

# Intelligence Report: March 2022

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# Introduction

The contents of this report refers to intelligence gained within the month of March 2022.

The intelligence detailed in this report was partially gained through the Healthwatch England's online feedback form. This is a form in which individuals can detail their experience of health and social care in their area, which is then made available to all local Healthwatch's on a monthly basis. These comments are anonymous and therefore have not gone through the same escalation process that comments directed to the East Riding of Yorkshire normally undertake. When submitting their comment using Healthwatch England online feedback form, the individual was asked for their permission to have their response "stored by Healthwatch in accordance with their privacy statement so that they can use it help improve the delivery of health and care services across the country and in the area in which I live". All of the comments in this report come from individuals that have given their permission.

From January 2021, we also include intelligence displayed on the NHS website "NHS Reviews and Ratings", a platform which allows members of the public to comment on the service they have received from that GP Surgery. We have included this amongst our intelligence, and when the GP surgery has replied to the review, we have included their response also.

Furthermore, there are some comments that were gained over the telephone, through the enquiries email process, or which were signposted to us.

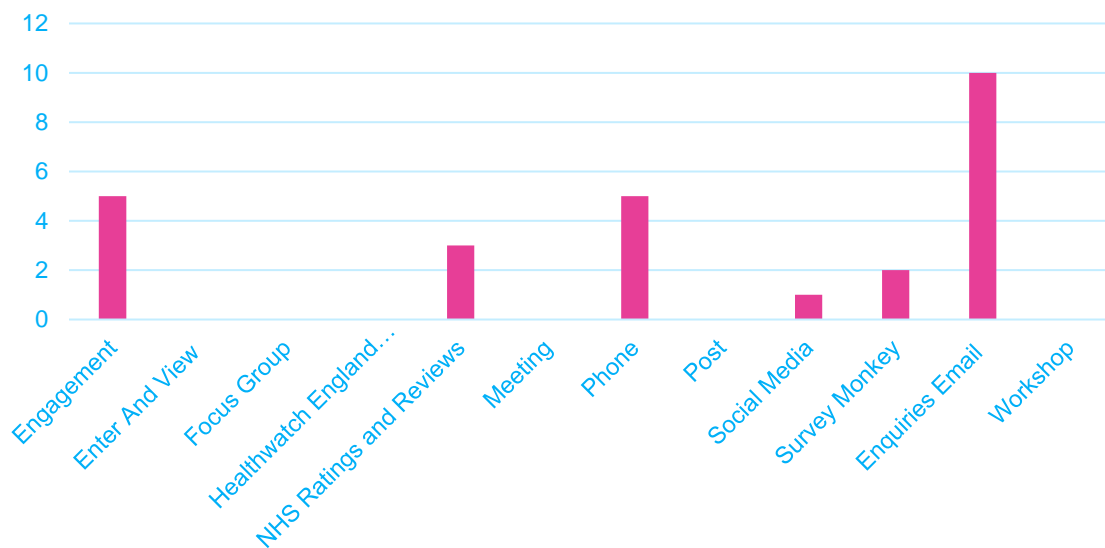
All data is anonymized and is based solely on the patient experience. For the purpose of this report, we have categorized the patient experience under appropriate headings and included direct quotations relating to the specific service.

This report shows the sentiment of the comments received on the service, direct quotations to reinforce the sentiment and show real life experiences and concludes by highlighting the reoccurring themes of the intelligence. In addition to this, this report features a summary of the East Riding of Yorkshire NHS Advocacy team Cloverleaf's themes for March 2022.

