

healthwatch

Kingston upon Hull

Intelligence Report

February 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 February 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:

- Care Homes
- CHCP
- Dentistry Practices
- GP Surgeries
- Hull Royal Infirmary

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

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.

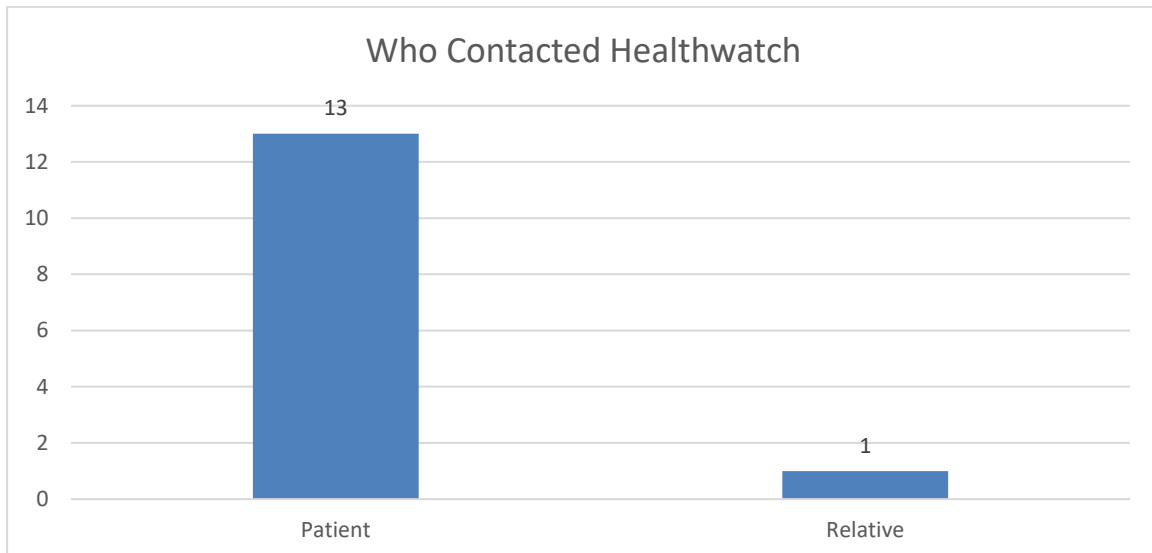
We also may not publish every experience we've recorded as some experiences may be very similar to others; for example, “I couldn't get an appointment” and “I've had to wait weeks to even speak to a doctor” (which are both appointment issues).

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.

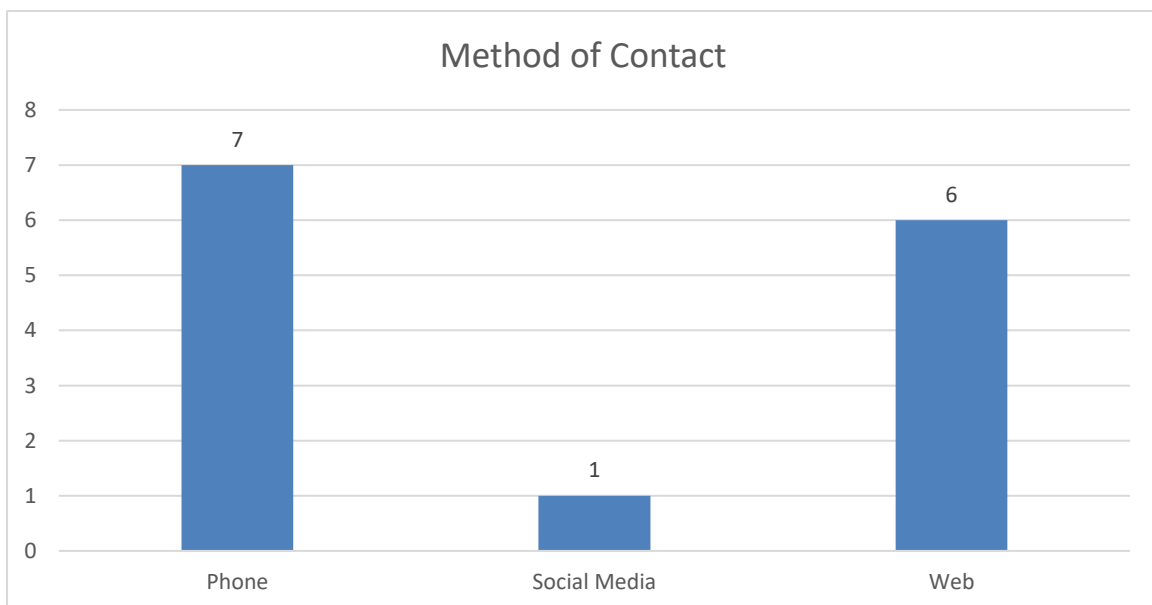
Finally, all experiences in this report have been received and researched in good faith. Healthwatch have not investigated any of the concerns raised and have acted in accordance with the role and responsibility of Healthwatch.

2. Contact Statistics

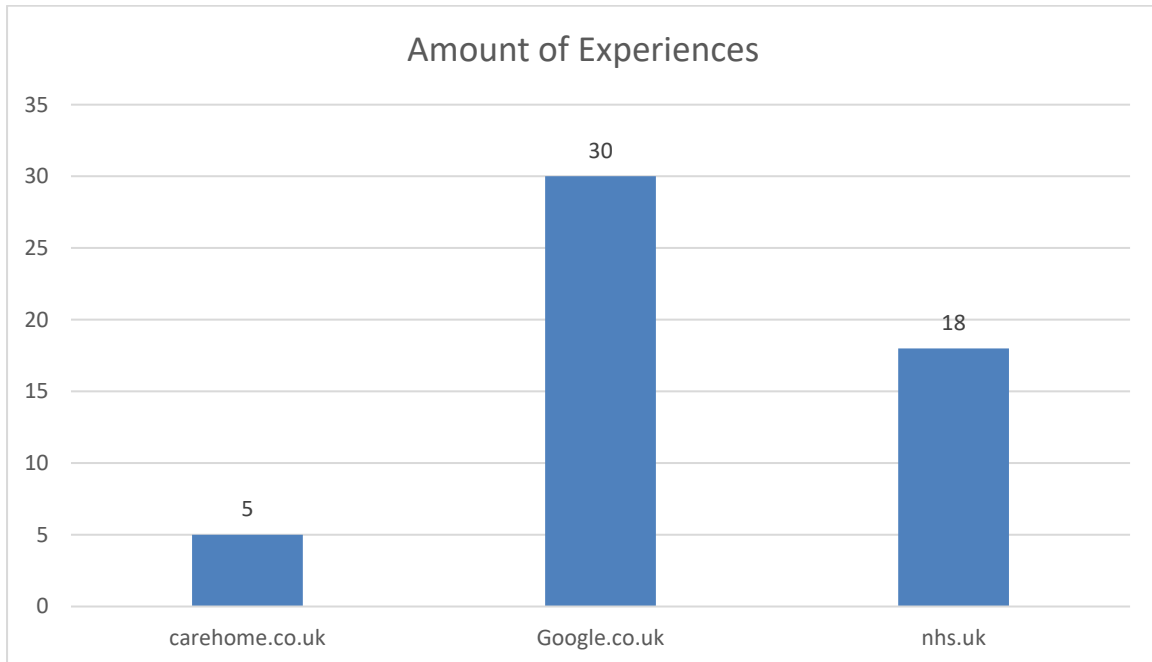
In February we had 14 people contacted Healthwatch directly to provide feedback or to ask for information / advice. The graph below provides information on who contacted Healthwatch directly this month.



The most popular means of contacting Healthwatch was by Telephone followed by Web (Email). 6 of these contacts was to provide experiences of local health and social care services and 8 contacts were information requests.

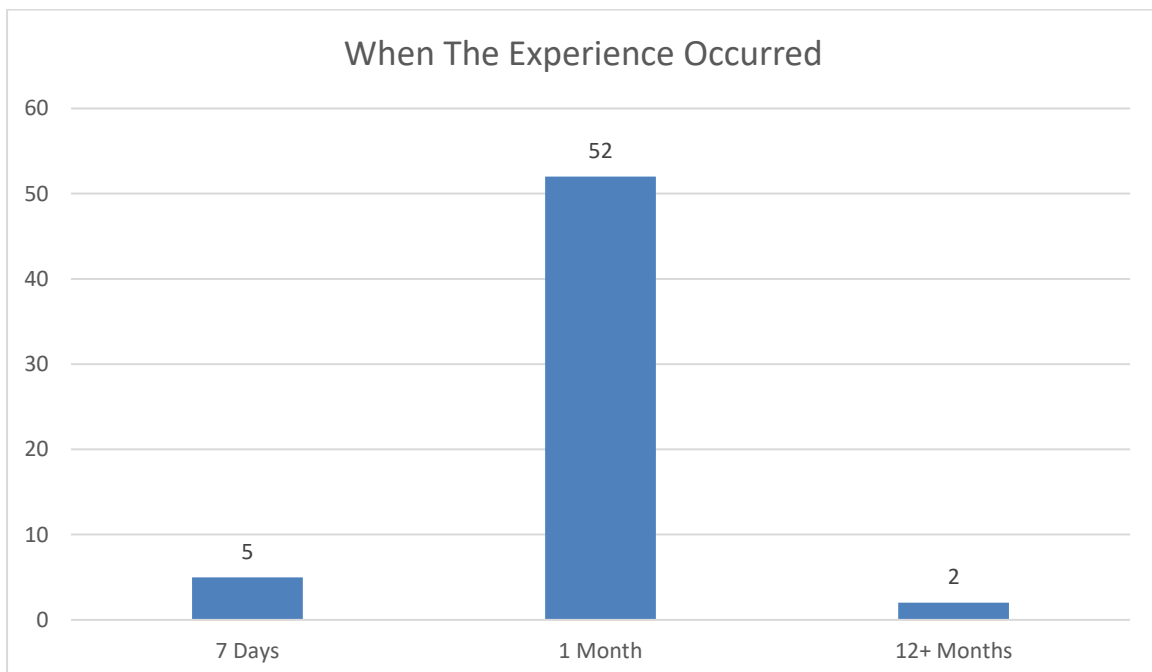


We also conducted online research of local services, looking at a range of websites and social media channels to see what people have been saying about local services, where we found 53 experiences. The graph below demonstrates where we found these experiences.



The total amount of experiences received this month through direct contact and through research is 59 experiences.

From the date Healthwatch recorded the experience, we found that a 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 February.

