

healthwatch

North Lincolnshire

Intelligence Report

January 2021



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1. Introduction

The details in this report relate to January 2021, broken down into intelligence received each week. Please note that the number of contacts made and comments received may differ due to multiple comments being made during one contact.

All data is anonymised and is based solely on patient experience given in the detailed week.

Please note that the public comments reflected in this report are exactly as they were written, apart from identifiable information which has been removed. For this reason we apologise for some of the English and occasional minor expletive.

2. Weekly Comments

This section will detail all feedback comments received during each stated week of January 2020.

2.1 01 January 2021 - 10 January 2021

I wonder if you could help, I came across your website after spending a couple of weeks trying to find an NHS dentist. We have just relocated from Hull and Bridlington and needed new local dentists particularly due to the travel restrictions/advice. We do not need any treatment at present but want to register in case we need any and will obviously need our routine check-ups once the pandemic is over. I have searched on the NHS website and contacted over 10 dentists across Scunthorpe, Winterton, Brigg and Barton Upon Humber, however they all report that they aren't taking on new NHS patients and instead offer private treatment. One of them even said they have a waiting list of over 700 patients wanting to register and offered to add me to this but they aren't currently taking on any new patients so can't give an indication other than "a long time".

Patient felt she was being punished for the doctors "hiding in the shadows" when she attended A&E

Service user is a 38 year old woman who has rheumatoid arthritis and fibromyalgia. She suffers chronic pain on a daily basis. She has received very little support throughout the lockdown, but said that she had a letter to say that she had an appointment. She had to attend the appointment alone, despite struggling to walk on "bad" days, to the point where she falls over. She made it to her appointment, only to be told that there was no appointment when she arrived at the reception desk. She said that she begged the receptionist to let her be seen as she had made it all the way, and had a letter with the appointment date and time on. She said she saw her doctor in an empty office and the receptionist said sorry he is with a patient.

She said her relationship with her consultant is very strained as she doesn't feel he listens to her, and he treats her differently to his other patients. She said he is dismissive of her and belittles her. She explained that once her consultant was on leave and she saw a different consultant and she has never received such fantastic treatment. She said that this doctor sent her for x-rays and questioned why her normal consultant hadn't sent her for an operation already.

She said that once she called the reception to request to be seen, and the receptionist hadn't hung the phone up properly and she overheard them mocking her. Her Mother complained on her behalf and they received a letter stating if they were abusive to staff in the future they would be struck off.

She said she also used to receive an 18 hour package from Pendrels trust but this changed when she moved. She said her life has been ruined since this stopped and she does not know how to access this assessment or support again.

2.2 11 January 2021 - 17 January 2021

In 2013 she began having the issues with numbness in her feet and was asked to go to Grimsby Hospital for some tests. [the doctor] diagnosed a trapped nerve in her spine which he believed to be causing the issue, and she was referred to Hull for further investigation and treatment. The neurosurgeon at Hull said it was not a trapped nerve and that there was nothing they could do, so she asked for a second opinion from another neurosurgeon who also confirmed this.

She eventually contacted the Health and Social Care Ombudsmen (I presume she went through Hull PALS first) and they upheld the first doctor's decision that she did indeed require treatment, however, this took place and her symptoms remained the same. The more recent issues she's been having relate to a recent diagnosis (made by a doctor at Riverside surgery) of subclavian steal syndrome.

She stated to me that this GP is the most helpful at the practice and listens to her concerns. He attempted to refer her for an MRI scan and this was declined. He stated that he's 'trying his best but the hospital is working against him'. Because of the issues caused by this diagnosis, she has been admitted to A&E multiple times.

Referrals have been made by the A&E department to diagnostics approximately 3/4 weeks ago, but she hasn't heard back yet. She wrote a complaint to Riverside surgery last week and also called NHS England to make a complaint. NHS England stated that because she'd already filed a complaint with the practice, they could do nothing. At the beginning of this week she received a telephone call from a GP at Riverside. The GP said she was sorry to hear what the patient felt like and that she wasn't being listened to, and said she would chase up the vascular referrals made by A&E, and that if they hadn't been made, she would make the referral herself. No mention was made of the issues regarding the patient's feet.