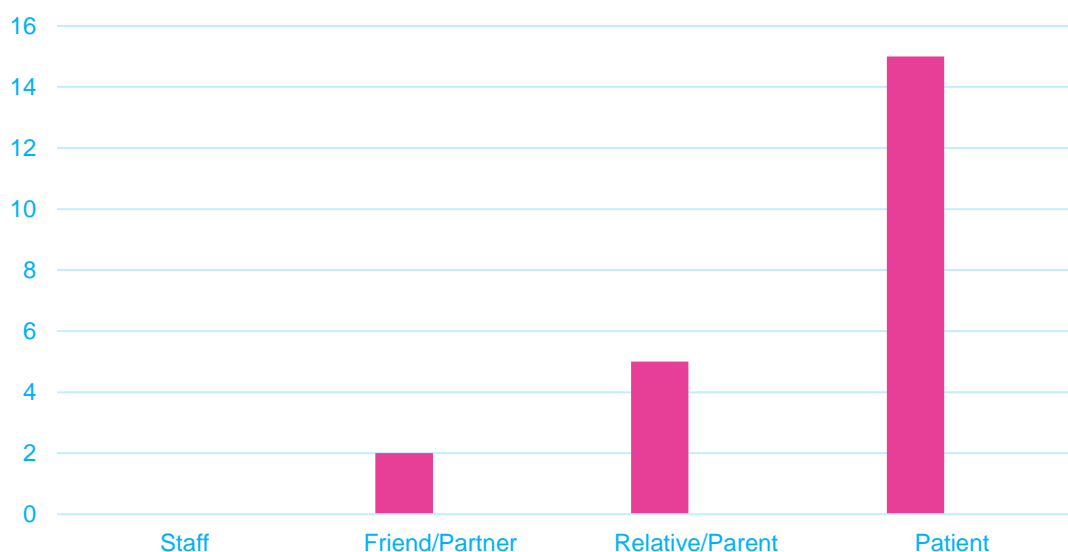
# Contact statistics

## March 2022

In the month of March 2022, we received a total of 26 contacts through various means as shown in the graph below. As the graph presents, the majority of the intelligence was gained through email communication and over the telephone.

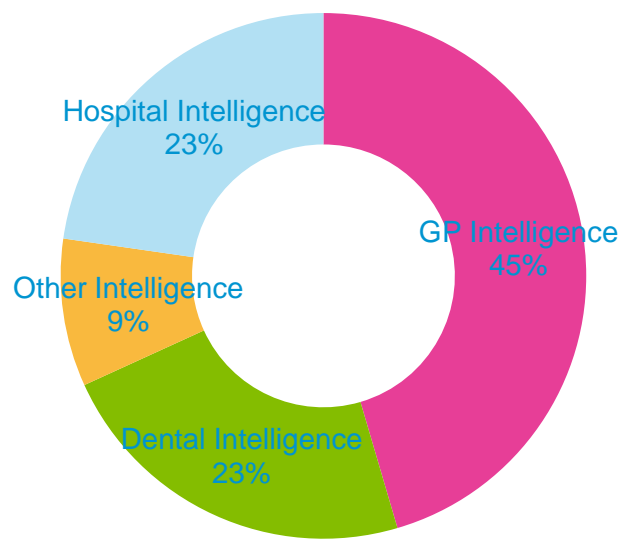


The graph below shows which demographics contacted us most during March 2022. As presented by the graph, this month most of those who contacted us were the patient themselves, though we did receive some enquiries from a relative of the patient and the partner of the patient.