Area	Dentistry	Date Recorded	02/02/2021
Experience identified by:	Phone		
Experience	I cannot find any practices who are taking in NHS patients and I have a hole in my teeth. Can you help?		
Actions Taken (Healthwatch)	Provided information on what services are taking on NHS Patients. Informed Healthwatch England		
Similar Experiences	We received four other contacts via Telephone enquiring about NHS Dentists		

Area	Dentistry	Date Recorded	08/02/2021
Experience identified by:	Web		
Experience	I was wondering if you could help me. I am currently in need of a dentist. I have a cracked tooth but as I am not in pain I am hoping to find a dentist to take me on a patient rather than try and get an emergency appointment. I have used the NHS website and contacted numerous dentists today. All of which have said they are not taking on new patients due to Covid-19. I drive so location isn't really an issue I'm just unsure where else to turn to try and find a dentist.		
Actions Taken (Healthwatch)	Provided information on what services are taking on NHS Patients. Informed Healthwatch England		
Similar Experiences	We received one other contacts via Web enquiring about NHS Dentists		

Area	Optician	Date Recorded	18/02/2021
Experience identified by:	Web		
Experience	I have been trying for some time to make an appointment with Todd and Clarke the optician. The telephone number is not in use for some reason or another. Is there another way to get in touch with this optician.		
Actions Taken (Healthwatch)	Looked for more information on how to contact Todd and Clarke but was unsuccessful, advised of alternative options		

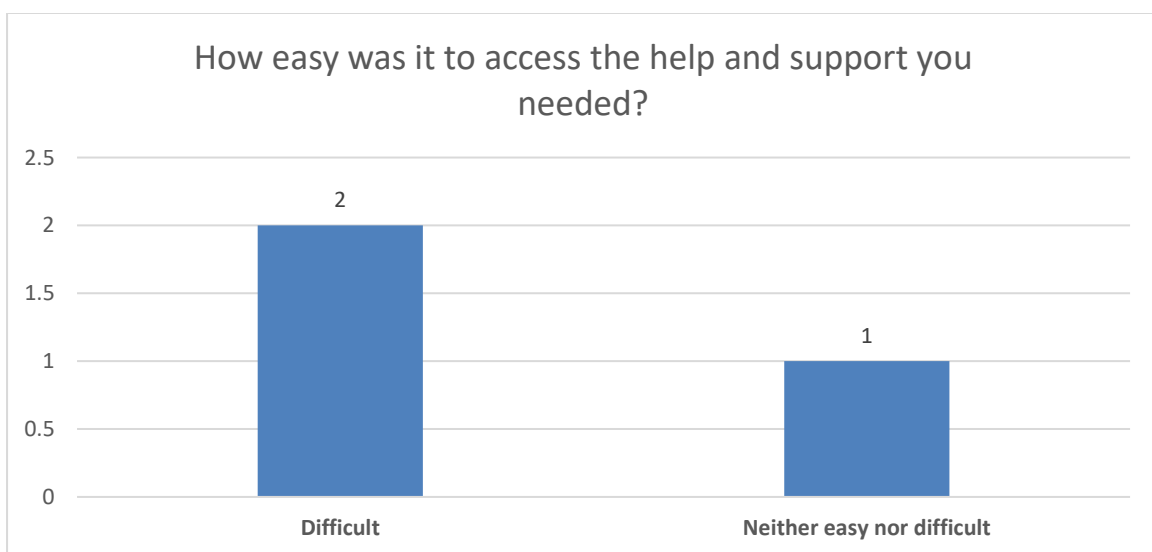
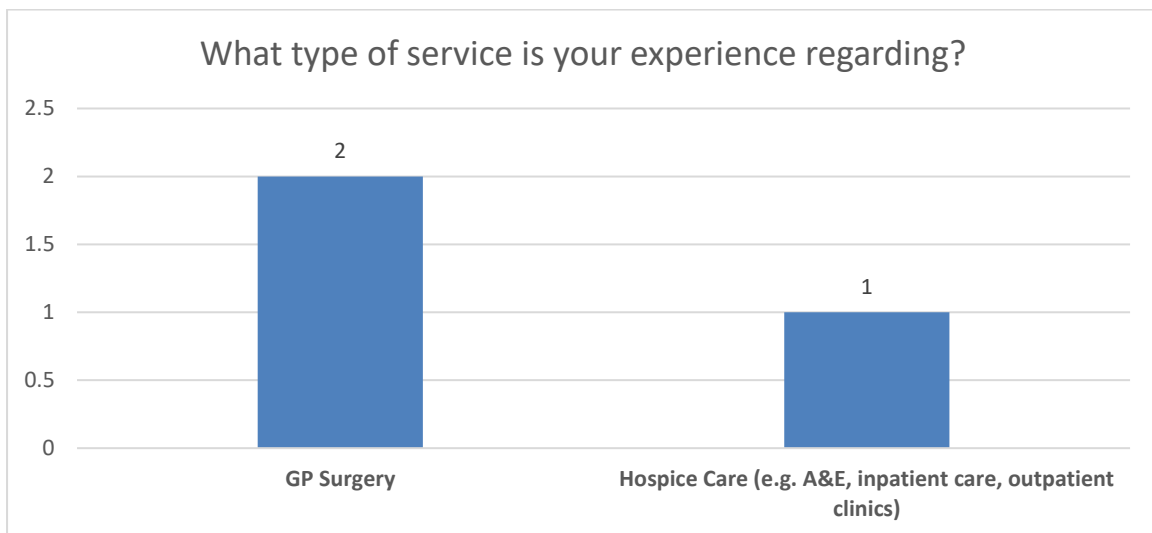
4. Healthwatch England

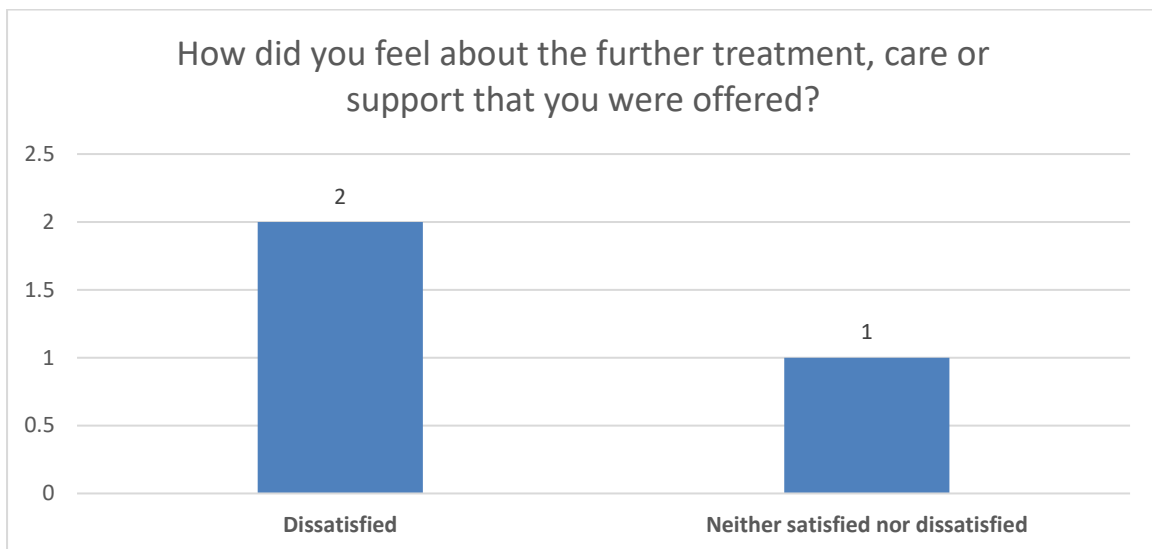
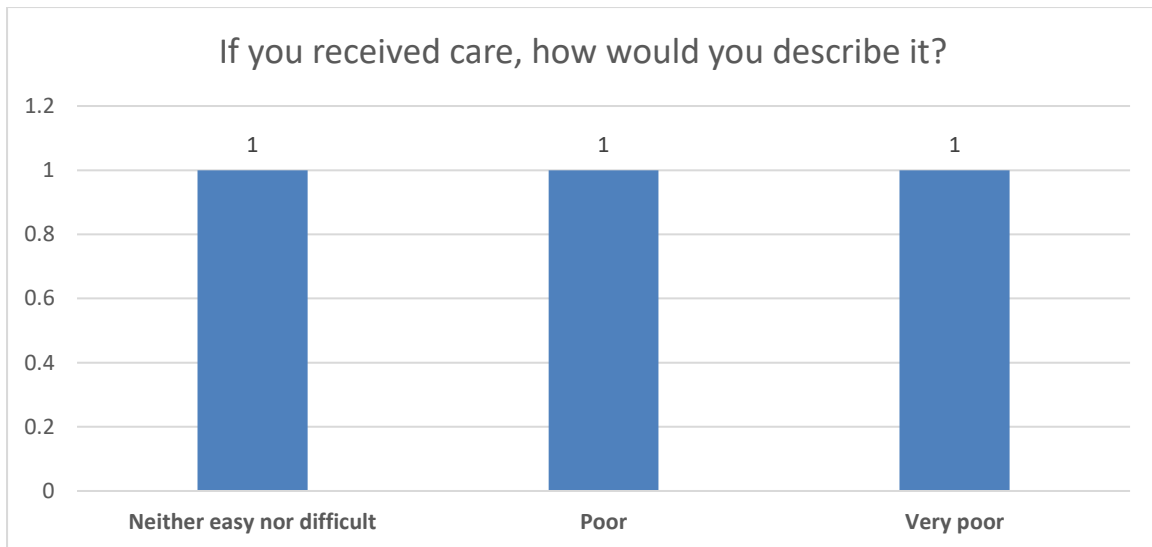
Each month Healthwatch England shares data with local Healthwatch’s regarding the feedback they have received about local services. We have included this information within our report to ensure it is recorded and reported along with our own findings.

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





What We Were Told

Service Name	Not known	Date Recorded	01/02/2021
Experience	Useless. So, enamoured with the strain of flu called COVID-19' that they completely neglect all other illnesses.		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No action taken		

Service Name	Not known	Date Recorded	07/02/2021
Experience	So called professionals use my given (Christian) name without my permission. It is paternalistic and demeaning. They are treating me like a child I am 67 years old I do not require reassurance by using false intimacy. Those doctors, nurses and other healthcare professionals have access to intimate information about me and are displaying their power over me and I feel threatened. I have just been diagnosed with cancer and I am due to undertake a radically mutilating operation to remove half my tongue. I consequently feel very vulnerable, and this complete lack of respect is not helping me		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No action taken		

5. Experiences Breakdown

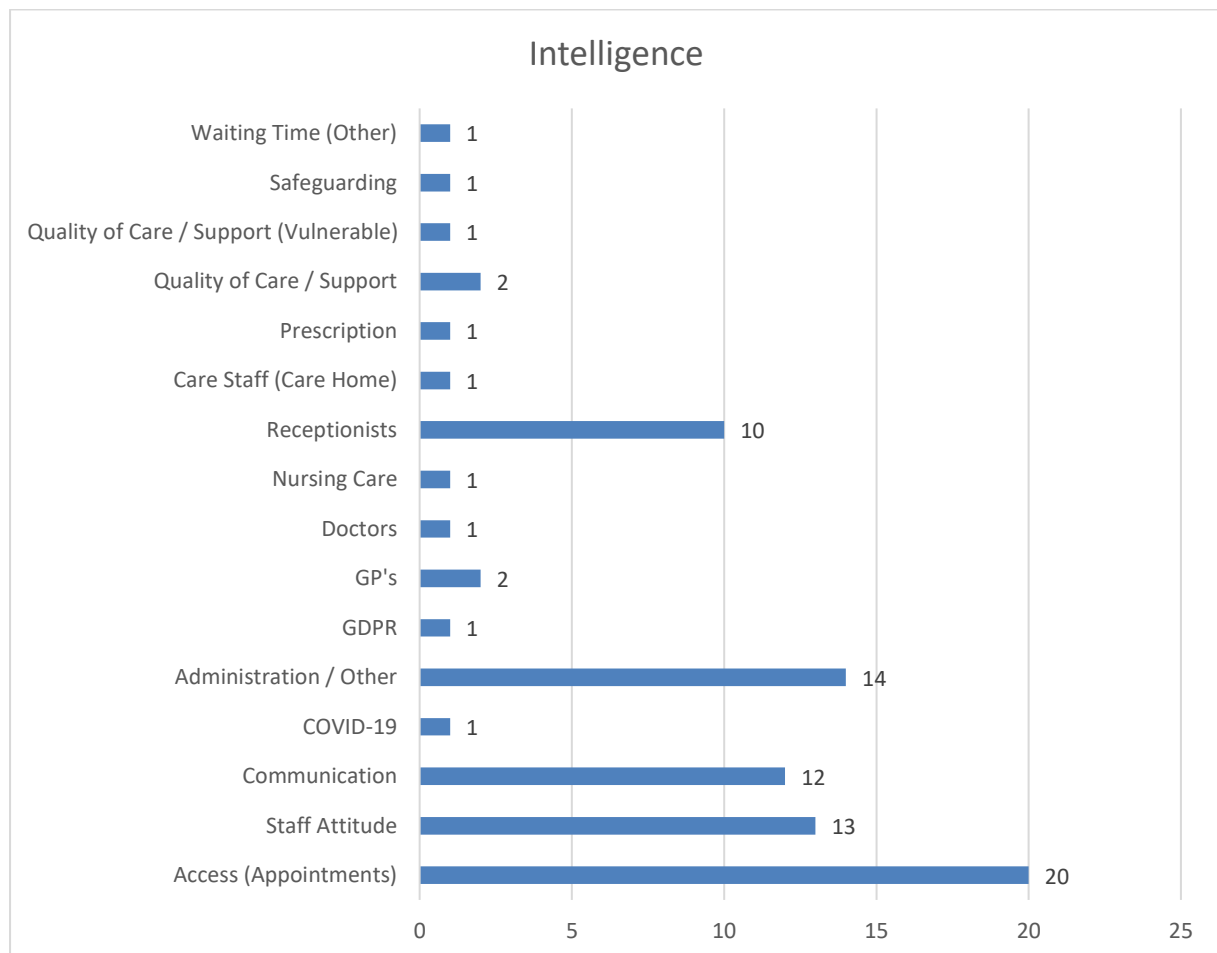
Overall Statistics for February

The graphs below provide an overall breakdown of the experiences we received this month. Between the 6 experiences we recorded through being contacted directly and the 53 experiences we found through research; we recorded a total of 59 experiences this month.

