

Intelligence Report

April 2021



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1. Introduction

What we do

Healthwatch Kingston upon Hull is an independent consumer champion for the local community, influencing all publicly funded health and social care services.

The Health and Social Care Act 2012 says that “The aim of local Healthwatch will be to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality”.

In essence, we capture the public’s views on their lived experiences of health and social care services. The views can be positive so providers can continue to deliver high standards of practice or indeed comments about services that need to improve.

Healthwatch Kingston upon Hull has a toolkit of methods to capture the public’s experiences. For example, online surveys, Free-post, telephone, and WhatsApp, face-to-face, email, social media platforms and our Care for a Cuppa Club which we run over Zoom and is open to the public without the need of an invite.

We have a statutory power to Enter and View any publicly funded health and social care services. Enter and Views can be announced or unannounced dependant on the purpose of the visit and the type of service. Essentially, the visits help us to observe the quality of the service, capture the views of public to see how the consumer experiences the service. We develop a detailed report and recommendations for improvements. All our reports are published and shared with the service, commissioners Care Quality Commissioning (CQC)

We also serve to provide advice and information and help people navigate through a range of services, supporting those people who need it, whether it is advising and supporting people to make a complaint about a specific service or helping them find a local service that best meets their needs.

On a month-by-month basis we capture all the intelligence (comments) from the public about their experiences of health and social care services and develop monthly intelligence reports.

The reports are shared with the Clinical Commissioning Group (CCG), Hull University Teaching Hospitals (HUTH), Humber NHS Foundation Trust, City Healthcare Partnership (CHCP), Local Authority and CQC.

This way of working makes sure there are no surprises in the system and provides the commissioners with the opportunity to address the issues raised as early as possible to prevent them escalating. Most importantly of all, it also demonstrates to the public that they do have a voice and their feedback is acted upon. We publicise our reports on our website and a copy is also sent to Healthwatch England.

This Report

The details in this report apply to April and refers to all the intelligence that Healthwatch and the NHS Independent Complaints Advocacy Service received from the public during this period.

All data is anonymised and is based solely on the patient experience. For the purpose of this report, we have categorised the patient experience under appropriate headings and we have also added some real “quotes” to demonstrate the values of “openness and transparency”.

The report identifies the number of contacts received by Healthwatch. It also provides a breakdown of the chosen method of contact and their reason for contact. Please note that the number of contacts differs from the number of comments made about a service, due to people making multiple comments about a service during one contact.

The report also provides details of the types of services and the nature of the concerns and compliments that members of the public reported to Healthwatch during this month.

The services highlighted from the intelligence are as follows:

- GP Surgeries
- Dentist Practices
- Hull Royal Infirmary
- Mental Health Services
- Care Homes
- Domiciliary Care
- City Health Care Partnership (CHCP)
- Pharmacies
- Interpreter Services

The report also summarises some of the themes / trends that the public have raised with Healthwatch that have begun to emerge since April 2021.

Please note, the experiences quoted within this report have been recorded as said and written to ensure that we capture the authenticity of their experience. As such, Healthwatch apologises as there may be grammar and / or spelling errors.

In addition to this, not all of the issues can be re-visited by Healthwatch as we do not always receive the contact details of the individual unless they want us to contact them regarding their experience.

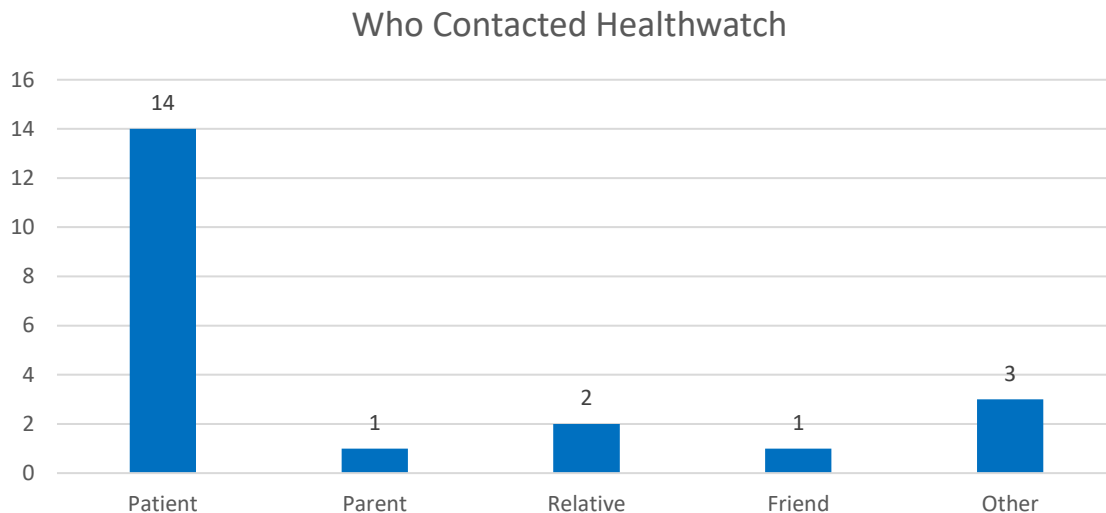
We also may not publish every experience we’ve recorded as some experiences may be very similar to others; for example, “I couldn’t get an appointment” and “I’ve had to wait weeks to even speak to a doctor” (which are both appointment issues).

In these instances, in order to keep this report as detailed but as concise as possible we will record one experience and add a note to explain how many times a similar experience had been made. Whether published or unpublished, all experiences are included in the statistics.

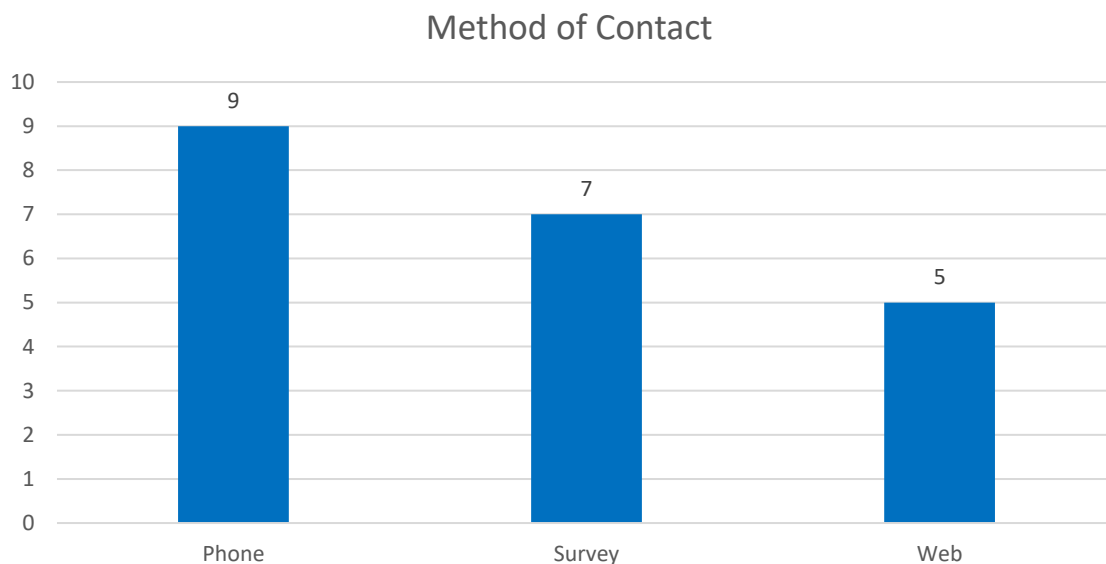
Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.

2. Contact Statistics

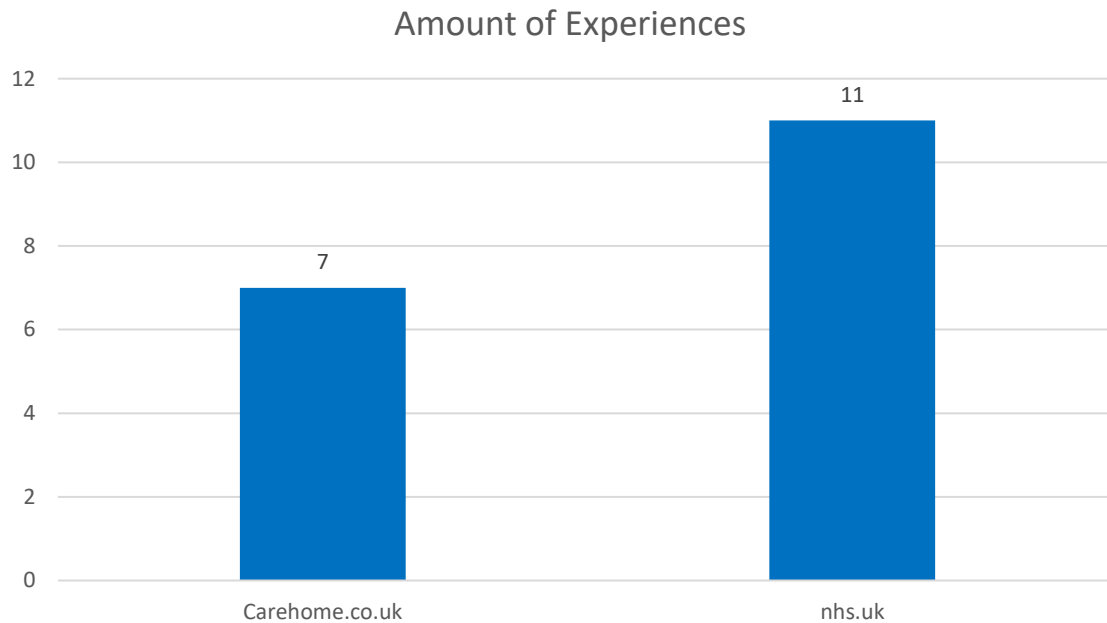
In April we had 21 people contact Healthwatch directly to provide feedback or to ask for information / advice. The graph below provides information on who contacted Healthwatch directly this month.



The most popular means of contacting Healthwatch this month was by Telephone with 9 contacts followed by Survey with 7 contacts. 20 of these contacts was to provide experiences of local health and social care services and 1 of these contacts was an information request.

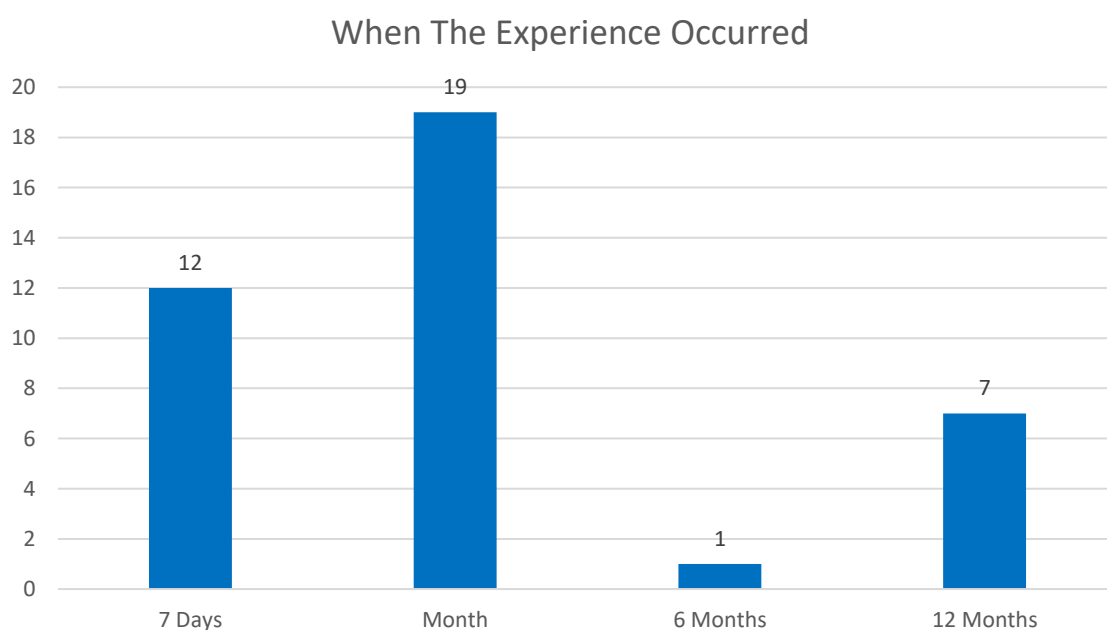


We also conducted online research of local services, looking at a range of websites and social media channels to see what people have been saying about local services, where we found 18 experiences. The graph below demonstrates where we found these experiences.