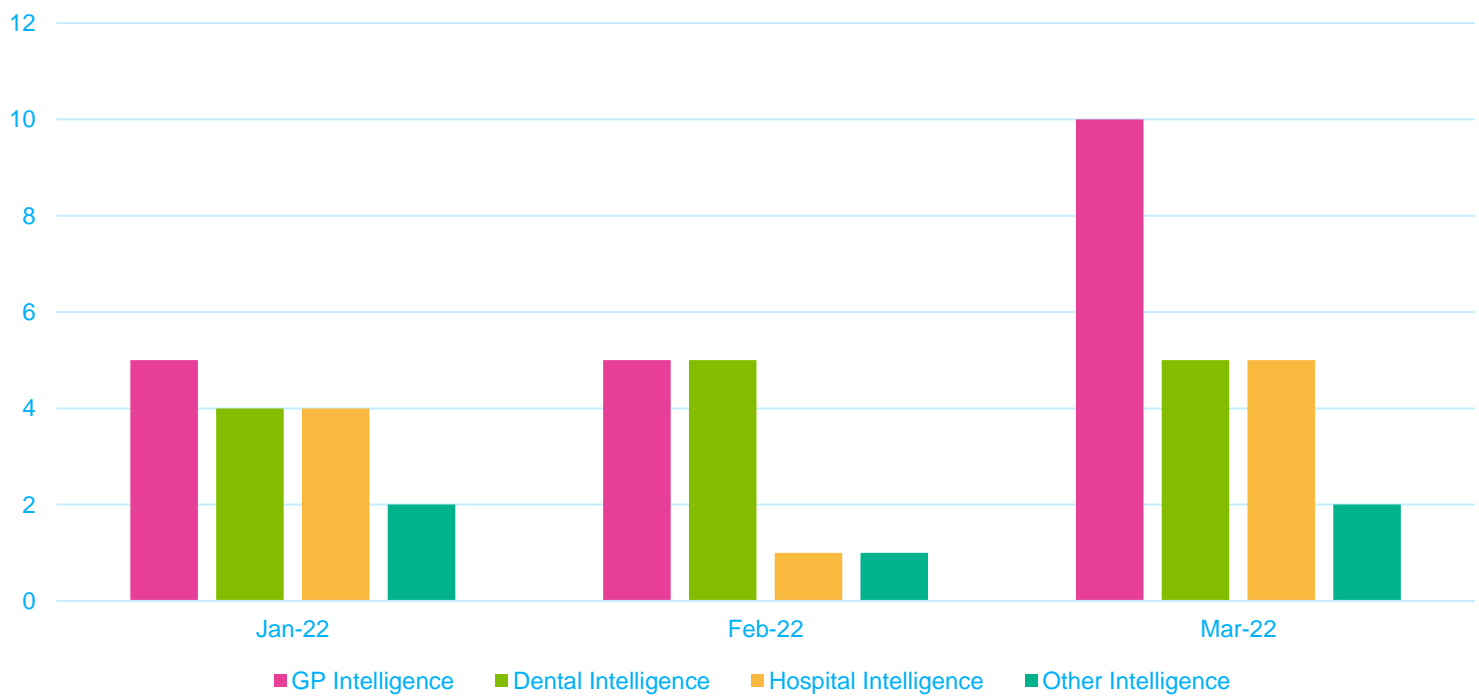


Below details what service the public have been feeding back on in the month of March. As demonstrated below it is intelligence surrounding GP Practices that has been most commented on this month, however the other areas of dental, hospital and other intelligence were also frequently commented on:

Intelligence received- March 2022:



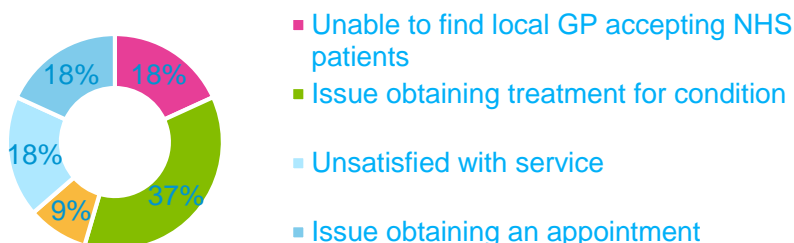
This can be compared to data received in the previous month:



# GP Intelligence

Below details the intelligence Healthwatch East Riding received regarding GP practices in the month of March 2022.

## Themes of Intelligence



## What people told us:

"I am registered with a GP Practice in Cottingham but my medical records are still with my previous practice in Scotland and have been for 2 years now"

### Healthwatch Action

We contacted the East Riding of Yorkshire Clinical Commissioning Group who was able to resolve the issue for the patient.

"I seem to have a problem at my local Doctors surgery, no wrong doing by anyone, more of a personal issue with a member of staff. I'm not sure how to deal with the situation as I'm worried I will be struck off by the doctor which I really don't want."

### Healthwatch Action

We informed the individual of the typical complaints process and reassured the patient that raising this issue will not affect their care.