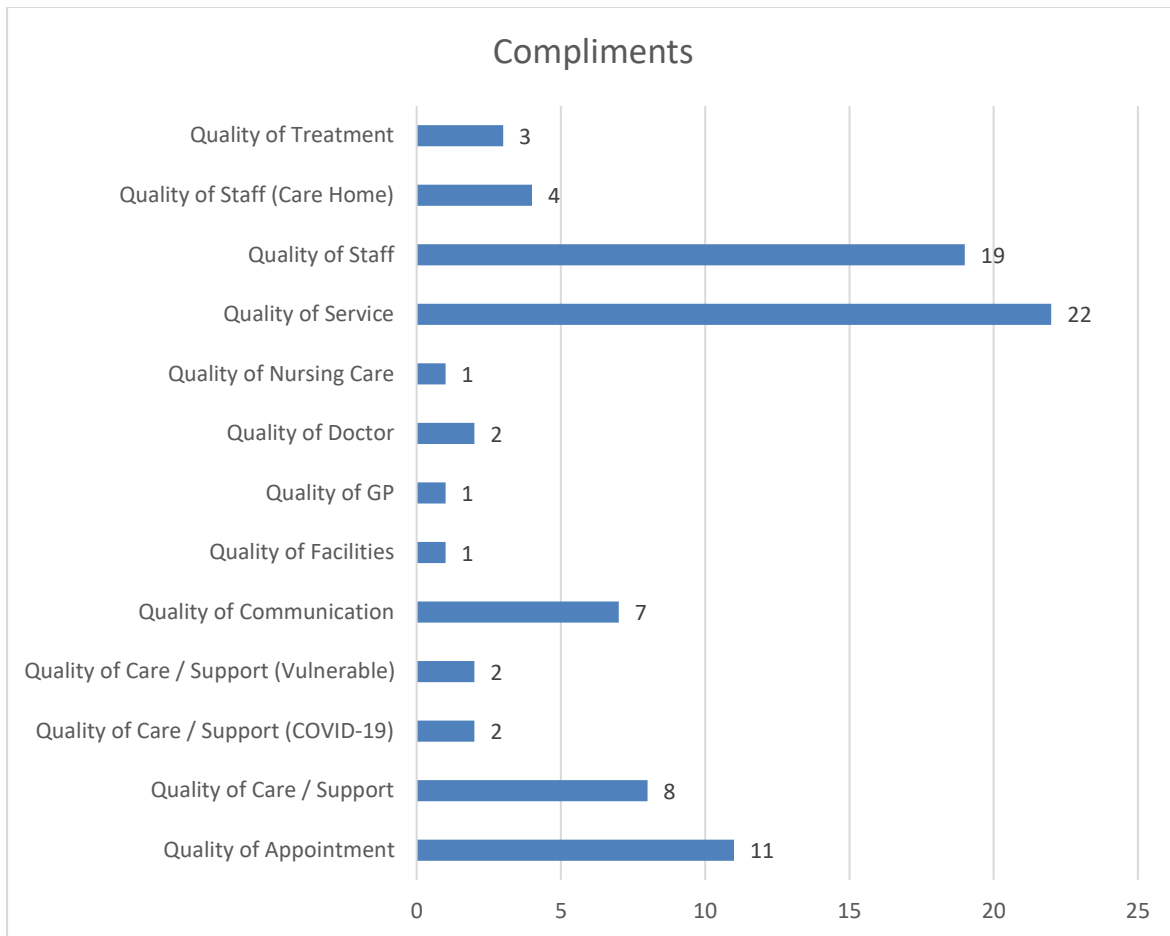
Upon further analysis of these experiences, that we received directly (6 pieces of intelligence) we were able to identify 8 pieces of intelligence and from our research (53 experiences) we identified 74 pieces of intelligence and 83 compliments that is a total of 82 pieces of intelligence and 83 compliments.

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

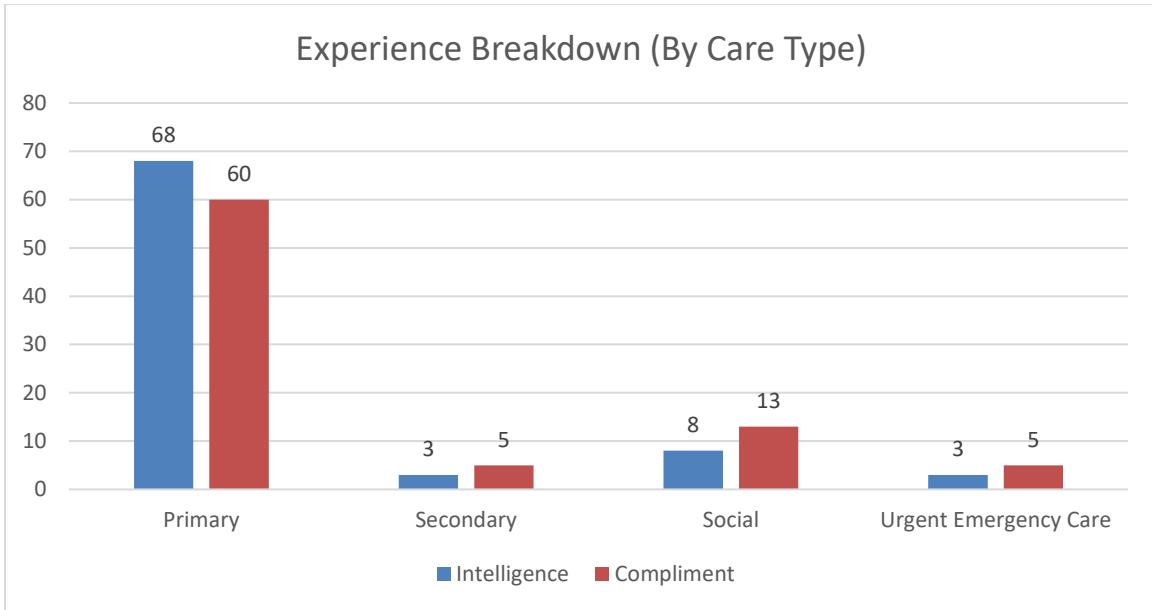
As can be seen, in the graph below, the main themes in relation to the intelligence received for this month are access 20, administration 14 followed by staff attitude 13.



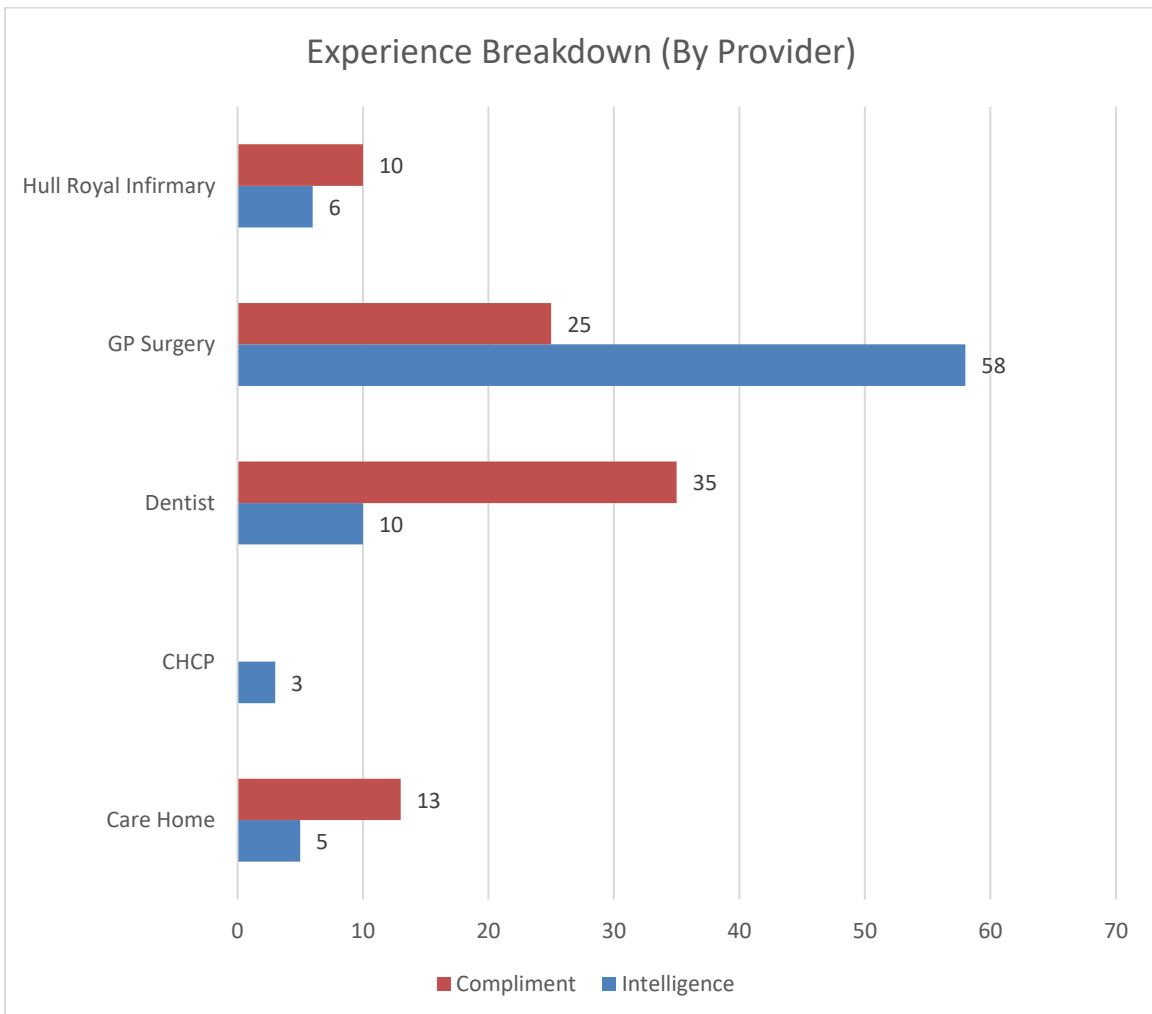
As can be seen, in the graph below, the most compliments received during February were in relation to the quality of the service received 22, followed by quality of staff 19.



The graph below demonstrates the breakdown by care type. This month, the majority of comments were in relation to Primary Care which had 68 pieces of intelligence and 60 compliments, followed by Social Care which had 8 pieces of intelligence and 13 compliments.



The graph below breaks these down to the service level. We have found that GP Surgeries received the most comments with 58 pieces of intelligence and 25 compliments followed closely by Dentist with 10 pieces of intelligence and 35 compliments.