The patient revealed to me that she has been removed from multiple GP lists in the area and confessed that is sometimes 'difficult'. She mentioned one case which occurred at Riverside surgery, where she brought in an axe and stated that although she 'wasn't going to hurt anybody', she 'wanted them to realise the pain she's in'. She has since been added to a violent patient list.

She spoke about difficulties she has with her mental health and that her GP is aware of this. She has asked multiple times to 'be put down' and says she is suicidal and 'will find a way to end it' if she doesn't get help. I asked about any support she was receiving and she stated that she has called the crisis team on a number of occasions and that they have really helped her. I also recommended Scunthorpe and District Mind to her and provided their telephone number.

His wife works at the sexual health clinic (reception). She is due to get vaccinated. His mother-in-law and mother have both been vaccinated. He is 68 and feeling very vulnerable as he believes he can get Covid-19 from them if they still come into contact with it. He wanted to know if there was anyway that he could get the jab sooner. He mentioned he had already contacted his GP but hadn't received a response.

A&E good but ward care very sporadic. Ward 28 not good at keeping family members informed of their loved one's progress. Frequent calls to the ward provide standard information that could be applied to anyone on the ward. A great need with COVID that family members are kept informed about their loved one's progress as we as a family are unable to go into the hospital, the lack of information adds to their distress and isolation.

Got treatment without much wait in A&E. Would have preferred an alternative being offered to local anaesthetic. Felt I had insufficient pain relief given in A&E to take home to control pain during 3 day wait for bed to be available for operation to be carried out.

I have a tooth that requires attention and contacted The Dentist in June they saw me but haven't done the treatment as they are stating they need specialist equipment to use the water sprayer Improvements By getting the equipment to do the necessary work. There was also supposed to be a referral to Maxi Facial at that time too but I have heard nothing.

My husband tried to get a flu jab this year. He's never had one before, but has a rare, progressive, life limiting neurological condition. According to NHS Choices website, he is eligible. According to his GP practice, he is not. We've both tried to book and pay for the vaccination at Boots and Tesco, but this service is not currently available. We are both 57. If I got flu, he would struggle to look after himself, and would not be able to look after me, so ideally I should be protected too. We are hoping we might be able to pay for the vaccine later in the year.

I'm confused over a clause that seems to have been inserted into people living alone and support bubbles. Originally it was stated that the bubble could be of any size. Now it continues so long as they are not in a support bubble with anyone else. My son has two children to his first wife who are now 18 and 21 who spend time with both parents, their girlfriend/boyfriend and their families. My daughter in law visits her mother and partner, her father, her step-father and his wife and my ex-husband and his wife live next door to my son and daughter in law, so see them regularly. I've concluded that I can't be in their support bubble as it would seem to contravene all the rules. Does this mean I don't have a support bubble? My daughter lives in America and my younger son died when he was 34 and I've lived alone for 30 years, so I'm pretty independent. I feel I'm spending too much time totally on my own, but I don't want to contravene any of these complicated laws. I don't need anyone to phone me for support as I can phone or text my friends but I really wanted to check about the bubbles. My family members seem to be bubbling all over the place.

I try not to use my GP surgery until after using online NHS helplines and following recommendations. If I am unable to comfortably resolve problems then I contact my local surgery for GP support. This has only happened on one occasion throughout this

pandemic. My GP responded quite quickly and offered me a prescription that resolved my issues.

There is no face to face support. Telephone support is supposed to be happening. It rarely does. In the rare times it occurs, it's about 5 minutes. This should not replace weekly one-to-one hourly sessions. I know we're in a pandemic but this has been going on for 9 months. There are ways to meet face-to-face but limit risk (such as distancing, wearing masks, not attending if have symptoms). It feels as if COVID is just the new excuse for an extremely poor mental health service. Improvement offered limited face-to-face contact for those that need it. If person usually has an hour face-to-face sessions then give them an hour phone call (not 5 minutes as is happening!) Mental health services are providing next-to-no support. Routine (physical health) hospital appointments have been cancelled leaving patients in pain. Social Services support has all but dried up. I understand in March 2020 the pandemic was a shock and health & social care had to cancel everything in the short-term, BUT life goes on and after 9 months some sort of health & social care is needed. I cannot manage indefinitely without the support I am deemed to need. If the Covid doesn't kill me then it'll be neglect from health & social care!

