised and very satisfied and grateful.</p> <p>Brilliant service, thank you."</p> |                |                 |
| Actions Taken:<br>(Healthwatch) | NA   |                |                 |

|                |                      |                |                 |
|----------------|----------------------|----------------|-----------------|
| Service Name:  | Breast Care Unit CHH |                |                 |
| Identified By: | Email                | Date Recorded: | 20 January 2024 |

|                                 |   |
|---------------------------------|---|
| Experience:                     | An absolutely faultless service. Compassionate, efficient and well organised. It should be used as an example of excellence throughout the NHS. |
| Actions Taken:<br>(Healthwatch) | No further action required - logged as intelligence.  |

### 5.3 Bridlington Hospital

This month, Healthwatch recorded a total of 1 experience relating to Bridlington Hospital Intelligence. This experience was broken down into 2 intelligence and 0 compliments.

#### Hospital - Intelligence



#### Lived Experiences – Intelligence

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

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | Bridlington Hospital   |                |                 |
| Identified By: | N/A Multiple Experience  | Date Recorded: | 12 January 2024 |
| Experience:    | "Having issues with my hearing I went to GPs. I was told the GP does not do that anymore. I need to go to Specsavers." |                |                 |

|   |   |
|---|---|
|   | <p>They will look at my ears and test my hearing. Then you come back with the results and the doctor will act on it if the doctor sees fit.</p> <p>So, the doctor isn't any longer involved with your ears. If a referral is given to you from Specsavers the doctor still may not pass it on to the hospital. Mine was but it has been months and I have not got an appointment yet. My ears are getting worse by the day. The lack of hearing effects my social life. The discomfort is giving me sleepless nights and making me feel ill all the time. I get lightheaded a lot too. Yet I have to just wait until they get around to seeing Mr. I have had two messages from the hospital Trust. And I quote "NHSAppt: You are waiting for an ENT appointment/procedure at York &amp; Scarborough Hospitals Trust. We are sorry for your wait, and we will be in touch with you as soon as a date is available.</p> <p>If, for any reason, you no longer require this appointment please let us know by replying 'NO 7228'. If you reply 'NO 7228' we will remove you from our waiting list and we will let your GP know."</p> <p>It seems that they are just trying to wear me down. I can't afford to go private, so I just have to keep going."</p> |
| <p>Actions Taken:<br/>(Healthwatch)</p> | <p>Anonymously reported by Healthwatch ERY.</p>   |

### 5.5 Mental Health Services

This month, Healthwatch recorded a total of **0** experience relating to Mental Health services Intelligence.

### 5.6 City Health Care Partnership (CHCP)

This month, Healthwatch recorded a total of **2** experiences for City Health Care Partnership. These experiences were broken down into **16** intelligence and **5** compliments.

## City Health Care Partnership - Intelligence



## City Health Care Partnership - Compliments



## Lived Experiences – Intelligence

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

|                |                        |                |                 |
|----------------|------------------------|----------------|-----------------|
| Service Name:  | Child Epilepsy Service |                |                 |
| Identified By: | Engagement             | Date Recorded: | 23 January 2024 |

|                                 |  |
|---------------------------------|--|
| Experience:                     | Daughter has complex needs. Began having seizures which can be a co-morbid condition. Service wanted to rule out epilepsy as a standalone. Tests were inconclusive. Parent then sent the leaflet that comes with two different types of medication and was told to pick which one they wanted prescribing for their daughter. No further information provided for what parents feel is a prescriber's decision. Spoke to various online support groups and chose the medication they felt was right based on other people's experience. Was then told via email to send daughters current weight and they will post out medication and refer to the GP for future issues. Does not feel NICE guidelines were followed and that appropriate information or consultation was followed. Has not been told dosage etc so extremely concerned. Was not told about side effects and what to do next. |
| Actions Taken:<br>(Healthwatch) | No further action required - logged as intelligence.   |

## Lived Experiences – Compliments

|                                 |   |                |                 |
|---------------------------------|---|----------------|-----------------|
| Service Name:                   | Health Visitor  |                |                 |
| Identified By:                  | Engagement  | Date Recorded: | 11 January 2024 |
| Experience:                     | Health visitor very thorough and spotted need for support due to small baby. Felt fully supported throughout and after pregnancy. |                |                 |
| Actions Taken:<br>(Healthwatch) | No action required, logged as intelligence  |                |                 |

## 5.7 NHS Humber Foundation Trust

This month, Healthwatch recorded a total of **8** experiences for NHS Humber Foundation Trust. These experiences were broken down into **58** intelligence and **0** compliments.