"I have just moved to Hessle and all the GP surgeries that I am in the catchment of have their lists closed. Not having a GP is not an option. I've contacted the CCG who have just told me to contact GPs surgeries directly, which I've done and they just tell me their lists are closed."

### Healthwatch Action

We compiled a list of practices accepting patients and details of practices who are accepting a certain number monthly. We also provided the individual with the NHS England contact details who should be able to provide advice regarding contacting with a new GP practice.

"I moved house in October and called my GP to update my address. They said I was no longer in their catchment and would take me off their books (I was upset as I had been a part of this GP surgery for 30 years but understood). I tried calling around different local surgeries and the three I called said their books were closed. I called my original GP back to explain and state I was concerned that I have asthma but also that I have a 6 year old who is potentially without a GP. They stated then that they would see what they could do. I didn't hear anything and this weekend I went to order a repeat prescription to find out I was no longer had a GP and had been taken off my GPs books without having this confirmed by my GP after the telephone call. I rang them and they said there's nothing they can do and redirected me to the NHS website to try the surgeries again. I tried ALL of the surgeries which the website stated were available to me and all said either I was out of catchment or their books were closed"

#### **Healthwatch Action**

We provided the individual with the contact details for East Riding Clinical Commissioning Group PALS department, and Cloverleaf NHS Advocacy Service.

"Can I just say how incompetent and what an inappropriate service we are receiving from the NHS service in the Withernsea area. I could list all my personal, individual complaints, but instead will say that the Holderness Health Practice seem to believe that using admin/reception staff as a first port of call triage service is inappropriate and expecting over and above expectations from the admin staff. Secondly, their belief that telephone Consultations, rather than face to face is also presumptive and potentially life threatening".

#### **Healthwatch Action**

We advised the patient that we will record their feedback, provided them with the complaints procedure and ensured the patient that we will continue to monitor the situation.

"I was at my GP surgery when I saw that there was a booklet advertising private primary healthcare. I asked the staff member for more information, they said "this is the future". This greatly concerns me and worries me for those who cannot afford this like the elderly".

#### **Healthwatch Action**

The individual wanted the issue to be recorded within this intelligence report.

"I am writing on behalf of my elderly parent. Following an emergency hernia operation they were referred back to her GP for pain management. Their mobility has now gone down so much they cannot walk around the house without a frame. We've asked for them to see an orthopaedic surgeon again but the GP says he can't refer

them as they won't operate with their weight. They have been losing weight but nobody has actually seen them or weighed them.

#### **Healthwatch Action**

We outlined to the individual their options when wanting to raise an issue regarding the treatment provided by the GP practice. We also signposted the individual to local services that will be able to help with helping prepare the patient for the operation and with pain management.

"I rang the Park View Surgery in Hessle to hospital to get bloods, said they need to go to the GP, The GP are very difficult to get access through, impossible to get blood tests"

#### **Healthwatch Action**

We provided the individual with the contact details for East Riding Clinical Commissioning Group PALS department, and Cloverleaf NHS Advocacy Service.

"Individual called after getting his hearing aid stuck in his ear. He is registered at the Withernsea practice, and visited his practice who told him they didn't have the equipment to deal with this. They recommended he either go to the hull or Beverley walk in centre. The gentleman then called the hull walk in centre, who told him this was not something they could detail with either. The gentleman then travelled to the Beverley minor injuries. They informed him that it would be a three hour wait until getting seen, and for him to wait in the car. He was then seen and the procedure only entailed a staff member pulling out the hearing aid with a pair of tweezers and a small torch, something which he imagines his surgery must have access to. He is very upset about having to be sent to hull or Beverley for something he believes should have taken place at his surgery"

#### **Healthwatch Action**

The individual wanted the issue to be recorded.