Riverside are failing to meet the nice guidelines in respect of the care I am given. They have now on 3 occasions failed to issue my repeat prescription for medication to control my diabetes resulting in me having to contact 111 and go to another pharmacy to secure medication. In the last 12 months 3 repeat prescriptions have been lost and due to the building work at the surgery patients are unable to gain direct access to the pharmacist as this is controlled by an extremely obstructive person at a hatch.

Only doctor in the village and I feel he has no compassion and he just likes to fob people off with the easiest option. My first bad experience with him was when my appendix had been burst for 3 days when I went to see him, I couldn't walk and was in tears but he decided constipation medication was needed and by the time I made it to the hospital the surgeon said I was lucky to be alive because it had been burst for around 5 days. My current complaint is I am experiencing a dull constant pain in my left breast/chest area and keep getting tightening pains in what feels like my heart but after ringing him 3 times in the space of a few weeks all he can offer is paracetamol. No follow up no other advice just take paracetamol for the pain?!

lady contacted us to know where she could get help to complete a DLA form

lady contacted us as she wanted to know where she was on the vaccine priority list. Her son has a learning disability and she is his unpaid carer. He is not clinically extremely vulnerable but does have underlying health conditions. explained that unpaid carers would be vaccinated as priority group 4 alongside those who have underlying health conditions. she also asked whether her son's PAs would fall into the same category and I explained that they would need to ensure that their respective GP practices were aware of their job as they are employed directly by the lady and

not by a care agency

[service user] wanted information about covid support bubbles, whether he would be allowed support from his partner who does his shopping for him. he also wanted to know why he no longer was entitled to support from NLC as he was in lockdown #1 advised i would check this update - he can still phone the council telephone line if he needs support to get food shopping. although this is meant to be for shielders, if anyone is regarded as vulnerable and really need support NLC will provide

Telephone consultations are very unsatisfactory and have been going on in our practice since March 2019 continuously whether in lockdown or not

2.3 18 January 2021 - 24 January 2021

Granddaughter gave birth in July, and suffered a very traumatic birth. Forceps delivery - Required an episiotomy and ended up with an infection. Was discharged from hospital without antibiotics and became very unwell - had to be admitted. Had to be rushed back in a second time due to retained placenta and required surgery. Was admitted four times in total after the delivery due to postnatal complications. On one occasion a doctor or nurse was putting in a catheter and said they didn't feel able to do it, but the person supervising told them to carry on, it was very painful for the patient. Patient just starting to feel better now - 5 months after the delivery. For the first three months she struggled to care for the baby

Refused to see my daughter on 2 occasions [GP practice] and insisted I took her to A&E

I was sent a text to go for my covid vaccine at the ironstone centre on Tuesday the 12th of January. What a horrible experience! Why tell people you can come down straight away and then leave them out in the cold in long queues of people all close together, it seems ridiculous to me. Some people had appointments and were seen quickly but we had to wait over an hour and a half. My husband has COPD and was really worried about standing in the cold. The volunteers were trying to help and looked stressed out. Don't have walk in appointments for something so important

I have been struggling to gain access to counselling that is not CBT. I have a long term health condition that has caused mental health issues, I've lost my job and most of what I did. Scunthorpe or North Lincs does not have any mental health support, more the point, a health psychologist. I cannot get to see anyone, it didn't used to be this difficult when I lived in Grimsby where there is a lot of support but they no longer support this area, it's like we are forgotten. Scunthorpe have talking therapies which now only do CBT and this form of therapy is not for me. My Dr's are having to apply

for private funding for a health psychologist but there aren't any so that isn't going to come through any time soon.