## NHS Humber Foundation Trust - Intelligence



### Lived Experience – Intelligence

|                       |   |                       |                 |
|-----------------------|---|-----------------------|-----------------|
| <b>Service Name:</b>  | NHS Humber Foundation Trust   |                       |                 |
| <b>Identified By:</b> | Engagement  | <b>Date Recorded:</b> | 12 January 2024 |
| <b>Experience:</b>    | The patient told HWERY that although they have concerns about their memory, they didn't go to the Memory Assessment |                       |                 |

|                                 |  |
|---------------------------------|--|
|                                 | Service appointment due to their wife's concerns about the location, specifically the safety around the area.  |
| Actions Taken:<br>(Healthwatch) | The patient was advised to discuss their concerns with staff at the Memory Assessment Service, and to inform their GP of their reasons for cancelling the appointment. |

|                                 |  |                |                 |
|---------------------------------|--|----------------|-----------------|
| Service Name:                   | Neurodiversity Front Door Service  |                |                 |
| Identified By:                  | Engagement   | Date Recorded: | 30 January 2024 |
| Experience:                     | <p>Neurodiversity Front Door Service have assessed and decided a diagnosis was not required. Parent called for more information and was told that they either don't have autism or that potentially they do, but the severity of what initially presents as dyslexia was so severe that autism could not be diagnosed at this time. Parent asked if they could refer her child for a dyslexia assessment and was told, it isn't a health issue, it is educational and the school would need to arrange a private assessment for diagnosis, or they may be trained to detect but not diagnose in school. Parent firmly believes that dyslexia is a health issue which impacts education and not the other way round and that the NHS or any part of health services should private it free for children the same as eye tests. Felt like it was a very, 'not my problem, you've wasted my time' response.</p> |                |                 |
| Actions Taken:<br>(Healthwatch) | No further action required - logged as intelligence.   |                |                 |

|                                 |  |                |                 |
|---------------------------------|--|----------------|-----------------|
| Service Name:                   | NHS general  |                |                 |
| Identified By:                  | Engagement   | Date Recorded: | 30 January 2024 |
| Experience:                     | <p>Parent advised school said her child would benefit from a dyspraxia assessment and support, but also told that it is not available via NHS, ICB etc and that this much be done privately which the school are not in a financial position to support. Parent expressed a feeling of failure as she cannot afford a private assessment due to cost-of-living crisis. This has significantly impacted parents' mental health as she feels it is her duty to make sure her child's needs are met and her budget is creating a barrier due to only private options available.</p> |                |                 |
| Actions Taken:<br>(Healthwatch) | No further action - logged as intelligence.  |                |                 |

|                                 |  |                |                 |
|---------------------------------|--|----------------|-----------------|
| Service Name:                   | Neurodiversity Front Door Service  |                |                 |
| Identified By:                  | Engagement   | Date Recorded: | 30 January 2024 |
| Experience:                     | <p>Parent given a questionnaire to complete by their school for an autism/ADHD referral. Parent completed their part and returned to the school as requested. School have refused to submit the forms to the Neurodiversity Front Door service stating that the parents' forms are not representative of the school's view and therefore 'it will definitely get rejected so there's no point'. All other people / services who can refer are not accessed by the child and parent feels it is putting children who mask in school at a disadvantage of receiving a successful referral. There was no mention from the school or on the form that the parent was given that asked for a supporting letter from any clubs or groups the child accesses socially which would have meant the parent could provide a letter from a Scout leader.</p> |                |                 |
| Actions Taken:<br>(Healthwatch) | <p>No further action required - logging as intelligence.</p> <p>Advised regarding getting Scouts letting and insisting school send in the application and attach a cover note explaining that, although presentation not recognised in school, there is supporting evidence to reinforce parent view. Advised of SENCo 30-minute window if they need to discuss child's application with an assessing clinician.</p>   |                |                 |