#### **Positive Sentiment:**

"I developed a back problem which resulted in some pain/discomfort in my knee. I submitted an online consultation to my practice (Greengates) at approximately 7.10am on a Monday and received a text at approximately 10.30am with a telephone consultation appointment with a physiotherapist for the following Saturday. I subsequently by Wednesday was in more pain so again submitted an online consultation at about 7.30am seeking advice on pain relief. I was rung at approximately 11am and had a telephone consultation with a GP who prescribed me some pain relief which was ready for collection the same afternoon. I subsequently had a comprehensive physiotherapist telephone consultation and was emailed an exercise worksheet. I followed the exercises and within a couple of weeks had recovered. The overall experience of the new ways of consulting worked very well both minimizing contact (and reducing risk



of Covid) and travel as well as being extremely convenient by submitting information outside of routine opening hours."

# NHS Ratings & Reviews:

## Practice 2- Bridlington:

"It seems that practice two have a complex and effective means of stopping people from making an appointment. After 20 mins on the phone I was told I could not make an appointment on the Friday afternoon by phone but to call back Monday morning at 8am. I was told I could book on line. On the web site I was told I could not log in until I had been to the surgery in person. Back to the telephone?"

## The Chestnuts surgery:

"Having need of an appointment I duly phoned the surgery at 08:00 hours and after 10 minutes managed to get a ringing tone to eventually be informed by their robot that they were extremely busy etc. etc. No surprise there. Soon after that another robot informed me that I was number 20 in the queue. After a wait of 5 or 10 minutes I had reached number 15 in the queue, at which point I was offered the option of either waiting until I got to number one or pressing zero to get a call back when I eventually was at number one. I waited and I waited and I waited. Eventually I gave up waiting at 10:00 hours and called the surgery, getting through to the appointments booking person almost immediately. I briefly explained my condition to be informed that it was now past 10:00 hours and she had nothing left for the day even refusing to allocate a telephone consultation. When I enquired why I had not been called back she had no explanation, let alone an apology and said I should call back the next morning at 08:00 but that, given my condition, I probably shouldn't wait that long and perhaps you should go to the walk-in surgery. A cynic would probably say that there was never any intention of calling back in the first place. When I first moved to the Chestnuts Surgery was one of the best, if not the best medical practice in the area. Sadly, over recent years they have whittled away at their systems to the point where actually getting to see a doctor is pot luck and I have to question whether there is any benefit in any longer being registered with them. I note from reading the other reviews that the surgery has declined to reply to any of them so am left to wonder if they even read them".

## St Nicholas Surgery

“Everyone knows that Holderness Health is badly failing the population it serves, and yet they appear unwilling or unable to do anything about it. Various social media platforms have long discussions about people's experiences. Just mention it in a cafe or pub locally and the stories are depressingly familiar. I have family who have been spoken to by staff (GO and front facing staff) in a very poor manner. Holderness Health is a failing organization and it needs reforming, it's shameful.

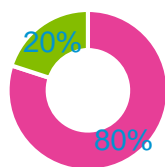
**Surgery reply:**

Thank you for your recent review although I am sorry to hear that you are dissatisfied with the service you have received. We are always keen to hear feedback from patients however we are unable to deal with anonymous reviews. We are holding a Meet the Managers event on Saturday 26th March 2022 at St Nicholas Surgery in Withernsea. If you would like to come along and speak to us about your concerns we would be more than happy to meet you in person.

# Dental Intelligence

Below details the intelligence Healthwatch East Riding received regarding Dentists in the month of March 2022.

## Themes of Intelligence



- Unable to find a local dentist accepting NHS patients
- Urgently needing treatment

## What people told us:

"I have been looking for a NHS dentist that can fit myself and wife and possibly son in for NHS treatment. I can get in private but not using the NHS"

"I have contacted every surgery in the area that I can find and all are saying at least 3 years wait"

"I want a bridge fitted but cannot have one due to lack of NHS treatment. Is based in bridlington but has a dentist in grimsby"

"I feel that a lot of dentists are taking advantage of vulnerable people on benefits because they won't take you on as an nhs patient but would be happy to see you private same with children who are in need of a referral to an orthodontic dentist this needs addressing as it does not make sense as for covid 19 accident and emergency see patients all the time and it doesn't matter how many so why should dentists be different also doctors GPS don't you think this needs looking in to as it seems diabolic"