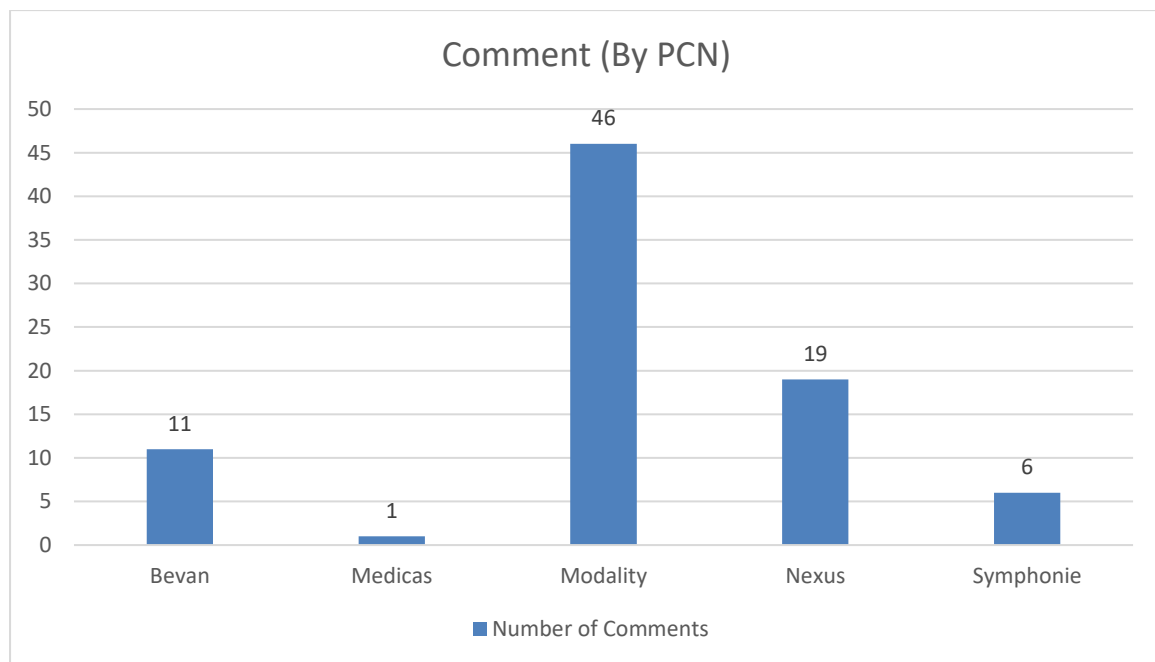


5.1 Experiences Breakdown - PCN

Statistical Information and Graphs

This month, we received 83 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 Nexus.

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.

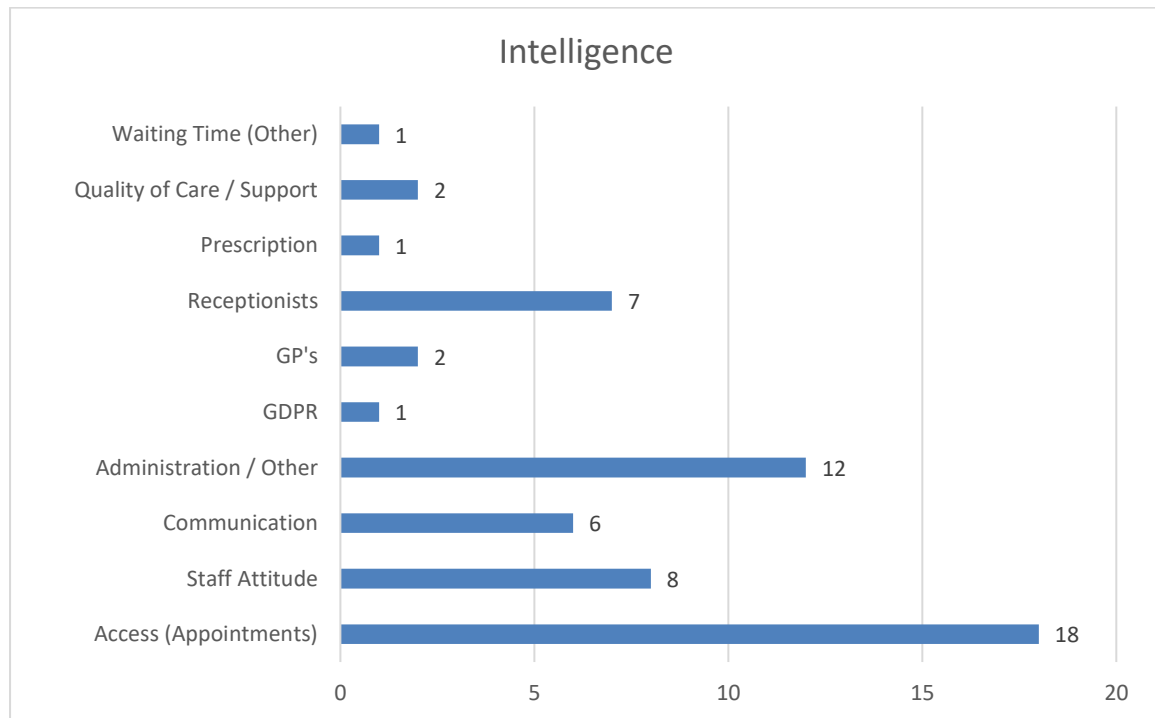


5.2 Experiences Breakdown - GP Surgeries

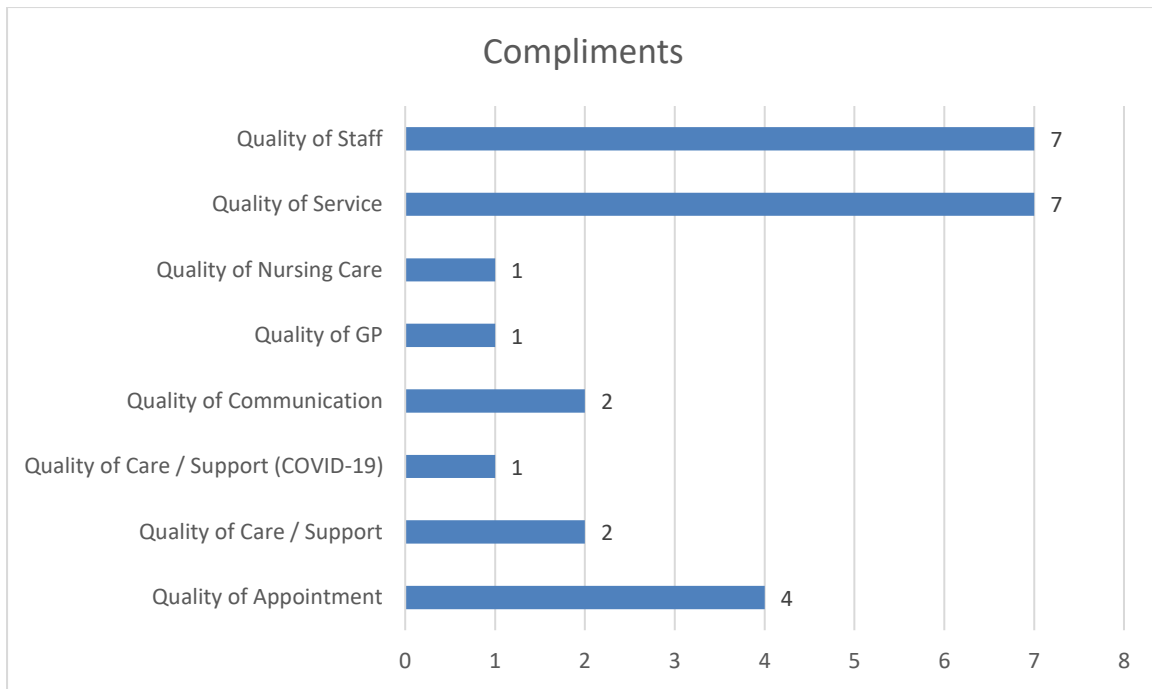
Statistical Information and Graphs

This month, we received 83 comments about GP Surgeries. 58 of these were intelligence and 25 were compliments.

In February, we identified 10 different areas where intelligence was received. The graph below identifies the number and area of concern.



Out of the intelligence we received, the main two pieces of intelligence related to Access (Appointments) with 18 comments followed by Administration / Other which had 12 comments each.



Out of the compliments we received, the main two compliments we recorded were in relation to Quality of Staff and Quality of Service, both of which had 7 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	James Alexander Family Practice	Date Recorded	14/02/2021
Experience identified by:	Research		
Experience	What is it with doctors' receptionists thinking they are superior to the public? Particularly rude receptionist who didn't have the decency to look at me when I was checking in. Miserable and unhelpful despite me being told the wrong time for my appt. No apology. Great start to a Monday morning dealing with someone like that. Suggest training on how to interact with patients in a decent manner. I rarely even visit the practice but when I have to, I have endured the fact		

	people can't do their job properly and rude, obnoxious, know it all receptionists!
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	N/A

Service Name	Diadem Medical Practice	Date Recorded	14/02/2021
Experience identified by:	Research		
Experience	The telephone system at this practice is not fit for purpose, directing everyone online is just not suitable for all enquiries or all patients. The waiting times are ridiculous, and options do not cover every area. Trying to get through to ask a simple question in regard to medication is just impossible. Spent 30 minutes in a queue for the line to be closed at 11:57 - This may work for the surgery staff; it certainly does not work for patients. Joining Modality has really downgraded the service this surgery provides or should I say, no longer provides.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	New Hall Surgery	Date Recorded	18/02/2021
Experience identified by:	Research		
Experience	When ringing for an appointment you are in a queue of 50+ people on the phone for over an hour to have a RECEPTIONIST (not a doctor) telling you how to treat your children's illness. Then having the RECEPTIONIST that it's not deemed enough to be seen by a doctor (my child is a new-born). Shocking practice that needs to change the appointment procedures and stop a minimum skill receptionist from making decisions on illnesses. Could possibly lead to someone becoming seriously ill or even dead		
Action Taken (Provider)	Good morning, as a practice we would like to investigate your experience, however we cannot do so as your comment is anonymous. Please contact the practice by going to our website and selecting 'Contact' to provide us with more information. Kind regards, Patient Liaison Officer		
Action Taken (Healthwatch)	N/A		

Service Name	New Hall Surgery	Date Recorded	01/02/2021
Experience identified by:	Research		
Experience	I called to discuss a long-term health condition that I'm really struggling with, both physically and emotionally. Initially		

	called during my lunch hour but ran out of time (37 in the queue when I joined). I then used the e-consult service and was told I'd receive contact by close of practice the following day. 5 days later I still haven't heard anything despite the content of the form I filled in. Currently on the phone again and have been for 45 mins waiting to speak to someone to arrange a call back, and I'm still only 26 in the queue. Unacceptable level of care.
Action Taken (Provider)	Good morning, apologies for the late reply, I am very sorry to hear that you are having difficulty contacting the practice. If you are still experiencing problems, please complete the form on our website under 'Contact'. Kind regards, Patient Liaison Officer
Action Taken (Healthwatch)	N/A

Service Name	Springhead Medical Centre	Date Recorded	17/02/2021
Experience identified by:	Research		
Experience	There are fewer appointments. If you fall ill in the middle of the day you have to call back the next day as close to 8.00 or all the appointment spaces are taken. I now understand why people go straight to ED to be seen. You need to employ more people to answer the phone, 1hour and 40mins is an unacceptable length of time to wait to be spoken to. I do not blame the staff its bad management. It feels like profit before care.		
Action Taken (Provider)	Good morning, apologies for the delayed response, we are sorry to hear that you are unhappy with the services and care that we offer. If you would like us to investigate this further, you are welcome to submit a feedback form which you will find under 'Policies' on our website. Kind regards, Patient Liaison Officer		
Action Taken (Healthwatch)	N/A		