I'm looking for a nhs dentist as I've got really bad toothache

My pharmacy couldn't be more helpful. I am not very mobile and unable to drive. When I lost my husband 3 years in February the pharmacy started delivering my meds. They carried on through lockdown. Of course now I'm always in but before lockdown if I was out they would bring it in for me. I have got to know the delivery people who always ask if I am ok etc. Ancora pharmacy Ashby Scunthorpe

I had to access the dentist recently as I had an abscess in a tooth confirmed by an X-ray at the hospital . I was booked in to see the dentist the next day as no dentist was on duty on that date. Antibiotics given and sent to the hospital for an X-ray and seen very quickly which I took straight back. A week later was rang by the practice receptionist to inform me i had 3 choices 1- leave it 2- join the waiting list 3- pay privately at a cost of Â£95-Â£450 depending on complexity. Told them I would wait out of principle! Then informed waiting list 4-5months! Informed them I would wait and if then an emergency would have to be seen! The dentist and staff had PPE a powered hood even so why the long wait? I am the main carer for my mother and helped by my sister

Had hip replacement Feb 20 not gone well and health deteriorated feel let down.

2.4 25 January 2021 - 31 January 2021

The gentleman explained he has COPD and is an alcoholic (drinking approx 25 units per day). He feels he is not getting the support he needs from his GP at Winterton medical centre with either of these issues. He's been admitted to Scunthorpe hospital 4 times this year for breathing difficulties (May, July, August and December) and discharged himself the last time as he was not comfortable with being placed on a covid-19 ward when he already has severe breathing issues.

Whilst there, his consultant told him that steroids may help his COPD condition, and he is confused as to why his doctor has never mentioned this. As he said he does not get on very well with this doctor, I recommended that he tries to get an appointment with another GP at the practice for a second opinion. If he is still dissatisfied with his treatment, he may then want to write a complaint to the practice manager. He also has suicidal feelings which he mentioned to a nurse at the practice, who responded that he 'didn't deal with those sorts of problems'. The gentleman was not referred for any further mental health support. He's recently had a visit from the police with regards to suicidal thoughts. He calls the Samaritans once a day, and he

also has support from We Are With You, who call him once a week. He was receiving support from a counsellor there, but she apparently 'gave up on him'.

The service user contacted HWNL via email to enquire about finding a local NHS dental practice. She stated that she had been searching for a while but has been kept on waiting lists. On the 24.1.21 she called 111 and got an emergency appointment to have a tooth removed after being in pain for a number of days. The dentist who saw her there told her she has gum disease and will lose more teeth if she doesn't receive treatment soon. No referral for further treatment was made. She mentioned she has been calling dental practices in North Lincolnshire as well as Hull and East Riding area, but none currently have spaces.

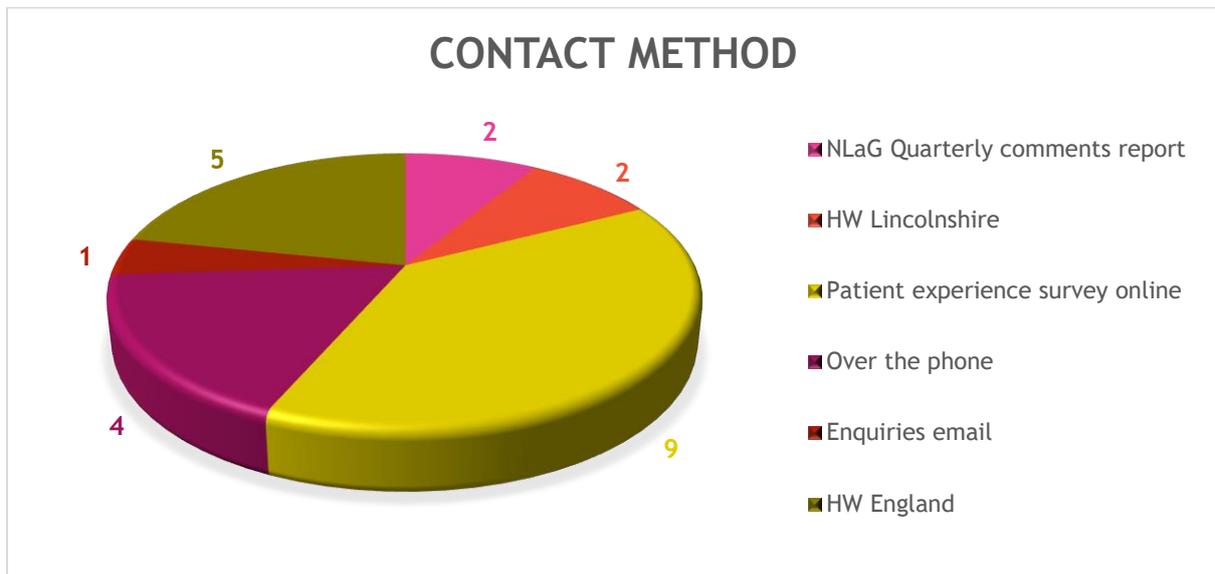
Lack of communication, unprofessional secretaries. I have been waiting 4 weeks since my cancer diagnosis operation for results. The results are back but nobody can give me them until the surgeon is back from his holiday. The secretary told me she had to wait 6 weeks for her results so I should be great full it's 4. On my discharge from hospital I was told it would be 3 weeks for results and a follow up appointment. My wound and recovery hasn't been assessed since I left hospital. Complained to department team leader to be told the secretary had made a complaint about me. To be told this when I am at my absolute lowest and mentally desperate for results to find out if I have cancer or not it's beyond comprehension.