"I moved to the Pocklington area in November 2020 and have been unable to find a NHS dentist taking on new patients. I subsequently made the decision to go private and following an appointment at Regent St Dental (Pocklington), I've been advised that I need several fillings which will cost £1162. I simply cannot afford to pay for this treatment and I'm sure that the same treatment on the NHS will be more affordable. Therefore, I was hoping that you may be able to assist me with finding treatment on the NHS. I've called a number of dentists in my area and no NHS dentists are currently taking on new patients and in some cases, there's a very lengthy waiting list of up to four years Advice given on the NHS website claims that - "NHS England commissions dental services in England and is required to meet the needs of their local population for both urgent and routine dental care" however, I'm unsure who I should contact in my search for treatment on the NHS".

#### **Healthwatch Action**

For all dentist related enquiries, we referred the individuals to the NHS England customer contact centre telephone and email system as NHS England commission dental services throughout the UK and are responsible for the provision of such. We also informed the individuals that if they experience any pain, swelling or serious dental issues then they should contact NHS 111 who will refer them onto emergency treatment.

# Hospital Intelligence

Below details the intelligence Healthwatch East Riding received on hospital services in the month of March 2022.

## What people told us:

### Negative Sentiment:

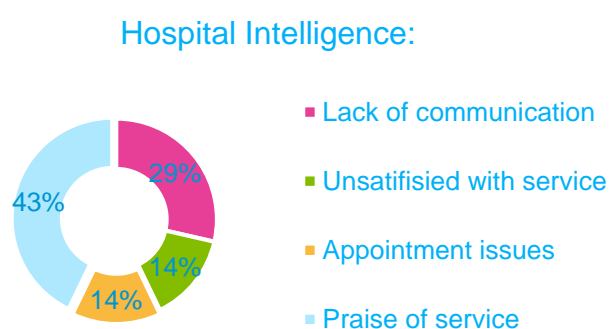
"My GP put in a urgent referral on a cancer pathway to Castle Hill Hospital and was expected to be seen in 2 weeks. However 4 months went by without me being seen. Some time later, I had an MRI and an Ultrasound regarding this, but is yet to receive the results I have called my GP, the consultants secretary and have gone through PALS regarding the above, but has yet to see any resolution and in the mean time he is concerned about the time that is passing by without being seen. "

### Healthwatch Action

We contacted the Hull University Teaching Hospital Trust who confirmed that the individual does have an upcoming appointment in the hospital regarding their scan results.

"Some I had lower leg to possible skin graft failed and 2 the would which was had dressing Beverley

Hospital and the wound cleared in July last year although I was still suffering pain. In January this year I received an appointment to attend the Plastics Clinic on the 20th. The morning of the 20th I received a phone call saying my appointment had been changed to the 3rd of February! On the 3rd of February I received a phone call saying the appointment had been changed to the 5th of April. On the 19th of April I received a letter saying the appointment on the 5th April had been



21/2years ago surgery to my identify cancer. A was tried but days after was infected, treated. I changes at Community

changed to the 17th of May. I have tried ringing Castle Hill to find out what the problem is but can't get an answer. Meanwhile the wound has reopened and become infected whereby I had to call my G.P. in who prescribed antibiotics. Can someone please advise what the problem is at Castle Hill whilst I still have a leg."

#### **Healthwatch Action**

We gave the individual details of the Hull University Teaching Hospitals Patient Advice and Liaison Service (PALS).

#### **Positive Sentiment:**

"Nurses have been wonderful, cannot fault the care received by HRI"

"My daughter had been waiting for back surgery, she lives in Leeds but it was made available at castle hill. Cannot fault the care"

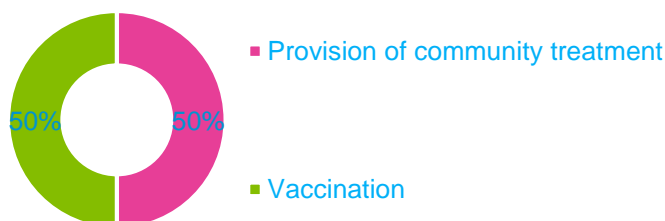
"Me and my wife have had amazing service from castle hill. It has been first class"

## Other Intelligence

Below details the intelligence Healthwatch East Riding received on other services in the month of March 2022.