The total amount of experiences received this month through direct contact and through research is a total of 39 experiences.

From the date Healthwatch recorded the experience, we found that the majority of experiences occurred within 1 month, followed by experiences which occurred within the last 7 days.



3. Information Requests

The Information Requests we received in April.

Area	Dentistry	Date Recorded	29/04/2021
Experience identified by:	Telephone		
Experience	Healthwatch was contacted for the number of Night Dental Limited.		
Actions Taken (Healthwatch)	Provided contact details		

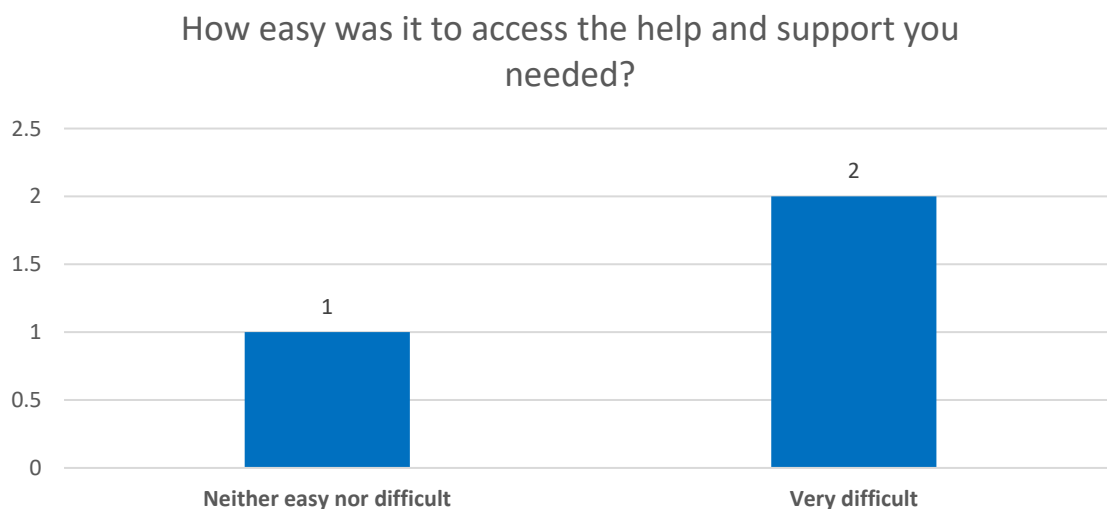
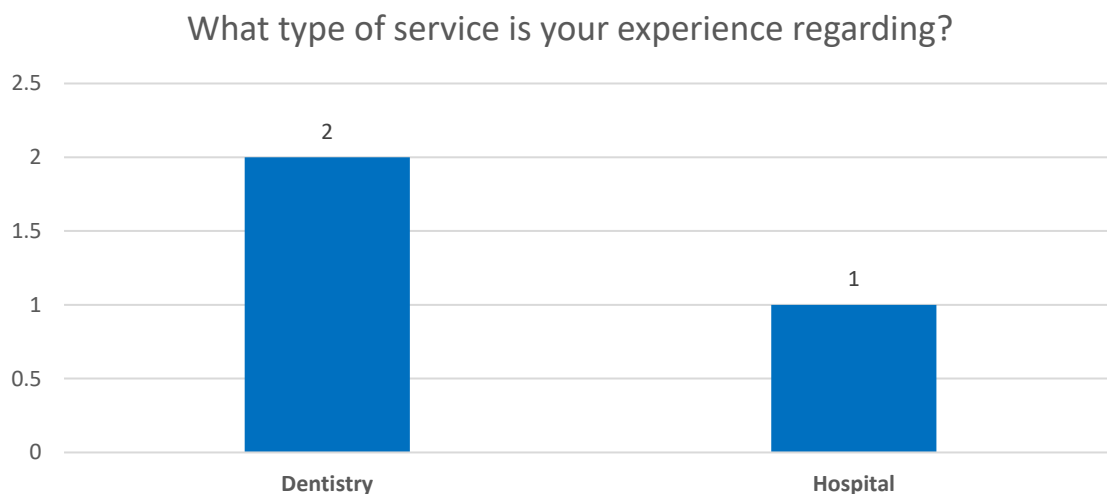
4. Healthwatch England

Each month Healthwatch England shares data with local Healthwatch's regarding the feedback they have received about local services. We have included this information within our report to ensure it is recorded and reported along with our own findings.

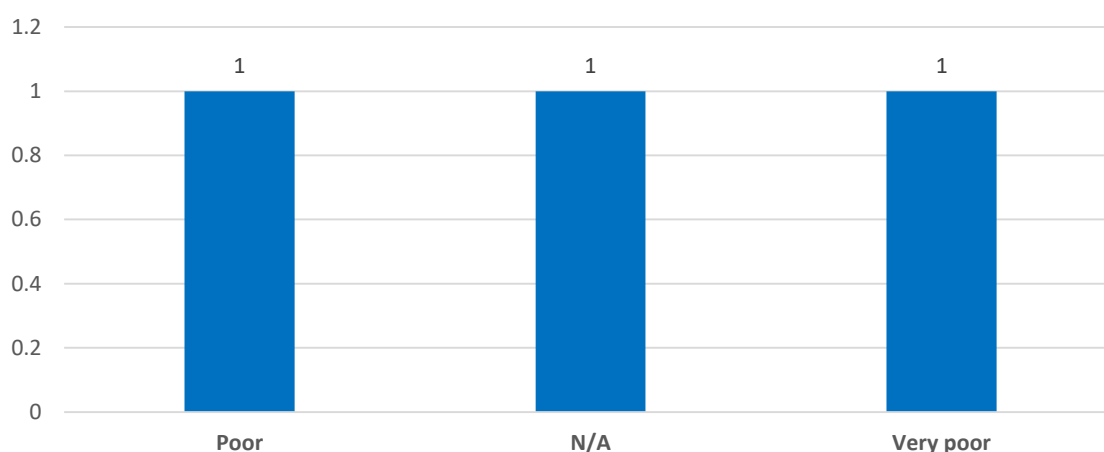
Healthwatch England's survey asks different questions to our survey and for that reason we felt it was appropriate to separate the experiences they received from our own.

Please note, no action has been taken by Healthwatch Kingston upon Hull following this information being received as Healthwatch England does not collect the contact details of the individual sharing their experience.

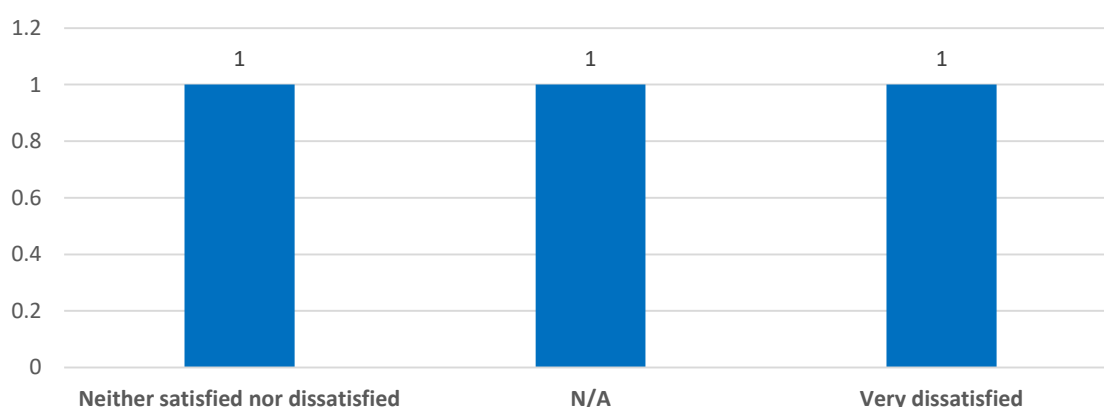
In April, Healthwatch England had 3 surveys completed regarding health and social care services in Hull. Please see the breakdown of their findings below:



If you received care, how would you describe it?



How did you feel about the further treatment, care or support that you were offered?



What We Were Told

Service Name	Dentistry - Not Specified	Date Recorded	23/04/2021
Experience	Went for routine check-up at dentist 23/04/21. No scale and polish were available although I paid £ 23 .80 for my usual check-up. No check for oral cancer or checking my fillings were ok. What's going on?		
Actions Taken (Provider)	Not Known		
Actions Taken (Healthwatch)	N/A		

Service Name	Hospital - Not Specified	Date Recorded	27/04/2021
Experience	<p>"At the age of 50, after not attending A&E since I was a child, I became a regular. Long story short I had excruciating abdominal pain on and off for 2 years. Turned out to be Gallstones. A&E sent me home many times without a diagnosis. I was told it was probably constipation, acid reflux, and sometimes no comment at all. I also visited my GP of course with the symptoms - one told me it could be muscular. On one occasion after writhing in pain all night, a GP receptionist tried to turn me away. Eventually a superb and supportive GP diagnosed it correctly.</p> <p>By the time I was finally diagnosed with cholecystitis my gallbladder was in such a mess it was stuck to my other organs. They tried keyhole, but had to remove my gallbladder via major open surgery. I was hospitalised 3 times after diagnosis between Sept-Dec. An ERCP (Camera down throat to scoop gallstones from ducts) caused pancreatitis during this period. Hospital admission 3 occurred after I lay at home in bed in terrible pain, unable to move, and had to call an ambulance. Four days later my gallbladder op took place. I was discharged on Xmas Eve with 25 staples. It took me a long time to get over the surgery. This all took place before the pandemic.</p> <p>Whilst in hospital the 3rd time a registrar looking at my scan results told me my gallbladder didn't look particularly enlarged so they probably weren't going to remove it, after being told the complete opposite on the same day by an ultrasound operative - who had said my gallbladder was very unhappy and must come out as an emergency! She was so alarmed she got straight on the phone to a surgeon.</p> <p>My Father and Aunt were talking about re-mortgaging their houses to pay for me to go private whilst I was waiting for the surgery.</p> <p>This whole experience not only caused me and my family great distress, but I am sure it cost the NHS way more than it should have done."</p>		
Actions Taken (Provider)	Not Known		
Actions Taken (Healthwatch)	N/A		

Service Name	Dentistry - CHCP	Date Recorded	27/04/2021
Experience	<p>Terrible lack of 'care' lost a front tooth May 2020(during lockdown) left with a broken stump only and x2 top front teeth missing following £3000 payment for dental bridge and other treatment done at CHCP Hull previously where I am registered as an NHS patient. Complete lack of empathy when I telephoned several times for help. This massively impacted on my mental health.</p> <p>In desperation I called 111 who at least listened to me and I received a call back from emergency dentist who referred me to the emergency dental hub for extraction of the stump. I was left with no help sourcing a replacement palate. I was told by CHCP dental they would put me on an 'urgent' waiting list for a consultation for a partial palate. I am still waiting almost a year later for them to contact me. Having a palate fitted is not an aerosol generating procedure so I cannot understand why it wasn't & isn't available as a treatment option. I feel totally abandoned by CHCP dental and the NHS.</p>		
Actions Taken (Provider)	Not Known		
Actions Taken (Healthwatch)	N/A		