Service Name	Springhead Medical Centre	Date Recorded	17/02/2021
Experience identified by:	Research		
Experience	Having had blood tests that indicated a need for referral, I felt the need to make sure that a referral would actually be made as I have previous experience of left in a dead end by Springhead Medical Centre. As it took me 75 minutes waiting on the phone to just book the appointment to have the tests I thought I wouldn't waste that amount of time again, so I filled in an online form with a request to know what the actual numbers from the test were, as this is an indicator of the severity of the condition, and also whether a referral has or would be made, as per NICE guidelines. Having missed a call		

	from someone to discuss this, as I was on my way to hospital, I now find that it is impossible to get to speak to a human being and I am continuously diverted into a dead end on the phone and the system kicks me out. They could have just replied by e-mail but have chosen not to. What an utter waste of time and resources, while simultaneously degrading the quality and safety of care.
Action Taken (Provider)	Good morning, I apologise that you have experienced miscommunication between the practice and yourself. For us to look into this further, could you please contact us by going to our website and filling in the form under 'Contact'. We can also check that we have up to date contact information for yourself. Kind regards, Patient Liaison Officer
Action Taken (Healthwatch)	N/A

Service Name	Springhead Medical Centre	Date Recorded	16/02/2021
Experience identified by:	Research		
Experience	We have been trying for 2 days to make an app for a medication review, as the medication needed cannot be ordered until a review. The phone option system is totally useless. Why can't someone just speak to a patient ringing instead of the system cutting off on option 3. Option 4 then tells you all day you are caller 47 when you are ringing from work all day to get a review. This system is totally and utterly useless and many patients will leave because of it. What happened to the human touch with patients? We simply cannot get the medication needed because of this cock-eyed system. Totally useless.		
Action Taken (Provider)	Good morning, I am sorry to hear that you are facing difficulties arranging a medication review. Rather than ringing the surgery you might prefer to submit an e-Consult requesting a medication review, this will allow us to deal with your request and get back to you. You can submit an e-Consult by going to our website. Kind regards, Patient Liaison Officer		
Action Taken (Healthwatch)	N/A		

Service Name	Dr Raut Partnership	Date Recorded	23/02/2021
Experience identified by:	Research		
Experience	I have just called to get some results for my daughter (4yrs) to be told that results are useless as we never gave sample in correct pot, which when I handed it in was mentioned but no offer of correct pot so didn't think it was so important. After expressing how annoyed I was that my 4yr old was still in pain and nobody seemed to be bothered, I asked for a name of someone who I could complain to which resulted in the		

	receptionist putting the phone down mid conversation. I am taking this further and will be writing a letter of complaint to the practise manager and to the NHS complaints as this isn't the 1st 2nd or 3rd incident at this Dr's surgery. I am now in the process of changing this Dr before they get something serious really very wrong. Staff need training in customer care and just generally being kind and considerate to people and they're feelings especially at a time which may be difficult or painful.
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	N/A

Service Name	St Andrews Group Practice	Date Recorded	23/02/2021
Experience identified by:	Research		
Experience	I had a telephone review with the pharmacist, he advised me that I needed to see a GP. I telephoned and asked to see a GP, despite what you say on here I am told that the only way to book an appointment is at 8AM. Ring at 8 AM the phone gets answered around 8.15 each day I ring to be told no appointments to see a GP are available, which is why I was given a telephone review with the pharmacist. This has been happening for too long why you cannot sort out your appointments system, you even say online that we can book an appointment then when you try to it says the service is unavailable. You ask the receptionist can I book an appointment the answer is always no you must ring at 8 a.m., even when you point out what your website says and the comments you have made on here.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	Springhead Medical Centre	Date Recorded	01/02/2021
Experience identified by:	Research		
Experience	This was once a great practice. Now it is impossible to book an appointment. The online service says contact the proactive. The practice cuts you off saying it is too busy. Could modality go away and give us back our wonderful Springhead medical centre		
Action Taken (Provider)	Good morning, 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	Clifton House Medical Centre	Date Recorded	28/02/2021
Experience identified by:	Research		
Experience	I have been registered with this GP for over 10 years now, however I have now decided to switch because I cannot tolerate the way I am spoken to any longer. Every time I have an appointment with Clinical Practitioner she speaks in a degrading way with a disgusting tone. I have been ill for 3 months now and I called her to find out my blood test results to which she angrily replied by asking me why am I calling her during this crazy time with not important issues, I understand that with the pandemic staff are stressed out, but I am curious to as how was I supposed to find out my test results without contacting my GP even though I was told to do so by my nurse? There is no reason staff should treat someone with contempt. This is my personal opinion, but I think this is a personal issue she must have with me as I'm a foreigner as this isn't a one-off thing, this happens every time I call her, surely her other patients do not receive the same treatment. If you don't believe, then listen to the recorded calls.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	Kingston Health (Wheeler Street)	Date Recorded	26/02/2021
Experience identified by:	Web		
Experience	My COVID vaccine booking link was sent to my partners phone and by accident this has been deleted so I no longer have to text message with the link to book my appointment, I've rang my GP who are Kingston health centre on wheeler street in hull ,but said they can't help as they aren't the one who send them out so was advised to ring 119 which I have but still couldn't help so was wondering if you could as I don't know who else to ask as no one seems to be able to help and I really need to book my vaccine as I am diabetic thanks		
Action Taken (Provider)	Healthwatch chased this and managed to organise an appointment for at the KC Stadium for the patient		
Action Taken (Healthwatch)	N/A		

Service Name	Kingston Health (Wheeler Street)	Date Recorded	22/02/2021
Experience identified by:	Web		
Experience	Extremely disappointed with the service this morning. I have received a letter to book my cervical screening (already a month overdue) and I have rung straight up to book in only to be told the nurse only has a weekly diary available and already fully booked this week bearing in mind it's Monday morning! I got the impression from the receptionist that COVID vaccines are taking priority over anything else which is why they are so busy! This is totally unacceptable there is a reason people have cervical screenings and why the nurses and Drs always encourage you not to delay it! For a person who has already had 2 out of 3 abnormal outcomes and had to have further treatment following both you can surely understand my frustration! Why isn't the nurse sending out appointments for these instead of asking us to ring to get an appointment knowing full well we won't be able to get one! This need looking into and addressing accordingly people shouldn't be made to wait for something like this, the possibility of cervical cancer surely is a priority.		
Action Taken (Provider)	Advised to contact the practice manager in the first instance or go to CCG PALS; also provided her the information to speak to the Independent NHS Complaints Advocacy Service if she needed any support in making a complaint.		
Action Taken (Healthwatch)	N/A		

Service Name	East Park Practice	Date Recorded	21/02/2021
Experience identified by:	Research		
Experience	I have received a shielding letter by email meant for a completely different person. It's a legitimate letter, and has the person's full name, address and NHS number. I haven't been registered with this GP surgery for over a year. This isn't a simple mix up with similar names. GDPR data breach.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	Newland Group Medical Practice	Date Recorded	01/02/2021
Experience identified by:	Research		
Experience	Still trying to get my first pap smear booked in. Absolutely disgusting that I've been ignored.		
Action Taken	Not known		

(Provider)	
Action Taken (Healthwatch)	N/A

Service Name	East Hull Family Practice (Morrill Street Health Centre)	Date Recorded	02/02/2021
Experience identified by:	Phone		
Experience	The receptionists at Morrill Street are cantankerous, they want to know every little detail before you're able to book an appointment with a doctor.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	Advised to speak to practice manager or PALS		

Service Name	Alexandra Health Centre	Date Recorded	24/02/2021
Experience identified by:	Social Media		
Experience	<p>My uncle was verbally abused by a male receptionist at the Modality Alexandra Road surgery in Hull. He shouted at him aggressively calling him a "freak". My uncle has a history of skin problems. This happened in the presence of a surgery full of patients. This Modality practice took a full year to produce what is referred to as a 'final letter of reply' to the complaint before he could take it to the Ombudsman.</p> <p>The practice has refused to give an 'unqualified apology' and offer some degree of compensation. They played the 'blame game' and told the Ombudsman that my uncle's behaviour was responsible for the abuse he suffered which was psychologically traumatic for him.</p> <p>Staff members who subject patients to verbal abuse (which is simultaneously a form of psychological abuse) should be removed from their posts since they are neither professionally nor humanly suited to carry out its functions within the conditions and confidentiality of the work of a medical practice. Patients who are abusive to staff should likewise be removed from the practice list.</p> <p>All patients who are subject to verbal and other forms of abuse are entitled to an unreserved apology and to compensation under criteria and terms specified by NHS England. This, of course, does not mean that they will necessarily receive these.</p> <p>It has been through the Ombudsman who stated that he was satisfied with a qualified apology. A qualified apology and no</p>		

	<p>degree of compensation is absolutely unacceptable for what my uncle suffered psychologically at the hands of this practice.</p> <p>My uncle is now ill with complications arising from stage 2 Hypertension, with a swelling left leg and ankle and with accompanying joint pains due to Oedema. It is affecting his ability to walk. But he refuses to make an appointment with a Modality GP. Even if he were 'fortunate' enough to get an appointment, these days you are given the option of an appointment with a Nurse or Health Care Assistant. Neither of these are qualified to the same degree as a GP so you get a 'dumbed-down consultation' rather than one with a qualified Physician. He would rather suffer than sit in a chair opposite a Modality medic and encounter any more abusive clerical employees of the practice. All trust has broken down and he views them with suspicion and a sense of unaddressed grievance.</p>
Action Taken (Provider)	Has been to ombudsmen previously who accepted the actions taken by provider.
Action Taken (Healthwatch)	As the experience has already been to the ombudsmen, Healthwatch were not able to offer any alternative options.

Compliment

Service Name	Springhead Medical Centre	Date Recorded	21/02/2021
Experience identified by:	Research		
Experience	We were doubtful when we moved to this area because of all the bad reviews but we are really pleased, everyone is on the ball, can't fault the professionalism of all staff. We are all in trying times, if you have to wait a little longer, so what. A1+ keep up the good work.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	Diadem Medical Practice	Date Recorded	02/02/2021
Experience identified by:	Research		
Experience	Having just had my COVID-19 Injection I would like to say that it was very well organised, and all the staff were great. Many Thanks		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	Newland Group Medical Practice	Date Recorded	23/02/2021
Experience identified by:	Research		
Experience	The individual who carried out my appointment was amazing. She was so helpful and friendly and made the experience so easy and reassuring. I had blood taken and was nervous and she was empathetic and listened to me waffle on throughout it to distract myself. Not once did she make me feel like I was silly for being nervous and answered all of my questions with patience and understanding. Thank you, you are a credit to the practice and the NHS.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	Alexandra Medical Centre	Date Recorded	23/02/2021
Experience identified by:	Research		
Experience	I'm registered at Springhead Medical Centre who are really quite unhelpful, however I was sent for an appointment at Alexandra Road yesterday and was seen by a student nurse, she was so good, she was helpful, polite, friendly and thorough and really made me feel at ease. Such a breath of fresh air compared to what I'm used to		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	Riverside Medical Centre	Date Recorded	01/02/2021
Experience identified by:	Research		
Experience	I went for blood tests today, first time I had been very well organised, in the waiting room and a red line where to stand when talking too reception. Unfortunately, most people ignored this even though signs were there. My nurse I saw was lovely she was so kind to me, I don't go too doctors, but she apologised that I had waited, I did not catch her name, but she was lovely. You are all doing a great job well done		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

Service Name	Oaks Medical Centre	Date Recorded	01/02/2021
Experience identified by:	Research		

Experience	outstanding service ... if I could give 10 stars I would always helpful, always polite, you are all a credit to the NHS..
Action Taken (Provider)	Not known
Action Taken (Healthwatch)	N/A

Service Name	Southcoates Medical Centre	Date Recorded	01/02/2021
Experience identified by:	Research		
Experience	Been with this surgery for years and can't fault them, receptionists and doctors are amazingly helpful, I Highly recommend.		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