|                                 |   |                |                 |
|---------------------------------|---|----------------|-----------------|
| Service Name:                   | Various NHS services  |                |                 |
| Identified By:                  | Engagement  | Date Recorded: | 30 January 2024 |
| Experience:                     | <p>Concern over the mix of boundary lines for NHS services in Pocklington. This has prevented this parents' children accessing services or accessing them in a timely manner meaning a lack of early intervention. Parent reported that there were regular conversations about whether services are York and Selby region, or East Riding then rarely seems to progress further than services debating between themselves who should take responsibility for the patient. This has led to frustration for both the child who has unmet needs, and the parent feeling that their child's care is hampered by 'red tape'.</p> |                |                 |
| Actions Taken:<br>(Healthwatch) | <p>No further action - logged as intelligence.</p>  |                |                 |

|               |                   |  |  |
|---------------|-------------------|--|--|
| Service Name: | Dyspraxia Support |  |  |
|---------------|-------------------|--|--|

|                                 |  |                |                 |
|---------------------------------|--|----------------|-----------------|
| Identified By:                  | Engagement   | Date Recorded: | 23 January 2024 |
| Experience:                     | Parent expressed there is no local dyspraxia support via NHS and that all support accessed is privately funded by herself and the school, each of which have limited budget and therefore cannot provide the required level of intervention and support. |                |                 |
| Actions Taken:<br>(Healthwatch) | No further action required - logged as intelligence.   |                |                 |

|                                 |  |                |                 |
|---------------------------------|--|----------------|-----------------|
| Service Name:                   | NHS Humber Foundation Trust  |                |                 |
| Identified By:                  | Engagement   | Date Recorded: | 23 January 2024 |
| Experience:                     | School agreed to support a referral to Neurodiversity Front Door service. The forms were printed by the school and had tick boxes but no fields to add an explanation which will likely be required due to the child masking everywhere except at home. The information needed for the referral to be accepted could have been added if there were fields to incorporate this information. The parent felt the forms were looking for stereotypical traits rather than subtle differences which are more common. Mum mentioned this to the school and was told their forms were only tick boxes too and therefore they could not support further than putting in the application and waiting to see what happens. The parent felt this will add to lost time of the assessment list and that it will likely be rejected initially. |                |                 |
| Actions Taken:<br>(Healthwatch) | No further action required - logged as intelligence.<br><br>Advised of Front Door service having a 30-minute consultation available to SENCOs which they can use to discuss difficulties with forms. Parent said she will inform the school as she didn't think they were aware of this.   |                |                 |

|                |   |                |                |
|----------------|---|----------------|----------------|
| Service Name:  | NHS Humber Foundation Trust   |                |                |
| Identified By: | N/A Multiple Experience   | Date Recorded: | 2 January 2024 |
| Experience:    | "I have been in contact with a social worker with regards to my mum who is retired. She has required assistance after being in crisis. When I was initially trying to access help for my mums declining mental health, I was passed from pillar to post. No one wanted to help. I tried my mums DRS, as I suspected dementia was an issue. They did nothing but a mini mental test & did not follow up this with a referral for a full evaluation. When I did |                |                |

|                                 |  |
|---------------------------------|--|
|                                 | initially get someone (not from her DRS) to visit to assess her, she was discharged within the week and left to deteriorate until she required an inpatient level support. I had also contact social services & spoke to a duty social worker, but a social worker wasn't assigned to my mum until much later. This admission could easily have been avoided if support had been given in the months leading up to the event where she deteriorated day on day." |
| Actions Taken:<br>(Healthwatch) | Anonymously reported by Healthwatch ERY.   |

## 5.8 NHS 111

This month, Healthwatch recorded a total of **1** experience for NHS 111. This was broken down into **2** intelligence and **0** compliments.

### NHS 111 - Intelligence



### Lived experience – Intelligence

|                                 |   |                |                |
|---------------------------------|---|----------------|----------------|
| Service Name:                   | NHS 111   |                |                |
| Identified By:                  | Web (Email / Survey)  | Date Recorded: | 8 January 2024 |
| Experience:                     | Patient reported "service 111 complete waste of time. Call back time is hideously long".                    |                |                |
| Actions Taken:<br>(Healthwatch) | Healthwatch reported that they will share this experience anonymously in their monthly intelligence report. |                |                |

## 6. Social Care Intelligence

### 6.1 Care Home Intelligence

This month, Healthwatch recorded a total of **3** experiences for Care Homes. This experience was broken down into **0** intelligence and **1** compliment.