5. Experiences Breakdown

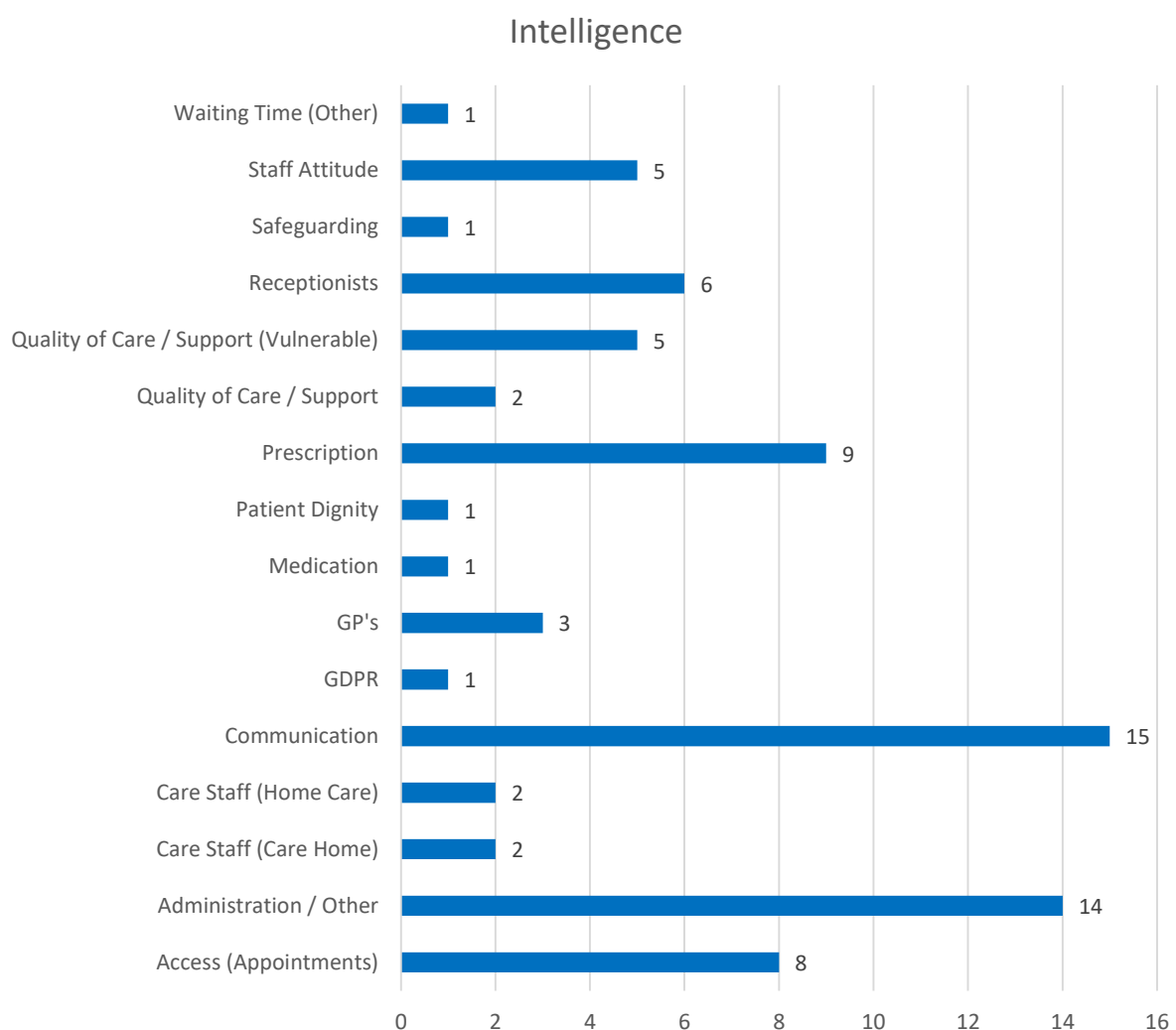
Overall Statistics for April

The graphs below provide an overall breakdown of the experiences we received this month. Between the 21 experiences we recorded through being contacted directly and the 18 experiences we found through research; we recorded a total of 39 experiences this month.

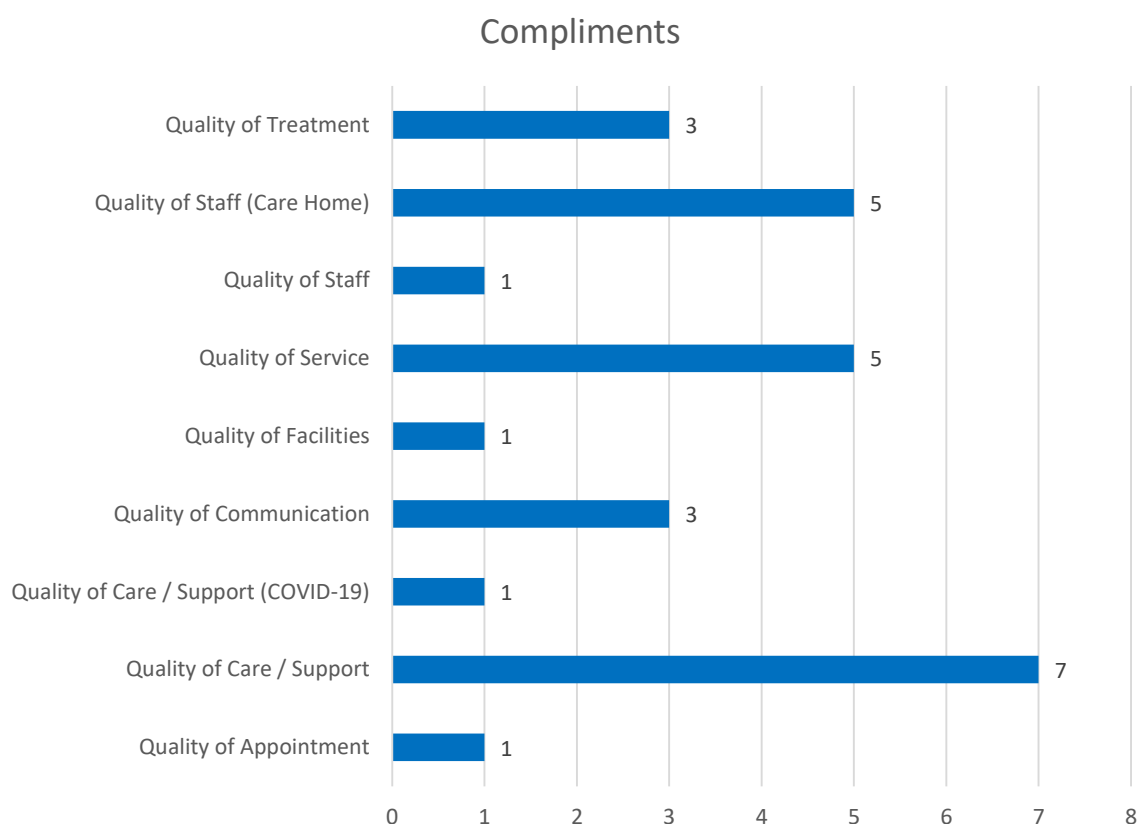
Upon further analysis of these experiences, we identified a total of 76 pieces of intelligence and 27 compliments.

Please note, these figures differ from the amount of contact and experiences (research) as one contact and experience (research) can result in multiple comments about a particular service.

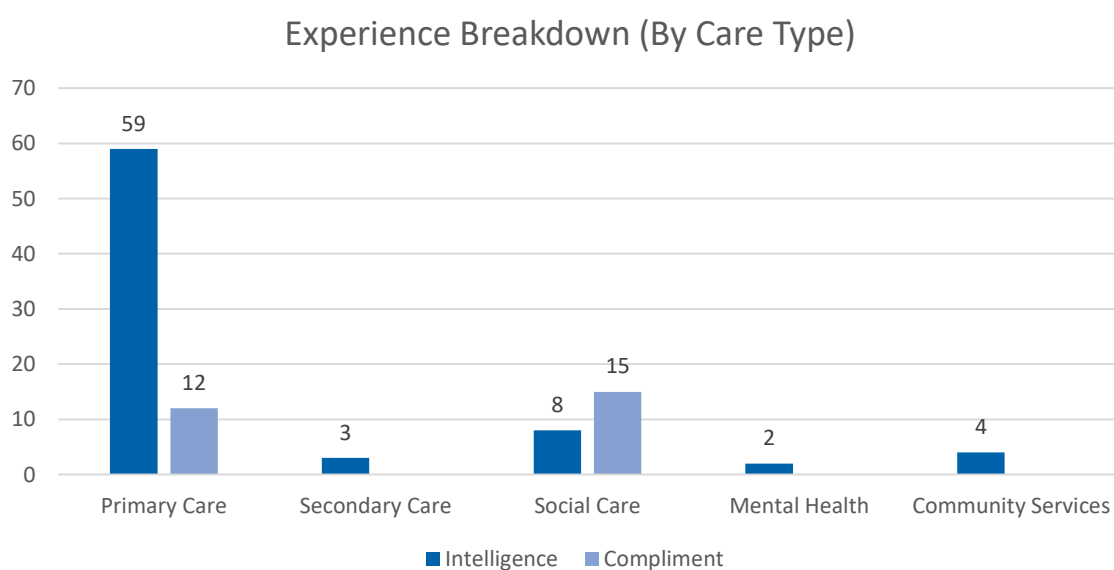
As can be seen, in the graph below, the main themes in relation to the intelligence received for this month are Communication (15) followed by Administration / Other (14).



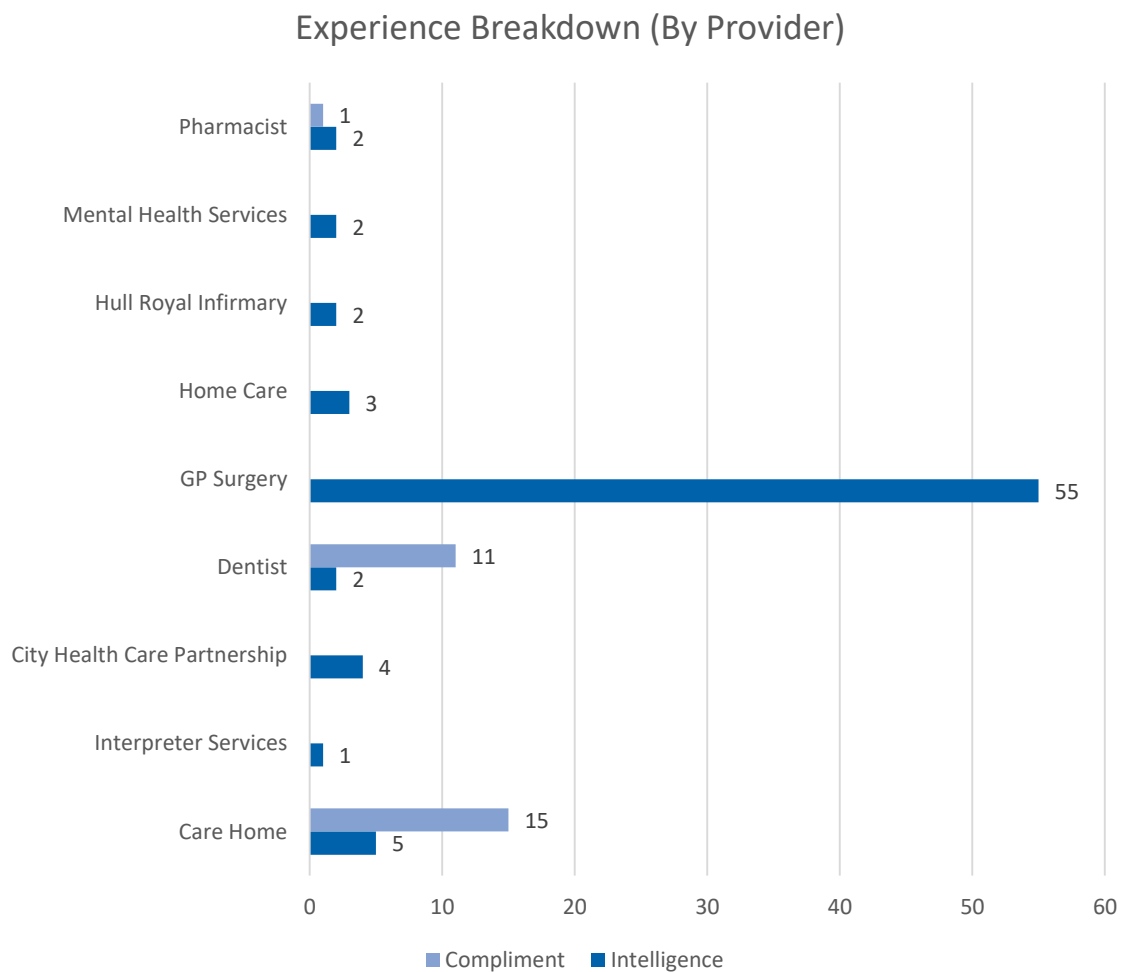
As can be seen, in the graph below, the most compliments received during April were in relation to the Quality of Care / Support (7), followed by Quality of Staff (Care Home) and Quality of Service (5).