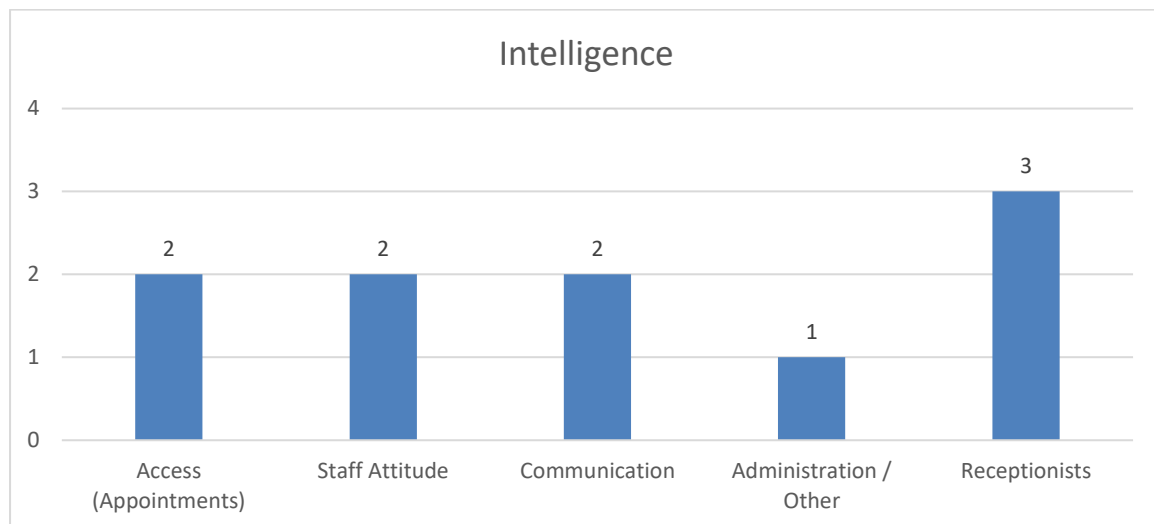
Service Name	Newington Surgery	Date Recorded	01/02/2021
Experience identified by:	Research		
Experience	The waiting times on the phone, or for an appointment are unacceptable. Doctors and nurses are good, if you get to see them		
Action Taken (Provider)	Not known		
Action Taken (Healthwatch)	N/A		

5.3 Experiences Breakdown - Dentist Practices

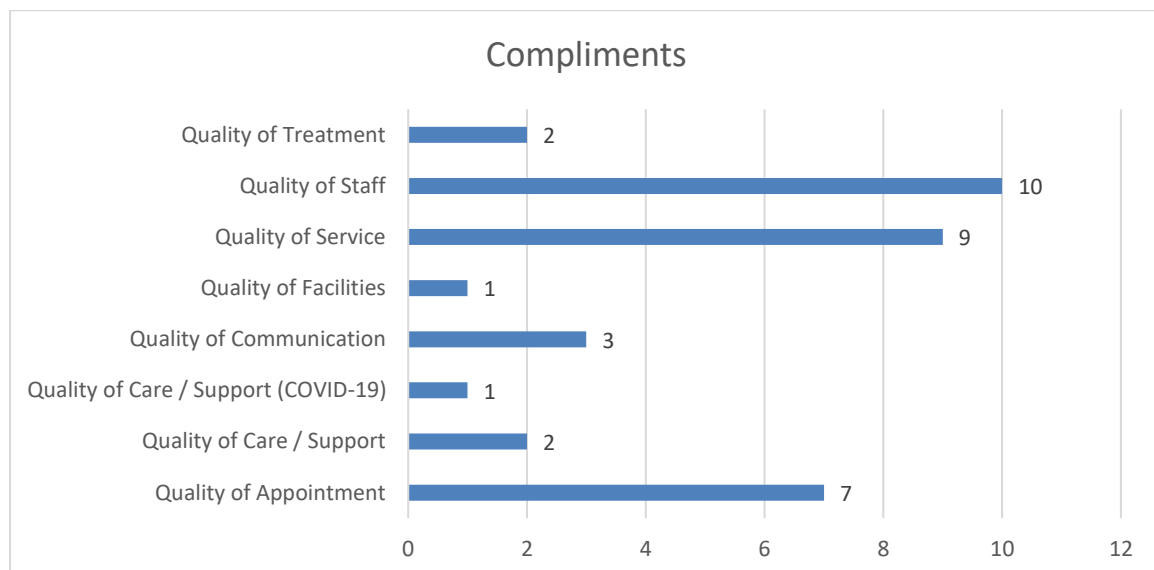
Statistical Information and Graphs

This month, we recorded 45 comments about Dentist Practices. 10 of these were intelligence and 35 were compliments.

In February, we identified 5 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 Receptionists with 3 comments.



We recorded 8 different areas of compliments, the two main areas where compliments were received was for Quality of Staff which received 10 comments and Quality of Service which received 9 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	01/02/2021
Experience Identified by:	Research		
Experience	I made an emergency appointment I had been up all night. I am a support worker and work with a lady with autism and learning disabilities. I was at work so had to arrange for a staff member to meet me there the lady I look after was having issues and it took me longer to walk with her, due to the fact there's a pandemic and cannot go on a bus. I arrived 9 mins late and the receptionist appeared to get great pleasure in telling me I was late and could not see the dentist. I was extremely upset, and she said I was shouting at her, but I was just upset. I eventually saw the dentist and apologised, and she rolled her eyes at me. No compassion or empathy for me. Definitely need more training I cannot be the first person to arrive upset. The dentist was amazing.		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No Actions Taken		

Dentist Practice	City Health Dental	Date Recorded	01/02/2021
Experience Identified by:	Research		
Experience	Wouldn't even give it a 1 star to be honest, trying to get through on the phone at 8:30 is an absolute nightmare I've rang at least 7 times, and no one is picking up, receptionists are clearly as slack as if they're not answering the phones when supposed to this is literally the worst place!		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	No Actions Taken		

Dentist Practice	Manor Dental Health	Date Recorded	01/02/2021
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Experience Identified by:	Research
Experience	Incredibly rude and unhelpful. I registered following the online process in November/December, rang to book an appointment in March and was told I was not registered and online 'doesn't count.' I have left my old dentist, believing I had registered at a new one, and am now left in great pain with no option but to pay for a private emergency dentist. Told I can't register until August. The receptionist was so rude and unkind. Not what you expect from a customer facing job role.
Actions Taken (Provider)	Not known
Actions Taken (Healthwatch)	No Actions Taken

Compliment

Dentist Practice	Night Dental Limited	Date Recorded	25/02/2021
Experience Identified by:	Research		
Experience	Had to have a tooth extraction the lady dentist and dental nurse was amazing I was an extremely nervous patient she was very gentle and all-round amazing, couldn't thank them enough for their service. It has restored my faith in going to the dentist		

Dentist Practice	The Dental Design Studio	Date Recorded	01/02/2021
Experience Identified by:	Research		
Experience	I recently went for my usual check up with Dentist. I was informed I would need three teeth filling. So, another appointment was made for this to be done. The Dentist and Nurse were really very polite and caring and the work to my teeth carried out without any fuss. I'm now able to chew my food and enjoy the work that they have done for me. Obviously given that we are all wearing face masks and only being allowed into the building as an when they are ready for you, my experience was great. The Receptionist and staff member who took my temp and asked me if I had been in contact with or had any symptoms were both courteous and proficient as I was quickly admitted to the premises and through to the Dentist. All in all, a speedy and cheerful experience given the current environment. It's a pleasure to go feeling so assured that the service you receive is given in a genuine caring manner.		

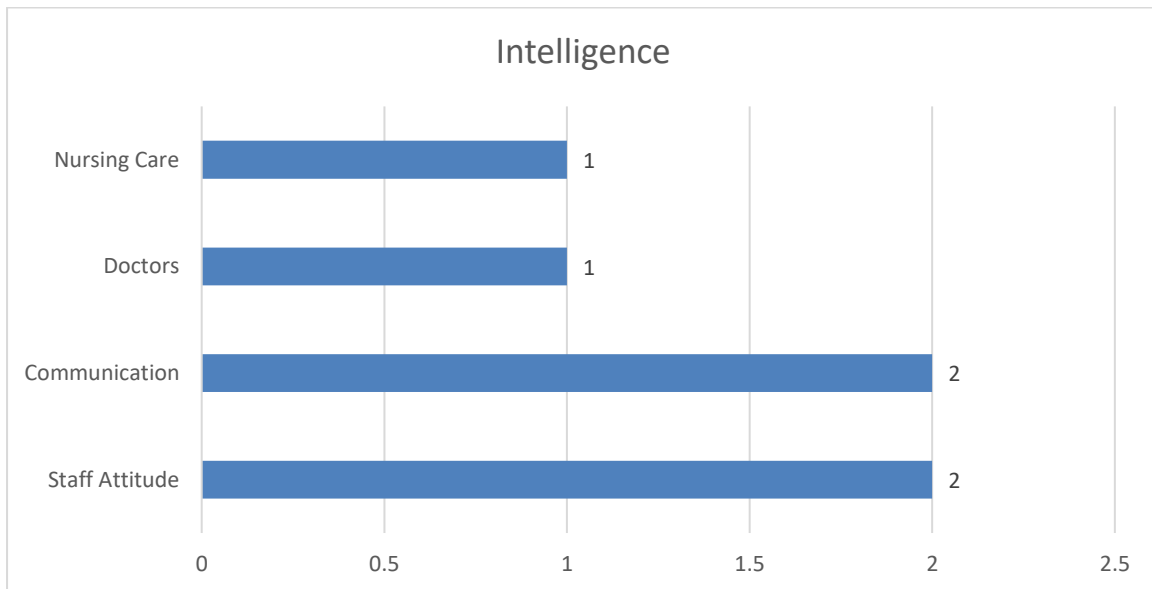
Dentist Practice	Dr A Mohagh	Date Recorded	01/02/2021
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Experience Identified by:	Research		
Experience	The best dentist I've faced managed to take out infected wisdom tooth without any pain, asked me if I'm comfortable and kept me calm for all the time.		
Dentist Practice	Mydentist - Hessle High Road	Date Recorded	01/02/2021
Experience Identified by:	Research		
Experience	Thank you so much for your skill and caring yesterday. You are wonderful I love my new front teeth and I am so grateful that I can confidently smile again		
Dentist Practice	543 Dental Centre LTD	Date Recorded	01/02/2021
Experience Identified by:	Research		
Experience	I felt safe at this dentist appointment and didn't have to wait long for my examination. I felt I was given good advice for my dental care. I was disappointed I couldn't have my teeth cleaned.		
Dentist Practice	543 Dental Centre LTD	Date Recorded	01/02/2021
Experience Identified by:	Research		
Experience	The system in place is very effective, the young lady dentist who attended me was especially good, very efficient and stress free.		
Dentist Practice	543 Dental Centre LTD	Date Recorded	01/02/2021
Experience Identified by:	Research		
Experience	I have been a patient at what is now 543 for about 50 years since it was a two-man business. In all that time nothing has changed as regards the professional service, friendliness and supreme cleanliness. All the staff are second to none and I would not hesitate to recommend the centre to everyone. Five-star service always		
Dentist Practice	543 Dental Centre LTD	Date Recorded	01/02/2021
Experience Identified by:	Research		
Experience	Been going for treatment here for a few weeks for root canal fillings and had a tooth out. My dentist is great. Listens to me and explains to me. The rest of staff are great too as it's such strange times and circumstances everyone is so polite, and everything is so clean there and well prepared.		