#### Care Home - Compliments

Quality of Care / Support  1

#### Lived Experiences - Compliments

|                |   |                |                |
|----------------|---|----------------|----------------|
| Service Name:  | Belgrave Court Residential Care Home  |                |                |
| Identified By: | Research  | Date Recorded: | 2 January 2024 |
| Experience:    | Since placing my father into Belgrave Court, I have seen a marked improvement in his mood and general health.<br>He is well looked after and is loved by the staff.<br>He is stimulated and by the same token, made to be independent.<br>He appears to be happy and settled. |                |                |

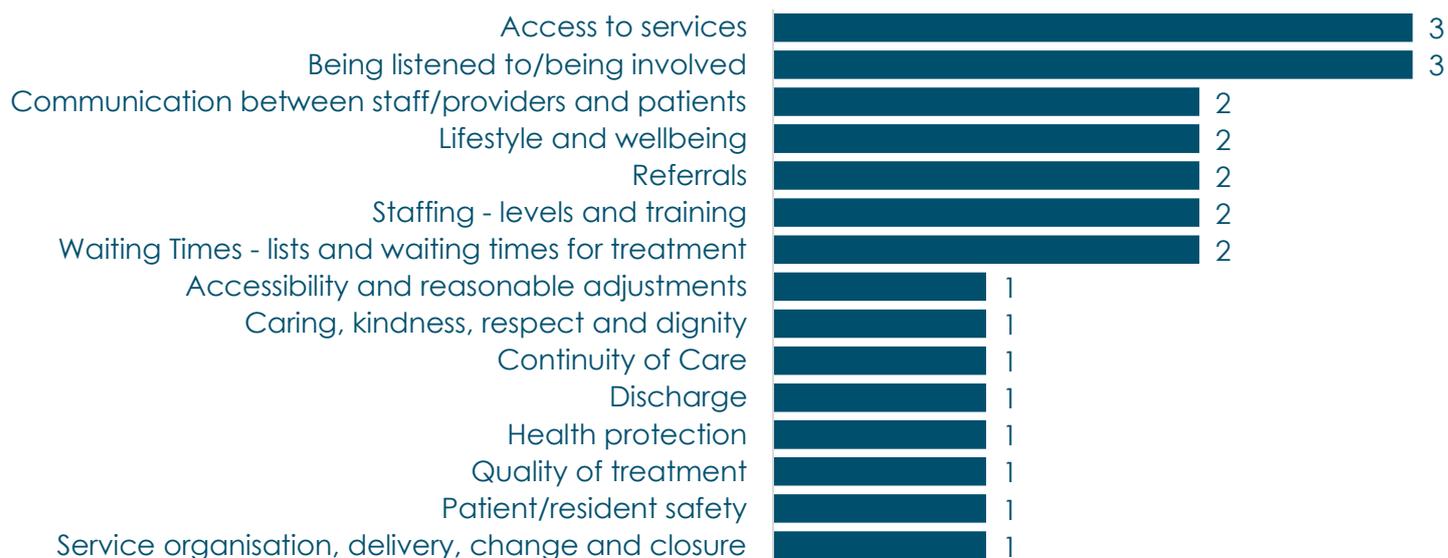
### 6.2 Home Care

This month, Healthwatch recorded a total of **0** experiences for Care at Home.

## 6.3 Local Authority

This month, Healthwatch recorded a total of **3** experiences relating to the Local Authority. This experience was broken down into **24** intelligence and **0** compliments.

### Local Authority - Intelligence



### Lived Experience – Intelligence

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | East Riding of Yorkshire Council   |                |                 |
| Identified By: | Web (Email / Survey)   | Date Recorded: | 17 January 2024 |
|                | Experience: GP referred patient to MAS. They confirmed he had Alzheimer's. They suggested medication but the patient did not want to due to side effects. MAS referred back to GP and gave patient/family information pack.<br>The patient started turning up at the GP confused and without appointment. They referred him to adult social services. Family privately arranged for homecare service. Patient became further confused, wandering in the street, knocking on neighbours' doors. Family very concerned but felt it was unclear where to turn to for support. When social services assessed |                |                 |