As can be seen, in the graph below, the majority of comments this month were in relation to Primary Care (GP, Dentistry, Pharmacy) which had 59 pieces of intelligence and 12 compliments, followed by Social Care (Care Home and Home Care) which had 8 pieces of intelligence and 15 compliments.



The graph below breaks these down to the service level. We received 55 pieces of intelligence for GP Surgeries followed by 5 pieces of intelligences and 15 compliments for Care Homes.

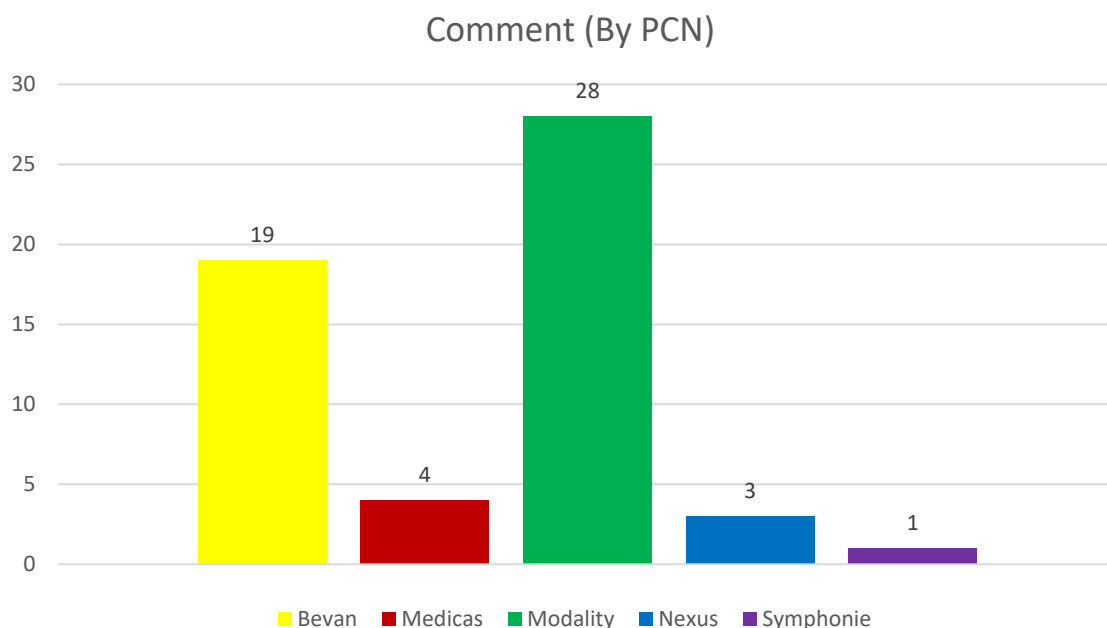


5.1 Experiences Breakdown - PCN

Statistical Information and Graphs

This month, we received 55 comments about GP Surgeries. The graph below provides a breakdown of which PCN's these GP Surgeries are under. From the experiences we received this month, we found that Modality received the most comments followed by Bevan.

Please note, in some instances we received surveys without the name of the GP Surgery which means we are not able to identify which PCN it falls under.

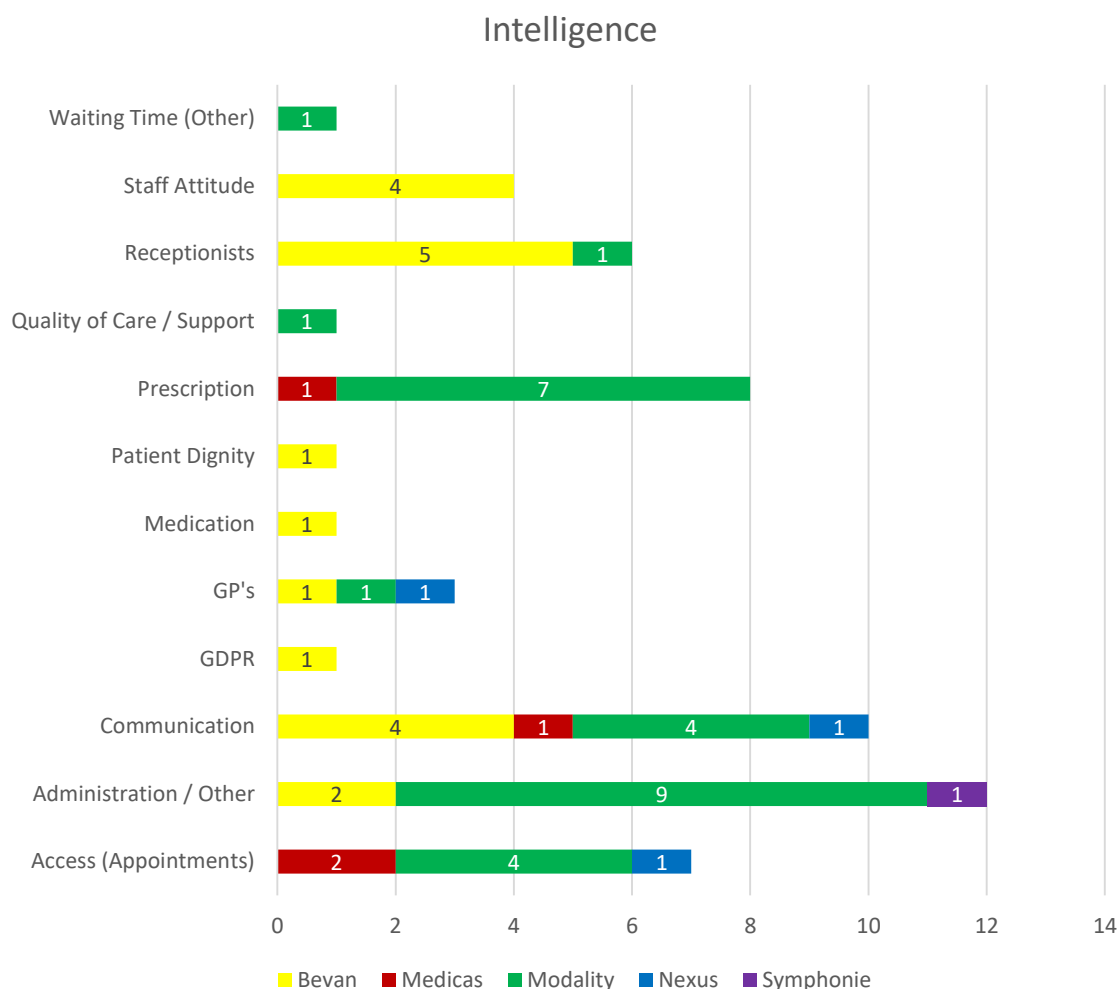


5.2 Experiences Breakdown - GP Surgeries

Statistical Information and Graphs

This month, we received 55 comments about GP Surgeries. All of these comments were intelligence.

In April, we identified 12 different areas where intelligence was received. The graph below identifies the number and area of concern and is broken down by PCN.



Out of the intelligence we received, the main two pieces of intelligence related to Administration / Other with 12 comments and Communication which had 10 comments.

What We Were Told

Please note, some experiences contain both intelligence and compliments. Although the experience may be placed under one of the sections below, any

intelligence and compliments made in the same experience are recorded in separately in the intelligence and compliments statistics.

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

Intelligence

Service Name	East Hull Family Practice	Date Recorded	08/04/2021
Experience identified by:	Telephone		
Experience	The caller contacted us to say he was experiencing problems contacting Morrill Street Health Centre on behalf of his sister who is a cancer patient at Castle Hill Hospital and needed advice on her care plan. The telephone number is constantly engaged and then goes dead and the online service for contact says 'temporarily suspended'.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	Healthwatch advised that he could complain to practice directly and provided information for the Hull Clinical Commissioning Group PALS as well as the Independent Complaints Advocacy Service.		

Service Name	James Alexander Family Practice	Date Recorded	30/04/2021
Experience identified by:	Research		
Experience	Rang this evening very rude gentleman on the phone I have broken ribs so have to talk loud as out of breath never come across such a nasty person, he put the phone down I'm changing surgeries now as it's not the first time with this young man being rude		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	Kingswood Surgery	Date Recorded	30/04/2021
Experience identified by:	Research		
Experience	Rang my doctors at 8 am. I was caller number 3 till 8.15. Then caller number 2. Up to 9a.m. I then gave up and thought I'll suffer. God knows how much longer I would have been waiting. One person in front takes all that time its ridiculous. Rang the other day, 40mins caller number 9. I'm sure it's getting worse at this doctors. I've been with them 57 years I feel it's going right down.		

Action Taken (Provider)	Not known
Action Taken (Healthwatch)	N/A

Service Name	East Park Family Practice	Date Recorded	30/04/2021
Experience identified by:	Survey		
Experience	Only part of order went through to the pharmacy. The assistant at the pharmacy had to chase it for me		
Action Taken (Provider)	Not Known		
Action Taken (Healthwatch)	No contact details were left by the individual		

Service Name	St Andrews Group Practice	Date Recorded	30/04/2021
Experience identified by:	Survey		
Experience	<p>No longer provide an automatic repeat prescription either GP or Chemist. He's 85yrs old but has to either remember to ring up to get a repeat prescription. This isn't easy for the elderly when you don't get to speak to an actual person unless you can work out which buttons to press!!</p> <p>Obviously, it now means that I now have to re-order his now every month. I'm 66 & order it, pick it up & take it down to him.</p> <p>It's a disgrace that at his age they won't automatically give a repeat prescription when I do the hard work of picking it up & delivering.</p>		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	No contact details were left by the individual		

Service Name	Springhead Medical Centre	Date Recorded	30/04/2021
Experience identified by:	Survey		
Experience	Never answers phone and passwords given to go online don't work, they keep pushing everyone online		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	No contact details were left by the individual		

Service Name	Springhead Medical Centre	Date Recorded	30/04/2021
Experience identified by:	Survey		

Experience	My surgery keeps altering the way you order, take things off repeat prescription without telling me and when you ring you are no. 58 in the queue
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	No contact details were left by the individual

Service Name	New Hall Surgery	Date Recorded	30/04/2021
Experience identified by:	Research		
Experience	Managed to get a face to face appointment - eventually - after 6 months of trying - prescribed items - 3 weeks later still waiting for prescription to be sent to chemist.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	Springhead Medical Centre	Date Recorded	30/04/2021
Experience identified by:	Telephone		
Experience	Lady contacted us with regard to ongoing problems with her GP surgery in that difficult to get an appointment, calls go unanswered, call backs promised but not received. Complained to the Practice Manager in January 2021 but is still awaiting reply. Had more recent problem with her ear which she finally received drops for but didn't resolve so was waiting for further referral to get them syringed. The lady has since paid privately and had the problem resolved at Spire, but is completely dissatisfied with her GP service and asked about how she could possibly change GP.		
Action Taken (Provider)	Not Known		
Action Taken (Healthwatch)	Provided options and given information for the Patient Advice and Liaison Service.		