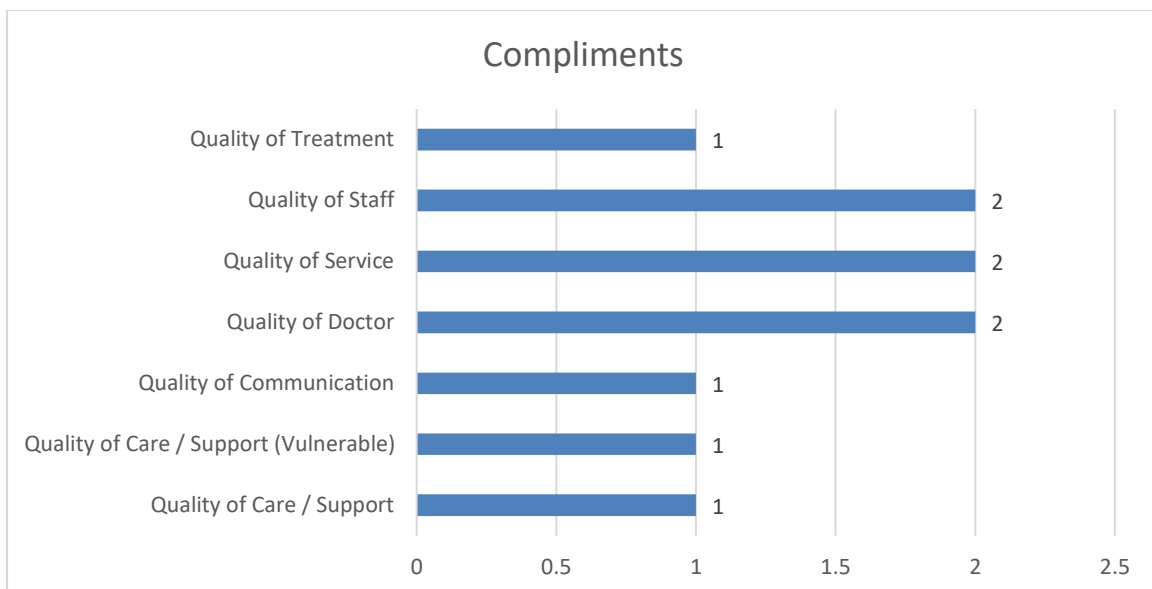
5.4 Experiences Breakdown - Hull Royal Infirmary

Statistical Information and Graphs

This month, we received 6 comments about Hull Royal Infirmary. 6 of these were intelligence and 10 were compliments.



Out of the intelligence we received, the main two pieces of intelligence related to Communication and Staff Attitude with 2 comments each.



We recorded 7 different areas of compliments: with Quality of Staff, Quality of Service and Quality of Doctor each having 2 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

Department /s	Accident and Emergency	Date Recorded	24/02/2021
Experience Identified by:	Research		
Experience	I was sent to A&E after visiting an injuries unit and getting checked first. (I handed in the report given to me by the injuries unit to confirm this). Dr at A&E accused me of just "turning up" and didn't even have the decency to sit down and talk to me or review my records correctly. A large lump on your spine isn't reason enough for you to be sent apparently! A stereotypical example of a middle-class male on a power trip, who talks and looks down on others, as a result they failed in their duty of care to me as a patient.		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	N/A		

Department /s	Women and Children's	Date Recorded	24/02/2021
Experience Identified by:	Research		
Experience	I'm so disappointed with the W+C hospital in Hull. The majority of the midwives are helpful but some of the consultants completely useless. I went yesterday and the consultant I saw was rushing me out after 3 minutes! Didn't even ask me how I was feeling! She wouldn't give me the chance to ask her the questions I had and only after I challenged her, she decided to give me 5 minutes. Asking or not answering my questions though, would be the same because the reply was "I don't know, you'll have to talk to your designated obstetrician". What's the purpose of seeing someone random if they don't give me any answers? Plus making you feel like a burden and not as a patient and a human?		
Actions Taken (Provider)	Not known		
Actions Taken (Healthwatch)	N/A		

Compliment

Department	Ward 40	Date Recorded	01/02/2021
Experience Identified by:	Research		
Experience	My husband was taken to HRI trauma unit 14 days ago after a bad road accident. He is still in our local hospital, but Ward 40 were amazing. Although I couldn't visit (due to lockdown) which was heart-breaking I feel that he had the best care at such a critical time...thank goodness for neuro specialists. He's slowly gaining strength in his right leg, but he remembers his family now. Thank you Hull Royal		

Department	Emergency Department	Date Recorded	01/02/2021
Experience Identified by:	Research		
Experience	I want to say thank you to A&E for helping me. I was in massive pain and crying all the time. Doctor was amazing and calm me down, nurses were so caring, thank you ladies		

5.5 Experiences Breakdown - City Health Care Partnership (CHCP)

Statistical Information

This month, we received 2 of comments about City Health Care Partnership (CHCP) which was intelligence. The intelligence was in relation to Communication, COVID-19 and Administration / Other.

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	Continuing Healthcare	Date Recorded	20/02/2021
Experience Identified by:	Web		
Experience	<p>I am wondering if you are able to help me. I support my Grandad who has a diagnosis of both Parkinson's and Dementia in Parkinson's as well as an array of physical disabilities. We have input from OT, Physio, SALT, Nutrition, Social Services, Parkinson's Team, Frailty Team and District Nurses and under their recommendation we applied for a CHC checklist to be done to support with paying for his care.</p> <p>We requested this in October 2019. Unfortunately, we had a period of time where I was chasing backwards and forwards between our District Nursing Team and Social Services as they kept telling me the other was responsible. After months of chasing and complaining, a positive CHC checklist was completed in February 2020.</p> <p>Things did not progress further than this, and I do understand that the global pandemic then hit, however I would have thought that NHS England would have made allowances and put plans in place for the fact DSTs were taking longer to organise. Instead after a further 6 months of chasing and waiting; in August 2020 we were advised our CHC checklist was now out of date and would need to be recompleted.</p>		

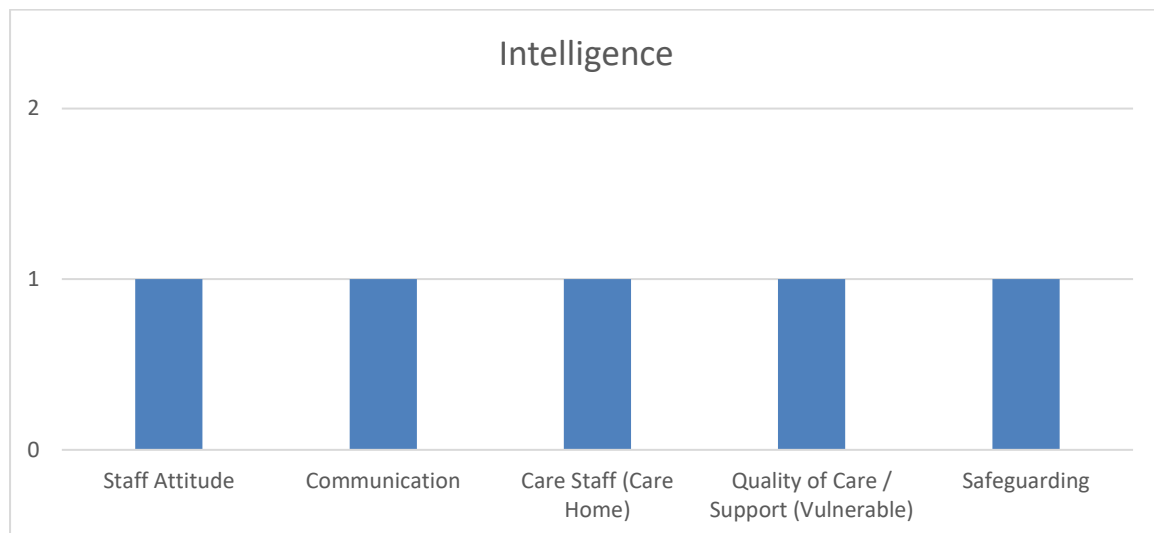
	<p>We completed again in August 2020; both times I have put aside over an hour to go through the checklist and then kept notes ready for evidence for the DST. This is now time wasted. We chased again for months and finally in December 2020 I was advised that no CHC checklist had been filed in August and we would need to complete another. I have spoken to the District Nurse 3 times since and each time have been told it is underhand, our social worker has also chased. Now 16 months on from when we first applied, I am still waiting for a CHC checklist to be completed and then who knows how long (or even if!) we will get to a DST and in the meantime, he is having to pay for his care in full. I am completely exasperated with this situation and am asking for your help in resolving this matter. It is hard enough caring for someone without processes like this creating more work, anguish and wasting time that could be better spent supporting my grandad.</p>
Actions Taken (Provider)	Not Known
Actions Taken (Healthwatch)	Signposted to PALS

5.6 Experiences Breakdown - Care Homes

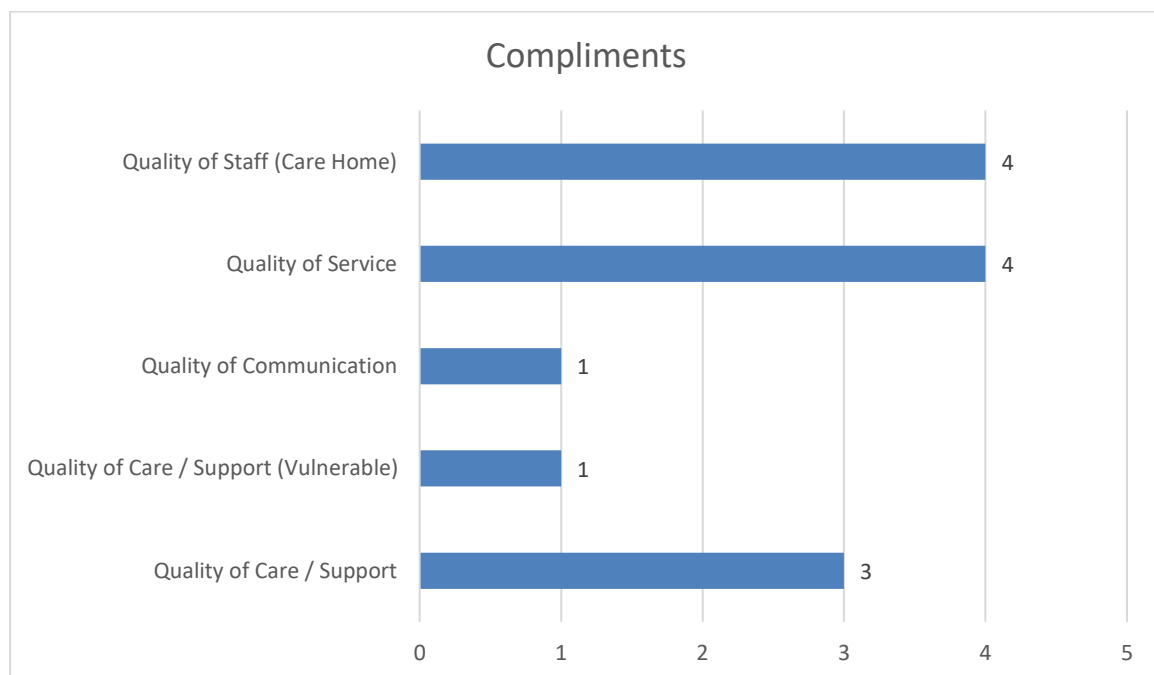
Statistical Information and Graphs

This month, we received 18 comments about Care Homes, this was broken down into 5 pieces of intelligence and 13 compliments.

From the experiences we received this month, we found that Kesteven Grange received the most comments followed by Sycamore House.



The intelligence we received covered 5 different areas, each with one comment.