|   |  |
|---|--|
|   | <p>patient, they did not feel his behaviour was a concern and said it was to be expected. Did not see the point of respite.</p> <p>Family contacted Magnolia House and patient agreed to go into care home. Patient is now very anxious, not sleeping and pacing a lot. Home concerned they cannot manage his behaviour in main home and want him to go into special dementia unit. Family not keen. They feel he will be made more anxious.</p> |
| <p>Actions Taken:<br/>(Healthwatch)</p> | <p>HW Representative listened to situation. Took down issues and will report on CRM.</p> <p>Will speak to Home/Snr Manager at home about support available for care homes for patients who are experiencing distress in dementia to see if a resolution can be found.</p>  |

|                                 |   |                |                |
|---------------------------------|---|----------------|----------------|
| Service Name:                   | East Riding of Yorkshire Council  |                |                |
| Identified By:                  | N/A Multiple Experience   | Date Recorded: | 2 January 2024 |
| Experience:                     | <p>"I have been in contact with a social worker with regards to my mum who is retired. She has required assistance after being in crisis. When I was initially trying to access help for my mums declining mental health, I was passed from pillar to post. No one wanted to help. I tried my mums DRS, as I suspected dementia was an issue. They did nothing but a mini mental test &amp; did not follow up this with a referral for a full evaluation. When I did initially get someone (not from her DRS) to visit to assess her, she was discharged within the week and left to deteriorate until she required an inpatient level support. I had also contact social services &amp; spoke to a duty social worker, but a social worker wasn't assigned to my mum until much later. This admission could easily have been avoided if support had been given in the months leading up to the event where she deteriorated day on day."</p> |                |                |
| Actions Taken:<br>(Healthwatch) | Anonymously reported by Healthwatch ERY.  |                |                |

|                |  |                |                 |
|----------------|--|----------------|-----------------|
| Service Name:  | East Riding of Yorkshire Council   |                |                 |
| Identified By: | Email  | Date Recorded: | 17 January 2024 |
| Experience:    | <p>Under care of social worker following discharge from psychiatric hospital in 2022. Social worker assigned works for a team out of area and has stated due to distance, support is extremely</p> |                |                 |

|                                 |  |
|---------------------------------|--|
|                                 | limited. Previously had well supported accommodation, however since discharge most recently, accommodation was with other people that were actively taking / selling drugs despite patient's previous addition history. This resulted in relapse and various forms of abuse including DA. Has now been moved to more suitable, but temporary accommodation but does not feel supported or that her best interests were considered which has resulted in harm and further trauma / hardship (including losing all possessions). |
| Actions Taken:<br>(Healthwatch) | No further action require -logged as intelligence  |

## 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 complaint's procedure.

### **Client 1**

Nature and Substance of complaint:

Client's complaint is regarding the events leading up to the death of her brother whilst an inpatient at Scunthorpe General Hospital in April 2022. Client submitted a complaint, and the investigation was elevated to a 'serious incident investigation' by the Trust. Client received the report but did not feel supported by the Trust to take her complaint further. Client has

only now been made aware of advocacy services and wishes to progress her unresolved issues.

Who delivered the care to patient?

Scunthorpe General Hospital, Northern Lincolnshire and Goole Hospitals NHS Trust.

Date of incident?

April 2022

## **Client 2**

Nature & Substance of complaint:

Client is complaining about a potential breach of data protection and how she was treated by PALS at York Hospital.

Who delivered the care to patient?

York and Scarborough Teaching Hospitals NHS Foundation Trust.

Date of incident?

October 2024

### **Client 3**

Nature & Substance of complaint:

Client has many issues regarding the care her late father received in the days before his death. These include an unsafe discharge, a pressure sore and a referral to the SALT team not being completed.

Who delivered the care to patient?

Ward 36 at Hull Royal Infirmary, Hull University Teaching Hospitals NHS Trust.

Date of incident?

December 2023

### **Client 4**

Nature & Substance of complaint:

Client's complaint was regarding the events leading up to his mother's death. Client states that his late mother contacted the surgery on numerous occasions but was not seen face-to-face by a GP, only receiving telephone appointments.

Who delivered the care to patient?

Eastgate Medical Group, Hornsea.

Date of incident?

December 2023.

## **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 rationale to use the Healthwatch statutory power to 'Enter and View' and our decision-making in future project work.