Well done Trent View Medical Practice!! This morning I walked Joyce in wheelchair to Crowle Medical Centre for her Covid vaccine jab and everything went like clockwork. Even though we arrived a few minutes early we were welcomed with a friendly greeting and escorted straight inside. Am proud to say Joyce didn't even flinch when needle went in and I think she quite enjoyed the whole scenario as it was a change from routine. The staff and helpers on duty could not been more helpful and considerate so credit where it's due. We were in and out within approx. 5 minutes. I cannot speak highly enough of the smooth organisation of the process. Our family are so relieved to have Joyce vaccinated. Good to know Crowle is now on top of the job.

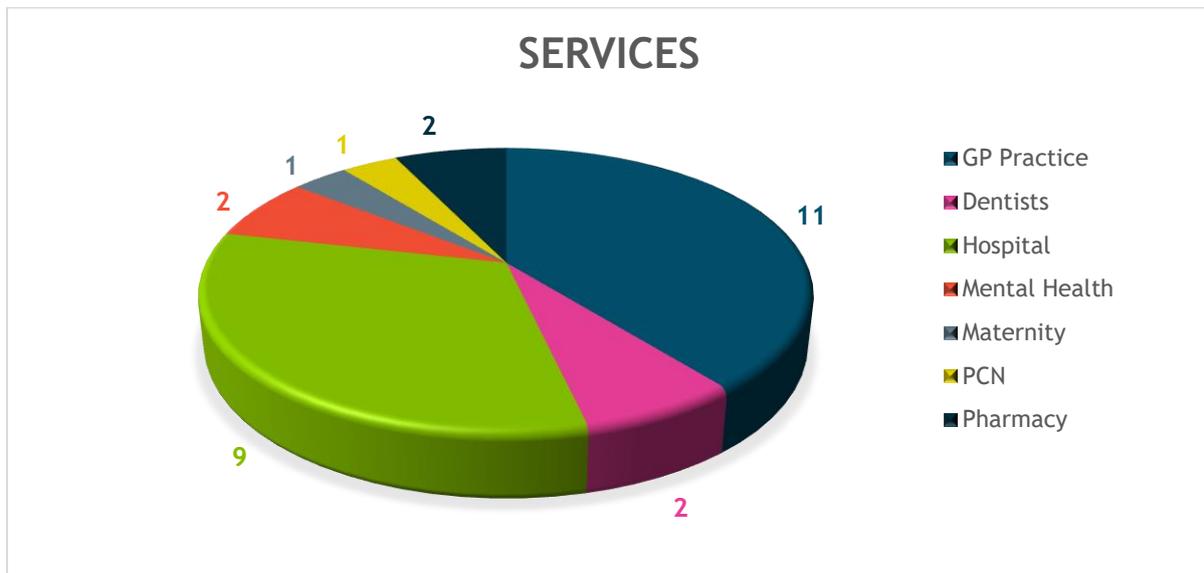
I am shielding & my husband is a F/T key worker. With this in mind i requested Lloyds pharmacy to deliver my meds. They refused, saying my husband could collect them. It's been an absolute nightmare, seeing as he does not get home from work til 7pm when the chemist is closed! I've had frequent issues where the chemist say the script wasn't ready & didn't collect it, the the Drs day it was collected. I can't use emailed scripts as thrn you can only use the same pharmacy on a permanent basis. Having the physical script means we can use the pharmacy where my husband can collect from the easiest depending on his work commitments that day/week.