We recorded 5 different areas of compliments, the main compliments we received was in relation to Quality of Service and Quality of Staff (Care Home); both of which received 4 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	Sycamore House Care Home	Date Recorded	09/02/2021
Experience Identified by:	Research		
Experience	My mam was taken into this place for respite. We were not allowed to visit due to COVID restrictions. But when we did visit the staff answered the door was arrogant and ignorant. Shouting at us they had other residents to look after, making us wait to be let in through a gate at the back. Then the staff member who eventually let us in was rude, we had to ask which window to go to, as we had not visited before. She knocked on the window to let my mam know we were there and just walked away. When we looked through the little gap in the window we were taken aback by the very strong smell of urine. There were no skirting boards on the wall to the floor. We contacted social services to voice our concerns. Within a week she was taken to HRI with suspected heart problems which was not the case she had the worst bed sore anyone can have which wasn't there when mam went into this home.		
Actions Taken (Provider)	Not Known		
Actions Taken (Healthwatch)	N/A		

Compliment

Care Home	Haworth Court Residential Home	Date Recorded	24/02/2021
Experience Identified by:	Research		
Experience	My Nanna has recently been moved here from another care home which she was in for respite care after being admitted to hospital. My grandad had cared for her for 3 years prior to the hospital admission so upon her going into care this was a		

	<p>big pill for us to swallow, emotionally. When we were told she would have to be moved into a new home which was more adapted to her needs, this initially devastated us. However, I contacted the manager at Hayworth Court who was more than happy to answer any questions I had and ease my anxieties. We made the choice to move her to Hayworth Court and I can honestly say it was the best decision we made. The team are like a family, whenever I call they are more than happy to speak to me, I never feel a hindrance and my nan has already made a friend whilst being there. I am truly thankful for the care that the staff give my Nanna and I sleep better, knowing she is receiving the care she so very much deserves.</p>
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Care Home	Rossmore	Date Recorded	24/02/2021
Experience Identified by:	Research		
Experience	<p>These are strange times. To have a loved one affected so quickly due to stroke is even more worrying. Rossmore should be so proud as regards to the care, compassion and unfailing cheerful manner it maintains throughout. Thank you very much Rossmore, a few words cannot express how grateful we are.</p>		

Care Home	Kesteven Grange	Date Recorded	24/02/2021
Experience Identified by:	Research		
Experience	<p>I think it is a lovely place. Sometimes I am very happy, sometimes I am not because I miss my children. The staff at times are very helpful. I don't worry about anything.</p>		

Care Home	Kesteven Grange	Date Recorded	24/02/2021
Experience Identified by:	Research		
Experience	<p>I settled in from the start of being here. The staff are helpful in every way. The food is good in every way.</p>		

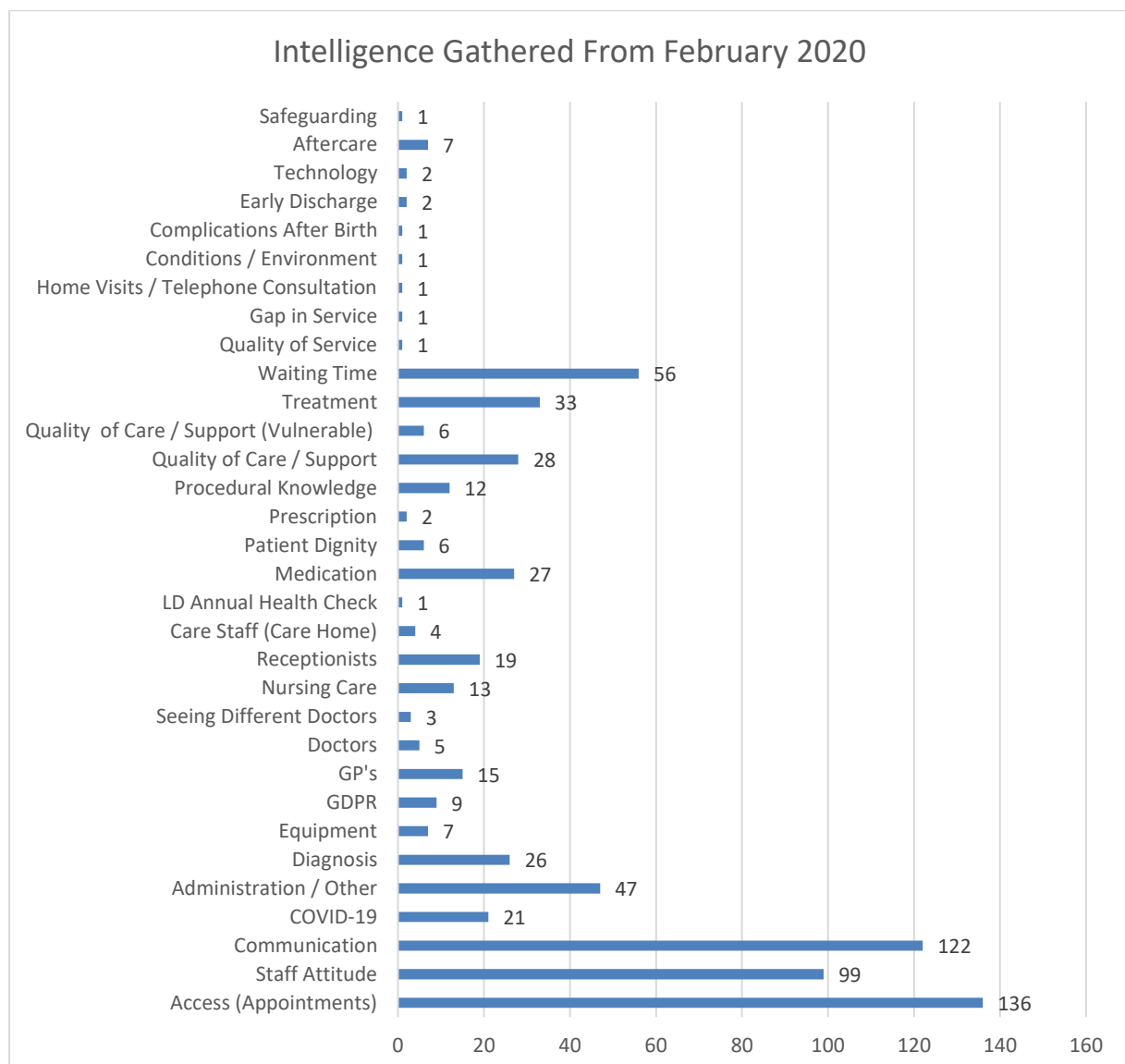
6. Experience Breakdown - From January 2020

Statistical Information and Graphs

The graph below provides a breakdown of the intelligence we have identified from the experiences we have recorded from January 2020. We have now identified 714 pieces of intelligence and 517 compliments.

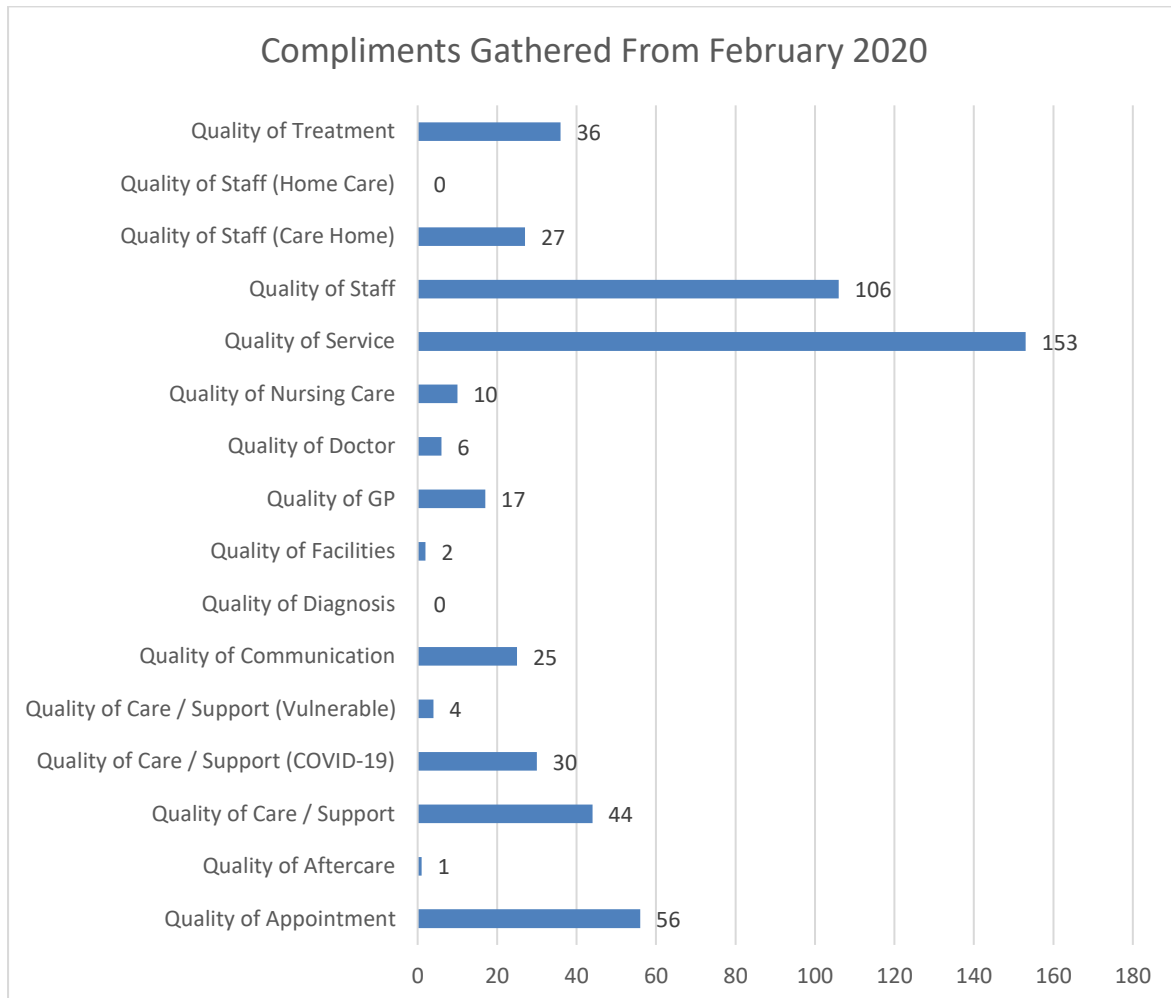
The most reoccurring themes are Access with 136 comments followed by Communication at 122 comments.

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 January 2020.

The most reoccurring compliment is Quality of Service with 153 comments followed by Quality of Staff with 106 comments.



7. NHS Independent Complaints Advocacy

Statistical Information and Graphs

This month the NHS Independent Complaints Advocacy received 7 complaints. All complaints involved Hull University Teaching Hospitals NHS Trust, others involved City Health Care Partnership, Diadem Medical Centre and Yorkshire Ambulance Service.

Nature and Substance of complaint:

Dissatisfactory communication regarding patient's multiple transfers whilst Hospital inpatient and failure to notify of patient's death in a timely manner.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust

Date of incident?

12th November 2020

Nature and Substance of complaint:

Undiagnosed back condition by Hospital. Premature Discharge from the Pain Management Service. Lack of continuity of care from GP.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust & City Health Care Partnership (CIC) & Diadem Medical Practice.

Date of incident?

January 2020 to present.

Nature and Substance of complaint:

Insensitive approach by Security staff and NHS staff when querying patient's inability to tolerate a face covering (mask) when seeking medical treatment.

Who delivered the care to patient?

Hull University Teaching Hospitals NHS Trust

Date of incident?

1st, 2nd & 19th January 2021

Nature and Substance of complaint:

Client feels NHS is not committed to performing necessary assessments to determine if her children's symptoms and behaviour are linked to possible diagnosis of ADHD.

Who delivered the care to patient?

Humber Teaching NHS Foundation Trust.

Date of incident:

January 2021 - present.

Nature and Substance of complaint:

Unhelpful attitude of Paramedics when transporting mobility impaired patient to hospital. Hospital initially loath to conduct medical assessment of patient prior to discharge. When family member insisted on medical assessment, it transpired patient was terminally ill with advanced cancer.

Who delivered the care to patient:

Yorkshire Ambulance Service NHS Trust & Hull University Teaching Hospitals NHS Trust.

Date of incident:

4th December 2020

Nature and Substance of complaint:

Patient held in Hull Royal Infirmary whilst under Section 2 prior to transfer to available Mental Health Unit. When patient was eventually transferred to a mental health unit, their physical health was discovered to be hugely deteriorated. The assumption is medical support whilst in Hospital was substandard.

Who delivered the care to patient:

Hull University Teaching Hospitals NHS Trust

Date of incident:

6th February 2021

Nature and Substance of complaint:

Dissatisfactory support from Community Mental Health Team.

Who delivered the care to patient:

Humber Teaching NHS Foundation Trust

Date of incident:

20th February 2021

8. Feedback Form

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

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

Organisation	Responsible person	Comments/Actions

healthwatch

Kingston upon Hull

Intelligence Report

February 2021