### Other

Other Intelligence:



### intelligence

"I had my COVID vaccination at Stamford Bridge. It was very quick. They explained everything clearly"

"I am writing to make a complaint about the treatment my child has received from the Community Health Team. My child was struggling to contact the team, and then received a letter to say that they have been discharged. This caused them much distress. As I am part of their care plan I should have been consulted before any decisions were made. My child has now been left without any support".

#### **Healthwatch Action**

The individual had already contacted their local CCG regarding this. We advised them to contact the hospital trusts PALS department so that they can look more specifically at this issue and what can be put in place.

## Theme Breakdown

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

### **GP Intelligence**

- Most comments we received this month was regarding individuals being unhappy with the service they have received from their GP practice.
- Individual's notes having issues surrounding obtaining medical treatment for their condition, and felt they had experienced a lack of communication from the GP regarding treatment options.
- Similar to the previous months data, we have received enquiries regarding difficulties in registering at a GP practice in a location convenient to the patient.

### **Dental Intelligence**

- Similar to the previous months report, individuals contacted us about a lack of treatment available in their local area.
- Individuals detailed not being able to access NHS treatment at all, or in the cases they did find dentists accepting patients, they are faced with year's long waiting lists.

### **Hospital Intelligence**

- The main themes from the intelligence received are around a lack of communication between the service and the patient, and patients being unhappy with the service that has been given to

them. This is especially regarding appointment cancellations and when awaiting operations. This being said, we did have a number of positive intelligence which details patients being happy with the service they have received.

## ERY Independent Health Complaints

### Advocacy- Themes for March:

#### Client 1

##### **Nature and Substance of complaint:**

Client's complaint is regarding the care afforded to her by Cardiology at Castle Hill Hospital, specifically how her pacemaker was set up to work and damage she believes has been caused since.

##### **Who delivered the care to patient?**

Castle Hill Hospital

##### **Date of incident?**

February 2022

#### Client 2

##### **Nature & Substance of complaint:**

Client's complaint is regarding the amount of time he has had to wait for an urgent appointment with Urology at Castle Hill Hospital.

##### **Who delivered the care to patient?**

Castle Hill Hospital.

##### **Date of incident?**

December 2021

#### Client 3

##### **Nature & Substance of complaint:**

Client has a complaint regarding the care afforded to his mother across various admissions to Hull Royal Infirmary. Client has previously addressed these issues via PALS but they remain unresolved and client wishes to take things further.

##### **Who delivered the care to patient?**

Hull Royal Infirmary

##### **Date of incident:**

September 2021

#### Client 4

##### **Nature & Substance of complaint:**

Client's complaint is regarding the care afforded to her husband by the GP (not yet disclosed) and by Hull Royal Infirmary. Possible missed diagnosis of Parkinson's Disease and poor communication from the hospital.

##### **Who delivered the care to patient?**

GP (not yet known) and hull Royal Infirmary.

**Date of incident:**

January 2022

**Client 5****Nature & Substance of complaint:**

Client's complaint is regarding the lack of care of her husband and poor communication of a terminal illness. There is also a lack of communication between Respiratory medicine and Oncology at Castle Hill Hospital.

**Who delivered the care to patient?**

Castle Hill Hospital.

**Date of incident:**

February 2022

**Client 6****Nature & Substance of complaint:**

Client states that she has been bullied by her GP surgery and they have stopped giving her B12 injections which has resulted in a flare up of her pernicious anaemia. Client has since been removed from the patient list at the practice.

**Who delivered the care to patient?**

Fieldhouse Surgery, Bridlington.

**Date of incident:**

Feb 2022



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