3. Theme and trend analysis

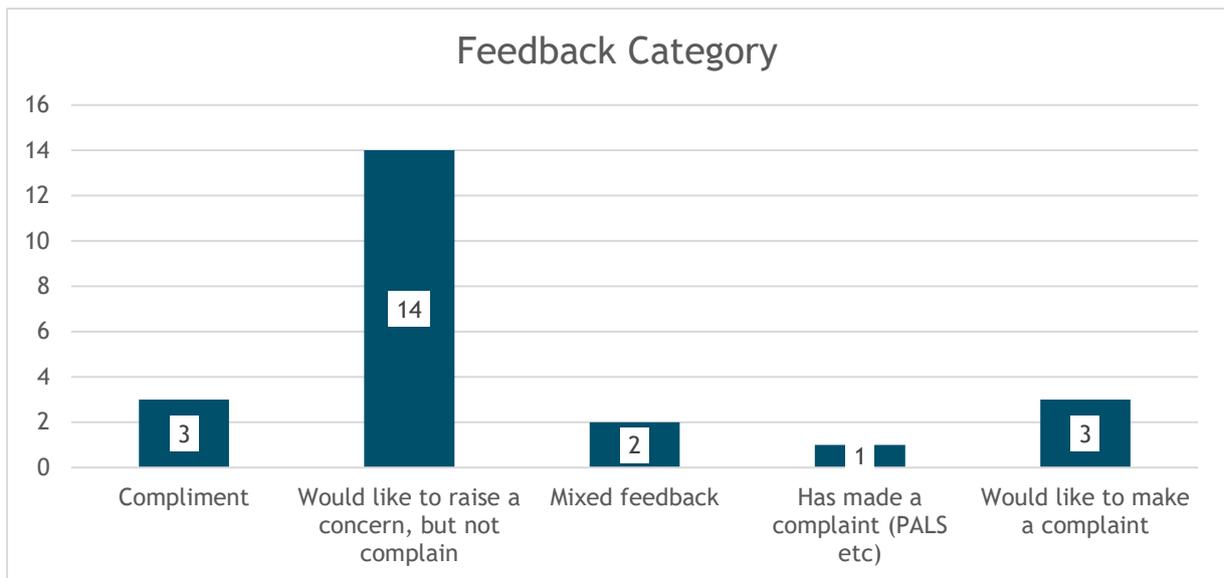
Throughout January 2021 we have received 31 initial contacts. Most comments were gathered through online patient experience surveys.