Service Name	Springhead Medical Centre	Date Recorded	30/04/2021
Experience identified by:	Survey		
Experience	I tried 3 times to set up email repeat but I ended up using the telephone as it was impossible to set it up		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	No contact details were left by the individual		

Service Name	James Alexander Family Practice	Date Recorded	21/04/2021
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Experience identified by:	Web (Email)
Experience	I need help making a complaint about my GP practice. There's been several issues over the last year. First of all, a clinical practitioner changed my medication in the first appointment, from one a consultant psychiatrist who worked with me for several years, had put me on for about 14 years. I've been trying to write to them but they've ignored 2 emails and 1 written letter. I know they got at least 1 email because a receptionist read part of it to me over the phone. It's been about 5 months. I've rang them several times and depending on who I talked to they either said they would deal with it or pretend they don't have any letters from me. Every time I ring them it takes about 15-20 minutes to get through. They also constantly make issues with my prescription when they tell me it's gone to a pharmacy, then when I go to pick it up, the pharmacy says they don't have it and then I have to ring the GP practice who tell me, I need a review and by this time, I have no medication left. Happened several times now. I need help and my GP's communication is awful and I just end up crying because I can't get the help
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	Signposted to the Patient Liaison Advice Service

Service Name	Newland Group Medical Practice	Date Recorded	09/04/2021
Experience identified by:	Research		
Experience	I moved to this surgery not by choice but because my great surgery was taken over by modality and closed down. So far, I've had nothing but bad service. You can't get through to talk to anyone, just endless hold music and excuses that due to understaffing. I've done 2 e consul appointments both said reply within 24 hrs both times nothing, no call back no email! I've been told by a very rude receptionist that I can't get an appointment for blood test (which the surgery said I had to have) as fully booked 14 days ahead, I was told to ring every day before 8 30 am until I get one, if I don't, they will stop my medication. Is this a doctor's surgery or a big business? I think the latter is the case.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	James Alexander Family Practice	Date Recorded	30/04/2021
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Experience identified by:	Research
Experience	Got a phone call appointment this morning which went straight to answering machine which I missed because my phone didn't ring so I had to ring back for another appointment, when I rang back the receptionist decided to have a go saying my mobile must of rang and I haven't answered it that's why I missed the call. She then tells me the doctor also tried my landlines in which case I told her I haven't had a land line for 15 years for her to then have a go saying it's my fault because I should have told them I don't have a landline. Cannot believe how a receptionist can talk to a patient the way she did because my phone didn't ring and I missed the call and she didn't believe me.
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	N/A

Service Name	Diadem Medical Practice	Date Recorded	30/04/2021
Experience identified by:	Research		
Experience	Ordered repeat prescription online 11th April 2021 through the modality app. Message said would be available to collect from my pharmacy on the 15th April 2021. It's the 16th April today and my pharmacy says there is no record of it in the system. Told me I may need a review with my GP. I cannot get through to my GP at all, when you get to the front of the queue the phone line disconnects. I am out of medication which I ordered in plenty of time! I am now experiencing my symptoms again. I am disgusted that this is the case every time I need a repeat prescription. The time spent on this process before I actually get anywhere can range from a full day of persistence up to 3 days of waiting to actually get contact with someone. It's absolutely disgraceful.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	Newland Group Medical Practice	Date Recorded	30/04/2021
Experience identified by:	Research		
Experience	I've tried to contact the surgery for the past 2 days, however, having been on hold for 70 minutes on both occasions I was automatically cut off, as I suffer with high blood pressure, I need my blood pressure taking on a regular basis. (Told to by the doctor on my last visit) I have been suffering with a really		

	bad headache for 2 days and I am worried about this. Since modality took over this practice the duty of care as gone from bad to worse and needs to be investigated in depth by the CQC. It's impossible to see a doctor, at best you get a call back 4 or 5 hours later from a nurse. After all the negative reviews surely, this must tell the authorities that something is wrong, I've had to revert to the chemist for the pharmacist to check my blood pressure and was told to see the doctor immediately, I've been on the phone for the last 40 minutes and still number 28 in the queue! UNBELIEVABLE!!
Action Taken (Provider)	Good afternoon, we pride ourselves on listening to our patient's concerns and making positive change where we identify this needs to happen. Posting on here, rather than contacting us direct, gives us no opportunity to do this. We'd therefore be grateful if you could contact us so as we can investigate your concerns and make improvements for other patients where the investigation highlights this is necessary. On our website there is a feedback form under 'Policies' which you are welcome to complete. Many thanks, Patient Liaison Officer
Action Taken (Healthwatch)	N/A

Service Name	Kingswood Surgery	Date Recorded	01/04/2021
Experience identified by:	Web (Email)		
Experience	<p>Healthwatch received an email from someone supporting a lady who is profoundly Deaf BSL user and has type 1 diabetes and a shielding letter. The email is below:</p> <p>The lady contacted me and asked me to make her an appointment for some blood tests, she wasn't feeling great and was excessively tired with leg pain. I think she thought she may be anaemic. Called the surgery and spoke with a lady who said she would need authorisation to book a face to face appointment for the lady and someone would call me back. They called back within 35 minutes and an appointment was made for the following Wednesday exactly 7 days' time.</p> <p>Asked them to contact AA Global and book an interpreter and the lady agreed. Appointment was arranged on the 17th March for the 24th March, on the 23rd, one day before the appointment, the interpreter was asked if she could do it and she informed them she was not free that time. (One interpreter!!) Nearly one week after the appointment was made.</p> <p>Unsure if the surgery didn't request the interpreter until the day before or if AA Global didn't put the request out until the</p>		

	<p>day before, because neither will tell me straight, either way the lady's appointment was put back a further 7 days to the 31st! So, she in effect has had to wait 2 weeks for her appointment.</p> <p>There is clearly only one interpreter that is doing face to face appointments for GP's as they asked her what her availability is! There was also no talk of a quicker appointment using a video link interpreter which is what they also say they provide. This lady has had to wait 2 weeks to see her GP.</p>
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	This information was provided to Healthwatch for intelligence purposes only. No action necessary.

Service Name	Alexandra Health Centre	Date Recorded	21/04/2021
Experience identified by:	Telephone		
Experience	Caller rang who was obviously distressed and quite difficult to understand but picked up that she was in need of some more pain relief but was unable to get in touch with her GP as the number was either engaged or just left on hold.		
Action Taken (Provider)	Contacted the patient to resolve the issue following Healthwatch intervention		
Action Taken (Healthwatch)	Contacted the Practice and arranged for a doctor to call the lady.		

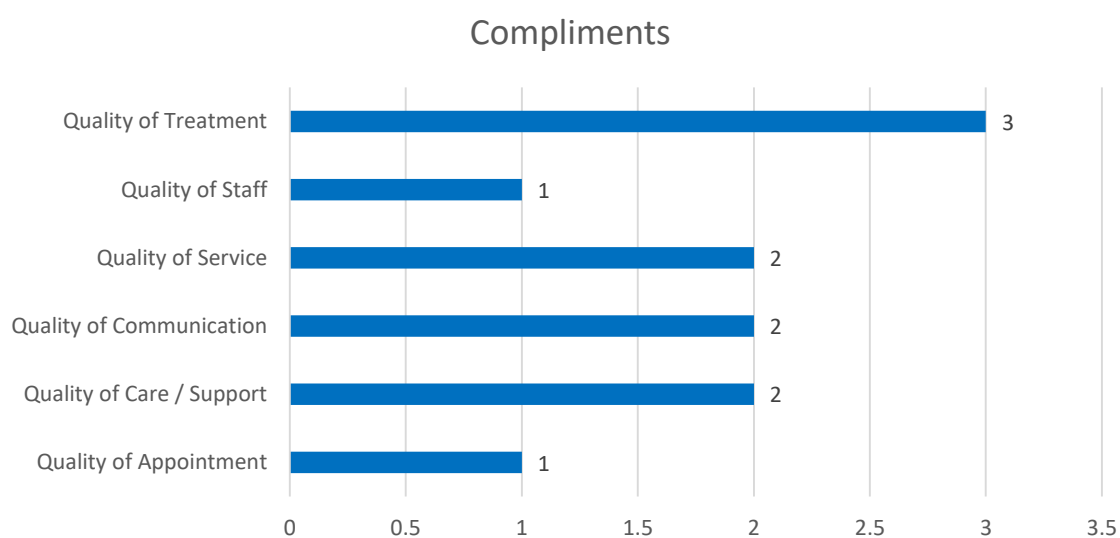
Service Name	Oaks Medical Centre	Date Recorded	21/04/2021
Experience identified by:	Web (Email)		
Experience	Caller having difficulty accessing services - trying to register as new patient with the surgery but unable to get through on the telephone as constantly engaged and doesn't appear to be an online patient registration form to complete.		
Action Taken (Provider)	Contacted the patient to resolve the issue following Healthwatch intervention		
Action Taken (Healthwatch)	We contacted the Practice Manager and arranged for them to contact the patient.		

5.3 Experiences Breakdown - Dentist Practices

Statistical Information and Graphs

This month, we recorded 2 comments about Dentist Practices. 2 of these comments were intelligence and 11 were compliments.

From the 2 comments we received, we identified 2 different areas of intelligence. These were in relation to Access (Appointments) and Administration / Other which received 1 comment each.



We recorded 6 different areas of compliments, the main area where compliments were received was for Quality of Treatment with 3 comments.

What We Were Told

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

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

Intelligence

Dentist Practice	Genesis Dental Care	Date Recorded	30/04/2021
Experience Identified by:	Research		
Experience	Not good, On the 4/2/21 the dentist knew I had pain in a back tooth, when eating, also causing some pain and ringing in my left ear, I was given an appointment for late March. On the 1/3/21 my appointment was cancelled until late April. That's 3 months waiting for an appointment with what I consider SLIGHTLY more urgent. I've cancelled the appointment and won't be returning.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Compliments

Dentist Practice	Mydentist - Hessle High Road	Date Recorded	30/04/2021
Experience Identified by:	Research		
Experience	Had implants fitted which took a few months and a few appointments, they never cancelled on me once, were always punctual and were always happy to answer any questions, every member of staff from the receptionists, assistants and dentist were friendly and professional. I honestly cannot recommend this dentist highly enough.		

Dentist Practice	Genesis Dental Care	Date Recorded	30/04/2021
Experience Identified by:	Research		
Experience	Very good and always told what was happening next took a while to complete but in the current climate that is only to be expected		

Dentist Practice	Genesis Dental Care	Date Recorded	30/04/2021
Experience Identified by:	Research		
Experience	Was seen to very efficiently, with very good safety measures in place, the dentist was so nice put me at my ease, a very good experience		

5.4 Experiences Breakdown - Hull Royal Infirmary

Statistical Information and Graphs

This month, we received 2 comments about Hull Royal Infirmary, both of these were intelligence and related to Communication and Quality of Care / Support (Vulnerable) which received 1 comment each.

What We Were Told

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

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

Intelligence

Department /s	Fracture Clinic (Adults)	Date Recorded	01/04/2021
Experience Identified by:	Web (Email)		
Experience	<p>Healthwatch received an email from someone supporting a lady who is deaf, the lady is a BSL user was given an appointment by her GP to have bloods and a scan on a potential gallbladder issue she was having.</p> <p>When she arrived, she asked me to contact the ward, I did and asked for them to use the iPads for interpreting, I informed them that they are provided for this very reason but they would have to locate one. I also emailed staff member to see if she would please assist them in locating one and tell them how to use it.</p> <p>I contacted the lady 2 hours later and she was still waiting for her treatment but she had not been presented with or communicated with via the iPad. I called PALs and spoke with a lady who said she would contact ward 6 to assist. She rang me back to state “they are not using the iPad, they are communicating fine with the lady” So I had to tell her that the lady is messaging me stating, she is struggling and wants an</p>		

	<p>interpreter so she can ask questions and find out what is happening.</p> <p>The lady was sent for a scan and then back to the ward. When she came back to ward 6 to see the doctor, she actually told them to use Signlive on her own phone so she would have an interpreter and they refused. She understood only some of what they were telling her, she became very upset at the mention of more tests and bowel cancer as that is how her mum died and she was sent home with instructions to come back the next day. She is upset and confused and all of it was unnecessary if they had just used the videolink interpreter.</p> <p>The next morning, I had two calls from PALS one from staff member who said the nurses didn't need to use the iPad so I reiterated that they did as the patient needed it, and the second from staff member who said that the nurses asked the patient if she wanted it and she said no, when I questioned the patient, she said no "they asked me if I had an iPad and I said no!" So, a clear indication that communication support was needed. Staff member assured me she had an iPad in her hands and was en route to ward 6 with it.</p> <p>The patient eventually had the CT scan she needed with an iPad interpreter as they used one in that department but when she was then sent back to ward 6 to see a doctor for diagnosis and results there was no interpreter and they never used the iPad. The lady was not happy with her treatment at all as it clearly states on her medical records that she needs a BSL interpreter. She made an official complaint to the Project Officer, Surgery Health Group as she had his contact details from previous complaints, she has made because of a lack of communication support."</p>
Actions Taken (Provider)	Not known
Actions Taken (Healthwatch)	This information was provided to Healthwatch for intelligence purposes only. No action necessary.