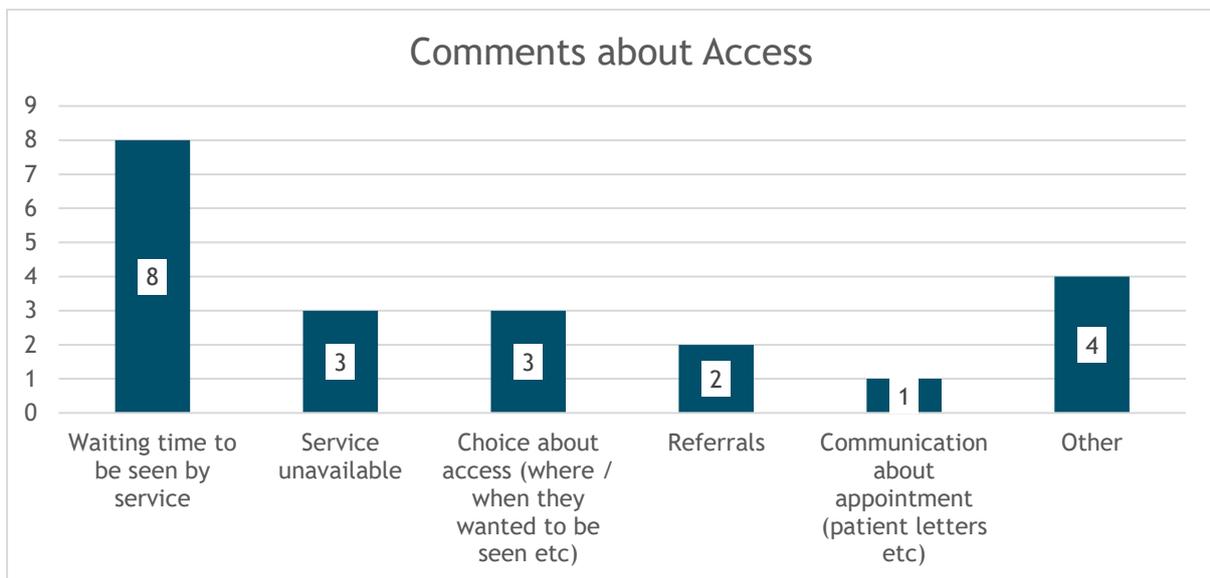
Most comments throughout January 2021 were in relation to GP practices and the local hospital trust. These will be explored in more detail within the service breakdown section.



There were more negative comments made this month than positive/neutral.



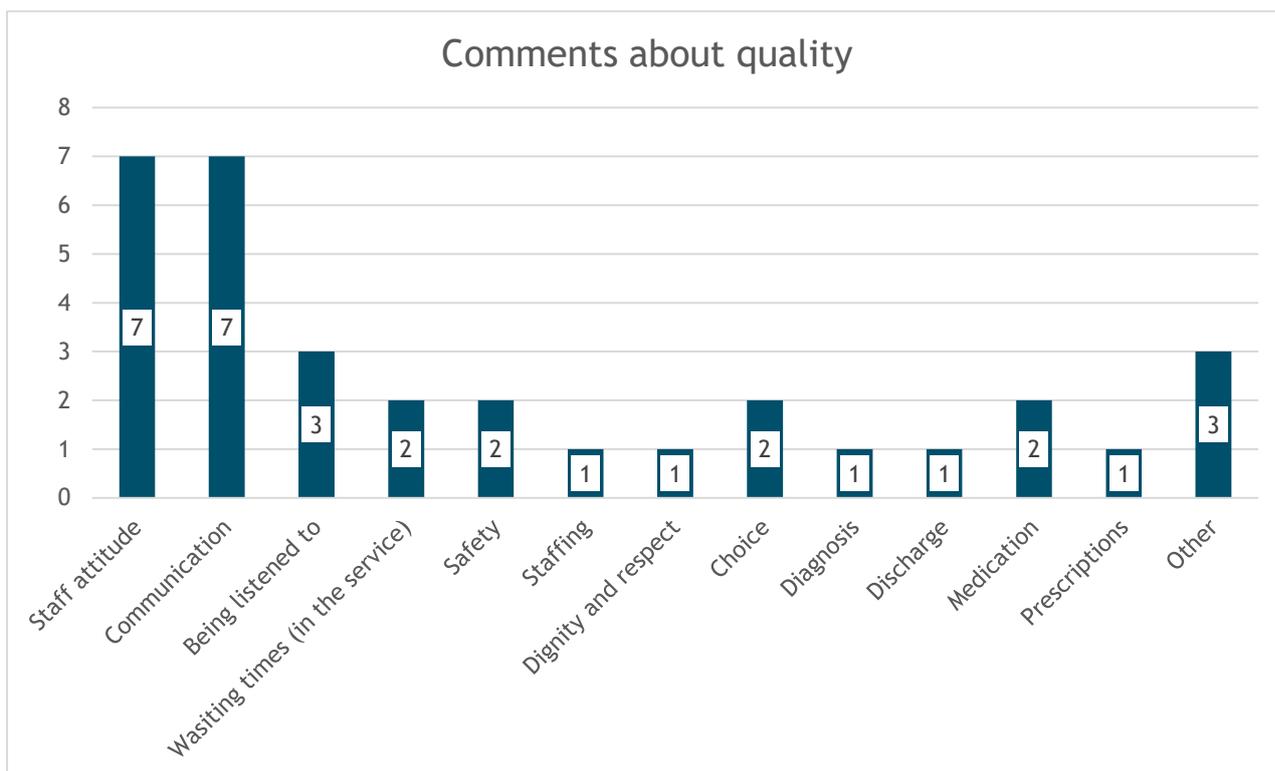
Here is a theme breakdown in relation to comments made about accessing services:



| Negative | |
|---|-----------|
| Theme | Responses |
| Waiting time to be seen by service | 5 |
| Service unavailable | 3 |
| Choice about access (where / when they wanted to be seen etc) | 3 |
| Referrals | 2 |
| Communication about appointment (patient letters etc) | 1 |
| Other - Waiting time for Covid-19 vaccination | 1 |
| Other - Delivery of medication | 1 |
| Other - Staff not listening | 1 |
| Positive | |
| Theme | Responses |

| | |
|------------------------------------|------------------|
| Waiting time to be seen by service | 2 |
| Other - Delivery of medication | 1 |
| Mixed | |
| Theme | Responses |
| Waiting time to be seen by service | 1 |
| Neutral | |
| Theme | Responses |
| | |

Here is a theme breakdown in relation to comments made in relation to quality of services:



| Negative | |
|--------------------------------|------------------|
| Theme | Responses |
| Staff attitude | 5 |
| Communication | 5 |
| Being listened to | 3 |
| Waiting times (in the service) | 2 |
| Safety | 2 |
| Staffing | 1 |
| Dignity and respect | 1 |
| Choice | 2 |
| Diagnosis | 1 |
| Discharge | 1 |
| Medication | 1 |
| Prescriptions | 1 |

| | |
|--|------------------|
| Other - Poor treatment / errors | 2 |
| Other - Lack of suitable alternative provision to F2F appointments | 1 |
| Positive | |
| Theme | Responses |
| Communication | 1 |
| Staff attitude | 2 |
| Mixed | |
| Theme | Responses |
| Communication | 1 |
| Medication | 1 |
| Neutral | |
| Theme | Responses |
| | |

Key Themes

Key *positive* themes that have come through during January 2021 have been:

- Access - The waiting time to be seen by services
- Quality - Staff attitude

Key *negative* themes have been identified in January 2021 have been:

- Access - The waiting time to be seen by services and unavailable services
- Quality - Staff attitude

4. Service breakdown

4.1 GP Practices

During January 2021 we received 11 comments in relation to GP practices in North Lincolnshire. These comments were received from patients, service users or family members, comments were predominantly negative.

Negative Themes

Referrals - People were dissatisfied with the length of time doctors were taking to refer to hospital services.

Positive Themes

Waiting time to be seen by service - People were pleased with how quickly doctors were seeing them for routine and coronavirus vaccination appointments.

Recommendations

- Review the current referral process from GP to hospital.

4.2 Hospitals

During January 2021 we received 9 comments in relation to the hospital in North Lincolnshire, the majority of these comments were negative.

Negative Themes

Communication - Comments have shown dissatisfaction with the level of communication, between the hospital and their patients over: appointments following referral and appointments for diagnosis. Patients waiting for these appointments wanted more information as to when they would be seen.

A patient's family also wanted to be given more information about their relative's condition as they could not visit the hospital in person.

Recommendations

- Work is needed across the trust on keeping patients informed about when they are likely to be seen, especially for first appointments following referral and appointments for diagnosis.
- Staff need to make sure that relatives are kept informed over their family member's conditions whilst in hospital.

5. 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:

cbutler@healthwatchnorthlincolnshire.co.uk

| | |
|--------------------|---------------------------|
| Organisation | |
| Responsible Person | |
| Report | ... - Intelligence Report |
| Comments/Actions | |

Date:

Signed:

... 2021