5.5 Experiences Breakdown - Mental Health Services

Statistical Information

This month, we received 2 comments about Mental Health Services which was intelligence. The intelligence was in relation to Communication and Quality of Care / Support (Vulnerable) both of which received 1 comment each.

What We Were Told

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

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

Intelligence

Service	Miranda House	Date Recorded	15/04/2021
Experience Identified by:	Telephone		
Experience	Person referred through GP to Miranda House for assessment for possible Bipolar/Asperger's/Anxiety - problems processing emotions. No diagnosis service as such treat symptoms presenting with. Telephone assessment through Crisis Centre - offered 12weeks group therapy although only available during work hours. Referred to Mind although taken some time to get referral form through from them. Let's Talk service - 3 times. Unhappy with delays and having to chase up services all the time and not having definite diagnosis		
Actions Taken (Provider)	Humber NHS Foundation Trust have contacted the individual to resolve the issue as a result of Healthwatch intervention		
Actions Taken (Healthwatch)	Emailed Humber NHS Foundation Trust to ask one of their team to call this person and help him with the support he needs which has now been done.		

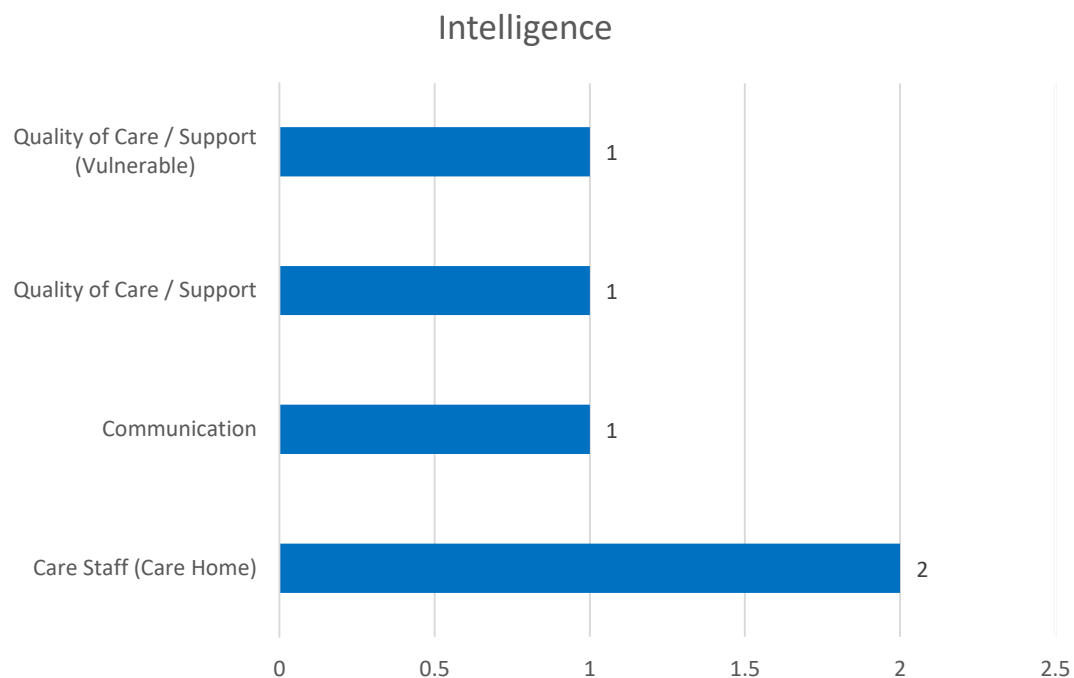
5.6 Experiences Breakdown - Care Homes

Statistical Information and Graphs

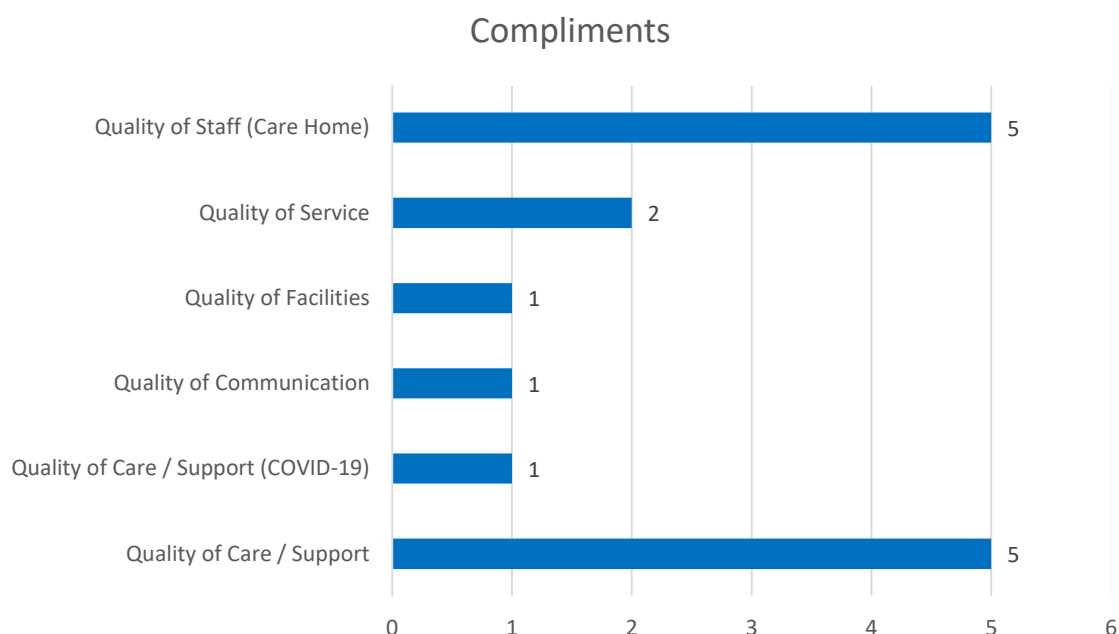
This month, we received 20 comments about Care Homes, 5 of these comments were intelligence and 15 were compliments.

From the experiences we received this month, we found that Kesteven Grange received the most comments followed by Alexandra Court Care Centre.

From the experiences we received, we identified 4 different areas where intelligence was received. The graph below identifies the number and area of concern.



Out of the intelligence we received, the main piece of intelligence related to Care Staff (Care Home) with 2 comments.



We recorded 6 different areas of compliments, the main compliments we received was in relation to Quality of Staff (Care Home) and Quality of Care / Support which received 5 comments each.

What We Were Told

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

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

Intelligence

Service	Kesteven Grange	Date Recorded	30/04/2021
Experience Identified by:	Research		
Experience	<p>If your relative needs a little extra care then this is not the care home for your loved one. Reasons: Told that my mum had settled and asking questions, I pointed out that mum was aphasic and couldn't ask questions for the last 14 years but was told "well she did!".</p> <p>After asking twice for Mum to be weighed due to her becoming thinner I was told forcefully that "they only weigh them when they come in and go home". I reminded the staff that Mum</p>		

	<p>must not stand without her special boots after she sustained a foot wound. Was told she was standing with no boots and even walking a few steps.</p> <p>I repeated this warning but they only took notice after I informed them, she will break her ankle if they continued. There is more I could mention, some are third party conversations so unfair for me to comment on those. Some staff were very helpful and kind it is a shame that others are bringing this care home to an inadequate level. Mum was admitted to the hospital and will not be returning</p>
Actions Taken (Provider)	<p>We are sorry that you found the care delivered to your mother was not at the expected high standard and we have investigated the points you have raised to us. Your mother was indeed aphasic, however she was known to speak very short sentences and communicated well with staff that she recognised, other than that she answered staff with one-word answers.</p> <p>We go out of our way to ensure that where they are able, our residents can utilise different mediums and techniques to aid communication. Your mother's plan of care was based around staff she was familiar with, and for those staff to show patience so that your mother could make her choices known to us as much as possible.</p> <p>Weight loss was recognised as a concern in a very short space of time, as unfortunately, your mother made it clear to ourselves and her social worker that she was refusing to eat so that she could return to her own home. She also declined to take prescribed medication. The staff in the home sought specialist intervention for this. Your mother was prescribed supplements (Fortisip) and we monitored her fluid and diet intake. Your mother developed a blister on her right foot which the podiatrist and community nurse advised us was due to her callipers on her specialised boots.</p> <p>I suggest you contact these services if you require further clarification of this. She was able to stand and transfer but was using the stand aid instead so no movement from her foot was made. She was then later assessed as needing a hoist for transfers to maintain her safety, which was facilitated by the staff in the home. She was admitted to the hospital due to an acute episode in health and returned to her home following recovery from this, as she had requested to do so.</p> <p>Thank you for bringing these matters to our attention, as concerns of this nature help us to improve our service. If you</p>

	wish to discuss the matter further, please contact the home manager directly who will be happy to assist you.
Actions Taken (Healthwatch)	N/A

Service	Castle Rise	Date Recorded	21/04/2021
Experience Identified by:	Telephone		
Experience	Callers' son went into Castle Rise Care Home for respite care but suffered many falls and injuries while he was there apparently. He is severely disabled and has many complex needs. The caller removed her son from the care home on the 1st April 2021 after reporting them to the Safeguarding Team and CQC with 60 plus photos of his injuries. She now has a solicitor looking into matters and wanted further advice in escalating the matter.		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	Actions had already been taken by the caller however advised of options for further support.		

Compliment

Care Home	Kesteven Grange	Date Recorded	30/04/2021
Experience Identified by:	Research		
Experience	From day 1 and arrival wondering what to expect, I was very nervous but was quickly put at ease by one of the staff who led me through to a large room 'The Lounge' and was very surprised to hear music being played by 'Queen' at a very low level and very warming to hear it was my favourite band.		

Care Home	Kesteven Grange	Date Recorded	30/04/2021
Experience Identified by:	Research		
Experience	I cannot tell you about the inside of the home as, due to covid, I have never been inside. But the service and the civility from all the staff has been first class. My wife has been very well cared for and seems to be settled. I am just looking forward to the day I can go in and sit with my wife and give her a kiss and a cuddle before she forgets me altogether. I know it does not seem a long time since I saw my wife, but it seems endless to me. Once again, thanks for looking after her. I did it for two years and it's an endless task.		

Care Home	Castle Rise	Date Recorded	30/04/2021
Experience Identified by:	Research		

Experience	My friend has been resident at Castle Rise over the past six months. The staff are professional, caring, patient and conscientious. You can tell that the care home is under good management and leadership, as the staff know their roles well and procedures are in place. My friend speaks highly of the staff, and they were always involved in daily activities to support their rehabilitation. He has made significant progress during his stay at Castle Rise.
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Care Home	Alexandra Court Care Centre	Date Recorded	30/04/2021
Experience Identified by:	Research		
Experience	My mother has been in the care home for one year. In that time, she's been looked after really well at all times. Although we think with covid and lack of visits she deteriorated quite a lot but she seems happy when we have seen her and thank everyone for all the hard work in a difficult year.		

Care Home	Alexandra Court Care Centre	Date Recorded	30/04/2021
Experience Identified by:	Research		
Experience	Overall, the care provided is excellent, both at local management and carer level. Firstly, the facility is purpose-built providing individual ensuite rooms which are kept clean and tidy. There are also excellent communal lounges and dining facilities. Normally, although obviously limited during the Covid-19 pandemic, activities or external visits are held daily, some of which involve residents' families, e.g., the choir, flower arranging, etc. I am kept informed if there are personal issues, e.g., illness, with my input, wishes and concerns taken into account as appropriate. Where care concerns are identified, both personal and general, I have no problems in discussing these with the relevant management staff, where my views/concerns are discussed and agreed actions implemented.		

Care Home	Rossmore	Date Recorded	30/04/2021
Experience Identified by:	Research		
Experience	Staff were very helpful. The room was excellent and so was the food.		

5.7 Experiences Breakdown - Domiciliary Care

Statistical Information and Graphs

This month, we received 3 comments about Domiciliary Care services, all of these were intelligence.

We recorded 3 different areas of intelligence, we identified a single piece of intelligence for Care Staff (Home Care), Quality of Care / Support (Vulnerable) and Safeguarding.

What We Were Told

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

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

Intelligence

Service	Date Recorded
Experience Identified by:	15/04/2021
Experience	Telephone One of our volunteers was calling this lady with regard to the Community Wellbeing survey Healthwatch are carrying out on behalf of Hull City Council with regard to the Home Care service they provide. Some of the answers the lady provided were a little alarming and it followed a call by a family friend who manages some of the lady's affairs along with the lady's daughter. She complained the service was poor and didn't always turn up on time and didn't make the lady a sandwich for a lunch as required. She said they have been trying to get extra help for the lady as she suffers depression and vascular dementia, through her social worker who she described as 'unhelpful'. She said the lady is lonely and needs to be around other people. Although her daughter has power of attorney for her mum, this family friend has dealt with a lot of legal matters and issues on her behalf, as she too has ill health.
Actions Taken (Provider)	Not Known

**Actions Taken
(Healthwatch)**

Healthwatch advised that her friend should refer back to lady's GP for further help and support and speak to social services/social worker along with the daughter to ask for a review of the lady's situation. Provided information of various mental health websites for support for older people

5.8 Experiences Breakdown - City Health Care Partnership (CHCP)

Statistical Information and Graphs

This month, we received 4 comments about City Health Care Partnership, all of these were intelligence and related to Care Staff (Home Care), Communication, Staff Attitude and Quality of Care / Support (Vulnerable), all of which received 1 comment.

What We Were Told

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

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

Intelligence

Service	Community Services	Date Recorded	22/04/2021
Experience Identified by:	Telephone		
Experience	<p>Lady called with regard to her mum who she is caring for at home with the help of District Nurses - Long hill Community Nurses - she is a palliative patient with cancer. This has been ongoing since her mum came out of hospital on the 27th January 2021.</p> <p>She is not happy with the care her mum has been receiving in particular with dressing and cleaning her mums' wounds. She has seen soiled dressings being replaced rather than renewed as had run out of clean ones.</p> <p>She believes the actual cancerous wound hasn't been checked for 10 weeks. The daughter is a Health Care worker and works nights so she can be around during the day and has specifically asked for morning calls but sometimes nurses do not attend till 3pm so she has to stay up all that time. She says her mum should have four separate care plans as different areas of treatment but not in place. Has called one of the managers at CHCP Long hill Community Nursing but is still awaiting call back.</p>		
Actions Taken	Not known		

Actions Taken (Healthwatch)	Gave lady phone number and email address for Hull CCG PALS in the first instance.		
Service	Community Services	Date Recorded	22/04/2021
Experience Identified by:	Telephone		
Experience	Complaint against CHCP that has been ongoing for some time - caller contacted us yesterday 14/04/21 to ask for further help in escalating complaint against CHCP - in the way they have dealt with a matter while visiting him at his home which caused an OT staff member to report him to their Safeguarding Team around his suitability as a foster carer. The complaint has taken many months to be looked into and the caller is unhappy with the outcome.		
Actions Taken	CHCP sent letter to caller confirming outcome of complaint and matter now closed		
Actions Taken (Healthwatch)	Caller asked advice around possibility of taking complaint further - discussed Health Service Ombudsman - emailed various links to the caller to highlight the process and actual complaints form. Also gave telephone number and email address for the Advocacy Service and explained their purpose.		

5.8 Experiences Breakdown - Pharmacies

Statistical Information and Graphs

This month, we received 3 comments about the Pharmacies, two of these were intelligence and related to Administration and Prescription, one comment was a compliment which related to Quality of Service.

What We Were Told

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

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

Intelligence

Service	Lloyds Pharmacy	Date Recorded	30/04/2021
Experience Identified by:	Survey		
Experience	Arranging delivery for prescription whilst shielding was very poor		
Actions Taken (Provider)	Not Known		
Actions Taken (Healthwatch)	No contact details were left by the individual		

Compliments

Service	Boots Pharmacy	Date Recorded	30/04/2021
Experience Identified by:	Survey		
Experience	Worked well. At the height of the 1st wave there were some issues with supply but all concerned ensured my medication was available just a little erratic.		
Actions Taken (Provider)	Not Known		
Actions Taken (Healthwatch)	No contact details were left by the individual		

5.9 Experiences Breakdown - Interpreter Service

Statistical Information and Graphs

This month, we received 1 comment specifically about the Interpreter services and this related to Communication. However, there was an experience in both GP Surgeries and Hull Royal Infirmary both of which involved communication barriers for individuals who have a hearing impairment.

What We Were Told

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

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

Intelligence

Service	Interpreter Service	Date Recorded	27/04/2021
Experience Identified by:	Web (Email)		
Experience	<p>I have been trying to arrange an interpreter for a gentleman's cataract operation on 26th April, and I originally called SpaMedica who informed me they needed to speak with their Finance Team.</p> <p>Specsavers in Hull referred the patient so called them too and the manager explained that they wouldn't be responsible for the booking of the interpreters and it would definitely be SpaMedica.</p> <p>I have called SpaMedica multiple times and they still tell me it's with Finance! They won't put me through to the Hull site to speak to anyone there, they won't give me a name or contact information for anyone in Finance, this has been a fortnight now.</p> <p>I am most concerned this gentleman is going to have his appointment postponed or he is to be expected to just manage (as they have done that before when they out and out refused to book an interpreter for a gentleman and literally threatened him that they would postpone his operation) They have a track record and I will not settle until I have the name of a booked interpreter! I understand eyesight is important to</p>		

	everyone but when you are Deaf it is literally all you have left, Deaf people don't want to have to wait longer than hearing people to have the eye operations they need.
Actions Taken (Provider)	Not Known
Actions Taken (Healthwatch)	On contacting Spamedica they did finally provide the name of the interpreter booked and confirmed the interpreter was booked for the 26th April 2021 for the gentleman's cataract appointment.

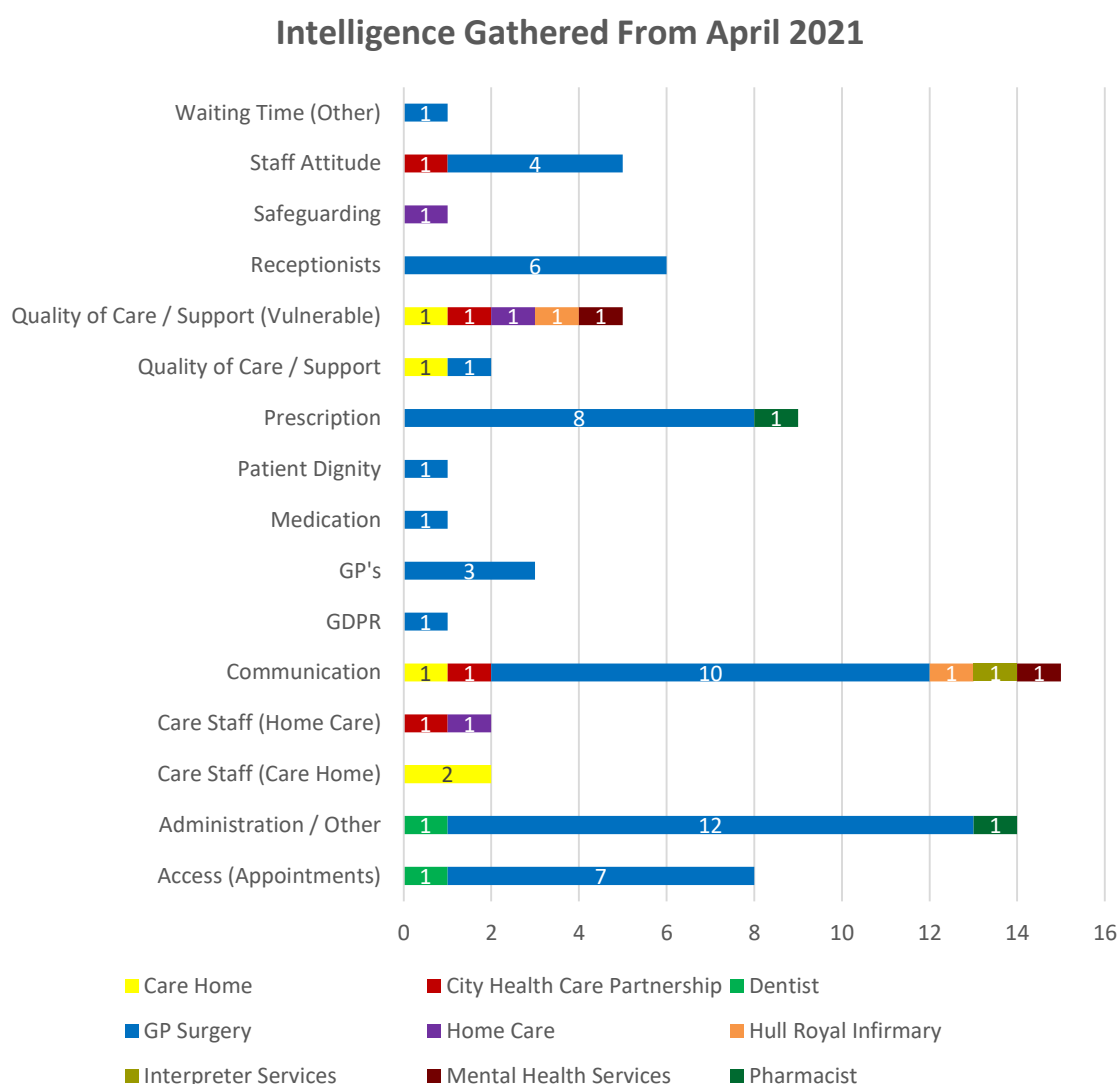
6. Experience Breakdown - From April 2021

Statistical Information and Graphs

The graph below provides a breakdown of the intelligence we have identified from the experiences we have recorded from April 2021. We have now identified 76 pieces of intelligence and 27 compliments.

The most reoccurring themes are Communication with 15 comments followed by Administration / Other with 14 comments.

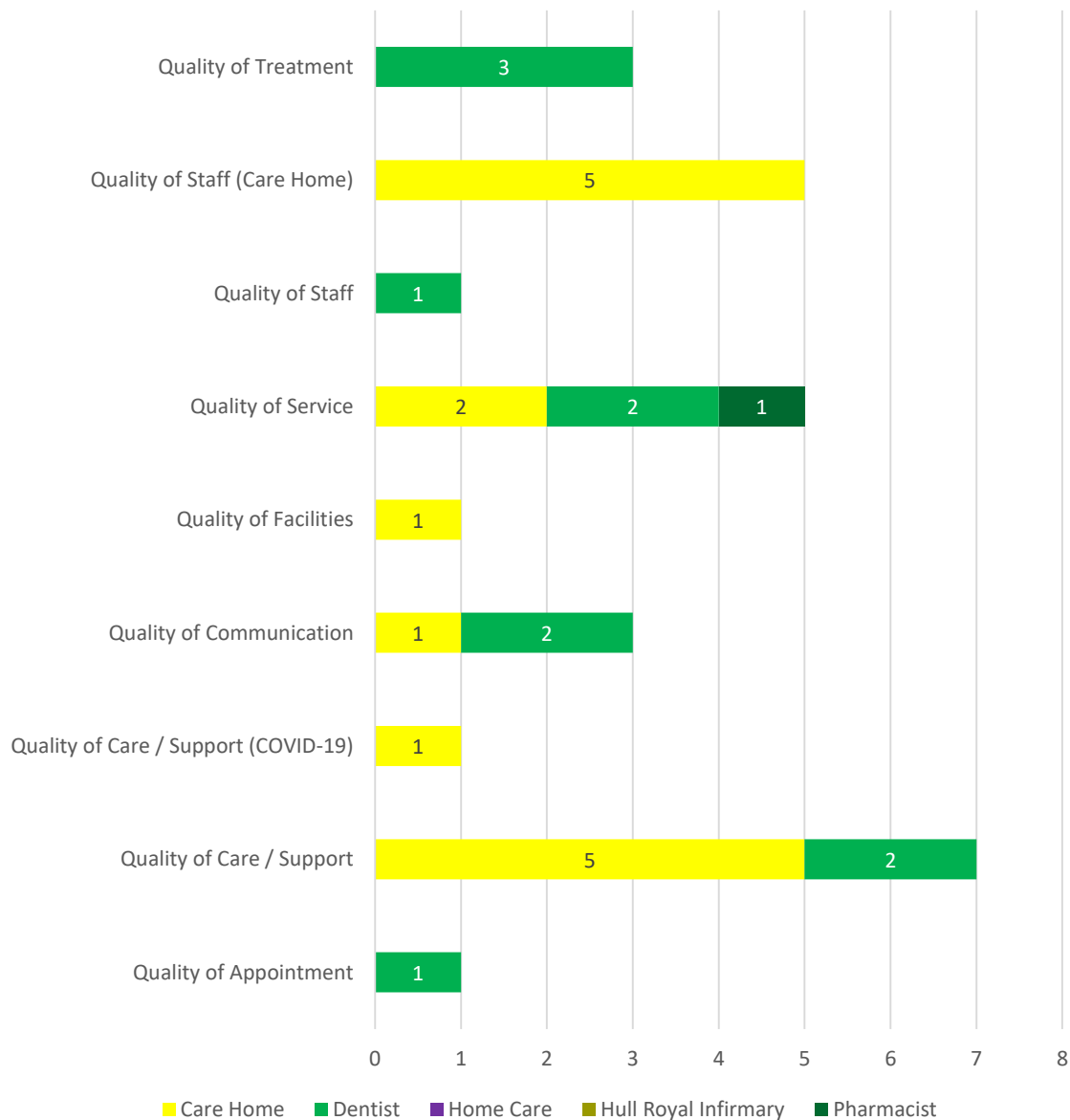
Please note, these figures differ from the amount of contact and experiences (research) as one contact and experience (research) can result in multiple comments about a particular service.



The graph below provides a breakdown of the compliments we have identified from the experiences we have recorded since April 2021.

The most reoccurring compliment is Quality of Care / Support with 7 comments followed by Quality of Staff (Care Home) and Quality of Service with 5 comments.

Compliments Gathered From April 2021



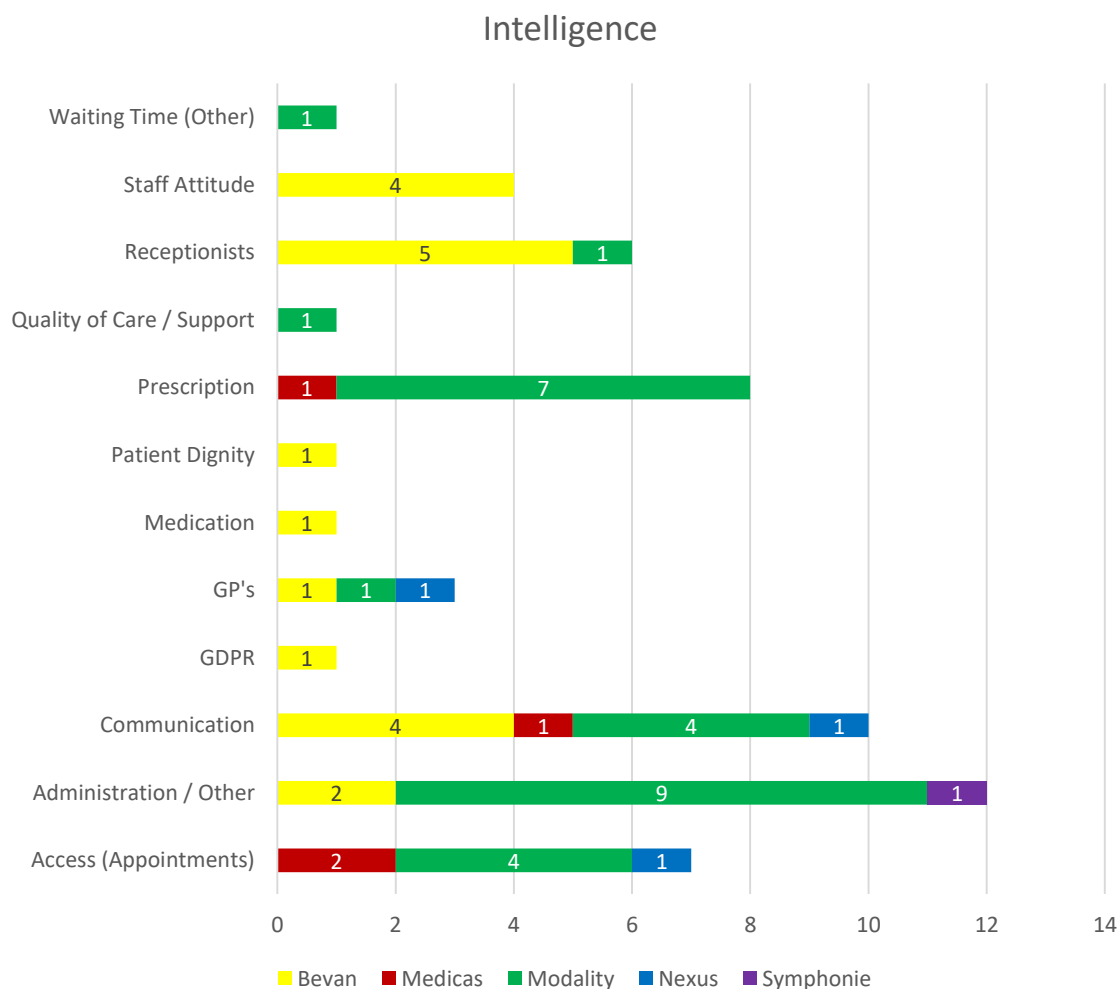
7. Experience Breakdown (PCN) - From April 2021

Statistical Information and Graphs

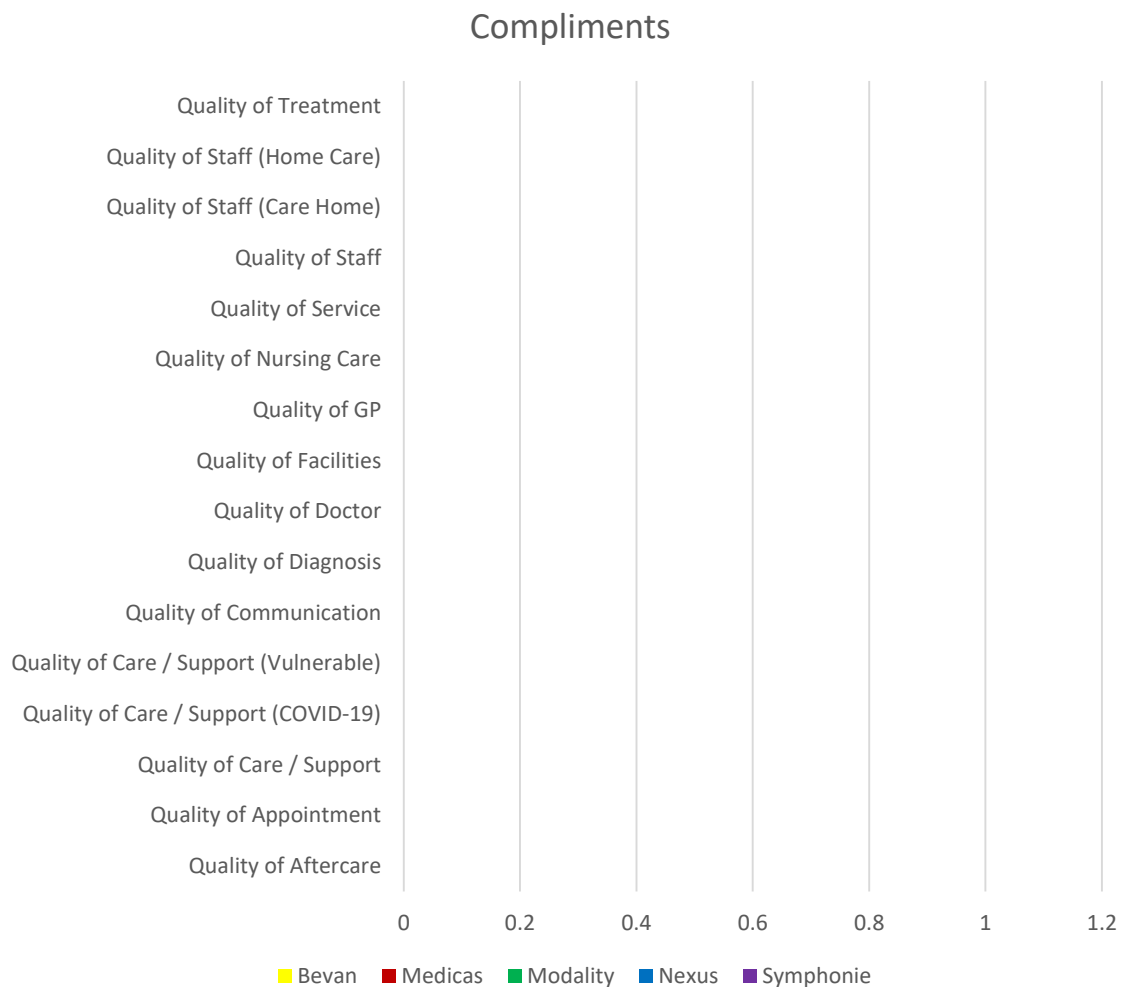
The graph below provides a breakdown of the intelligence we have identified from the experiences we have recorded from April 2021 by Primary Care Network (PCN). We have now identified 55 pieces of intelligence and 0 compliments.

The most reoccurring themes are Administration / Other with 12 comments followed by Communication with 10 comments.

Please note, these figures differ from the amount of contact and experiences (research) as one contact and experience (research) can result in multiple comments about a particular service.



The graph below provides a breakdown of the compliments we have identified from the experiences we have recorded since April 2021. So far we have received 0 compliments.



8. NHS Independent Complaints Advocacy

Statistical Information and Graphs

This month the NHS Independent Complaints Advocacy received 6 complaints. The complaints involved Springhead Medical Centre, Wilberforce Health Centre and Hull University Teaching Hospital.

Nature and Substance of complaint:

Alleged prescribing of contraindication medication causing client to experience persistent hiccups for 4 days and difficulty with obtaining an urgent GP appointment.

Who delivered the care to patient?

Springhead Medical Centre.

Date of incident?

March / April 2021.

Nature & Substance of complaint:

Dissatisfactory experience of the Let's Talk Service in Hull. Patient feels their assigned counsellor was condescending and flippant in their approach.

Who delivered the care to patient?

City Healthcare Partnership CIC.

Date of incident?

18th November 2020.

Nature & Substance of complaint:

GP's alleged refusal to consider removal or erroneous information contained in patient's GP medical records.

Who delivered the care to patient?

Wilberforce Health Centre.

Date of incident?

May 2020.

Nature & substance of complaint:

Dissatisfaction with Mental Health service's decision to transfer patient from Baldock Manor Hospital near Stevenage to Hull in view of the fact the patient has openly stated intention to self-harm (suicide) once back in Hull.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust.

Date of incident:

April 2021.

Nature & substance of complaint:

Dissatisfaction with outcome to assessment for adult with suspected Autism.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust.

Date of incident:

July 2020 (approx.)

Nature & substance of complaint:

Disagreement with Mental Health service's decision to discharge patient from its care. Complainant feels patient is a potential danger to the public but treating clinician does not agree.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust.

Date of incident:

May 2021.

9. Feedback Form

We request that the feedback form below is completed by commissioners and/or provider responsible for the service to enable members of the public to be assured that their feedback is recognised and acted upon and contributes to ongoing service development.

Please complete the form and return to:
mharrison@healthwatchkingstonuponhull.co.uk

Organisation	Responsible person	Comments/Actions

healthwatch

Kingston upon Hull

Intelligence Report

April 2021

