

healthwatch

North Lincolnshire



Intelligence Report

Quarter 1

April 2021 - June 2021



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1. Introduction

The details in this report apply to Quarter 1, and refers to all the intelligence which was received from the start of April 2021 to the end of June 2021.

All data is anonymised and is based solely on patient experiences. For the purpose of this report we have categorised the patient experience under appropriate headings.

The report highlights the number of contacts received by Healthwatch North Lincolnshire and the services these contacts related to. This includes the nature of the concerns and compliments that members of the public reported to Healthwatch North Lincolnshire during this time period. The report also identifies the emergence of any themes and trends throughout this period.

The services which are specifically highlighted in this intelligence report are:

- GP Practice
- Hospital

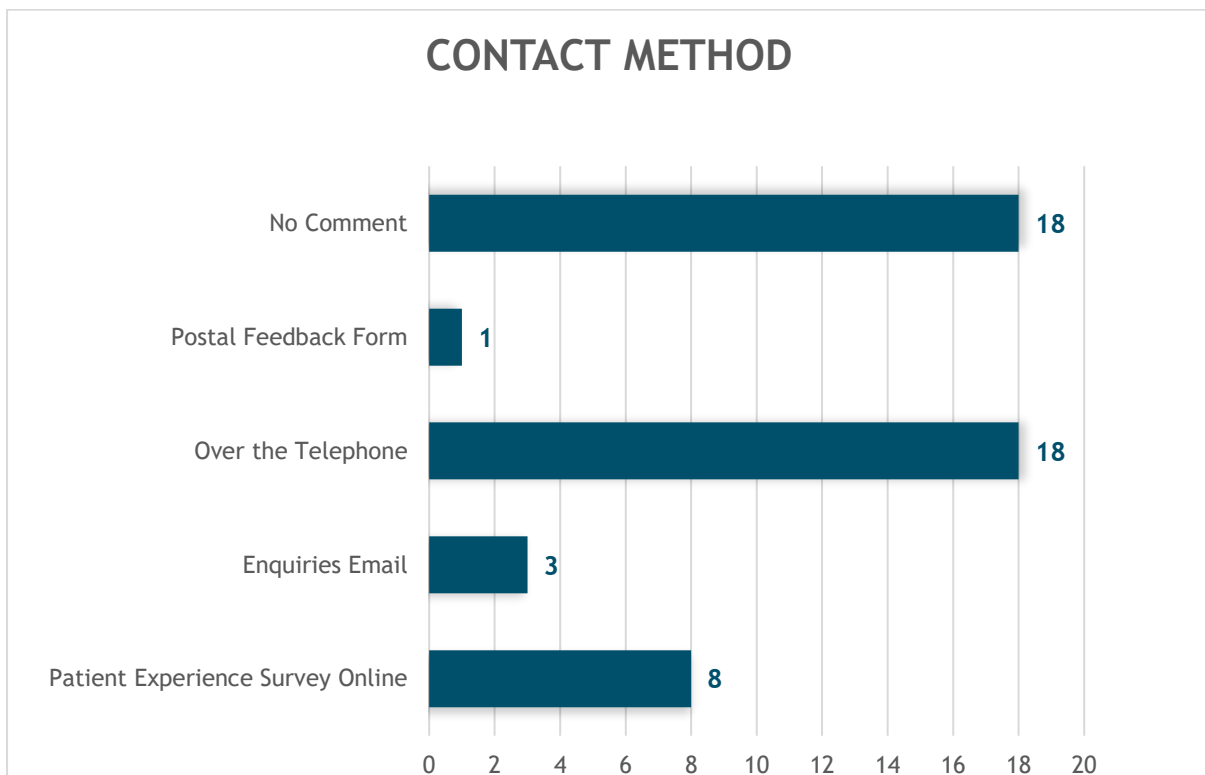
Throughout this period of time comments around accessing services and the quality of services were mostly negative, but any recurrent positive or negative themes will be explored in more detail.

2. Contact Statistics

We received a total of 48 contacts during quarter 1. The graph below shows the methods which people used to contact Healthwatch North Lincolnshire during this time.

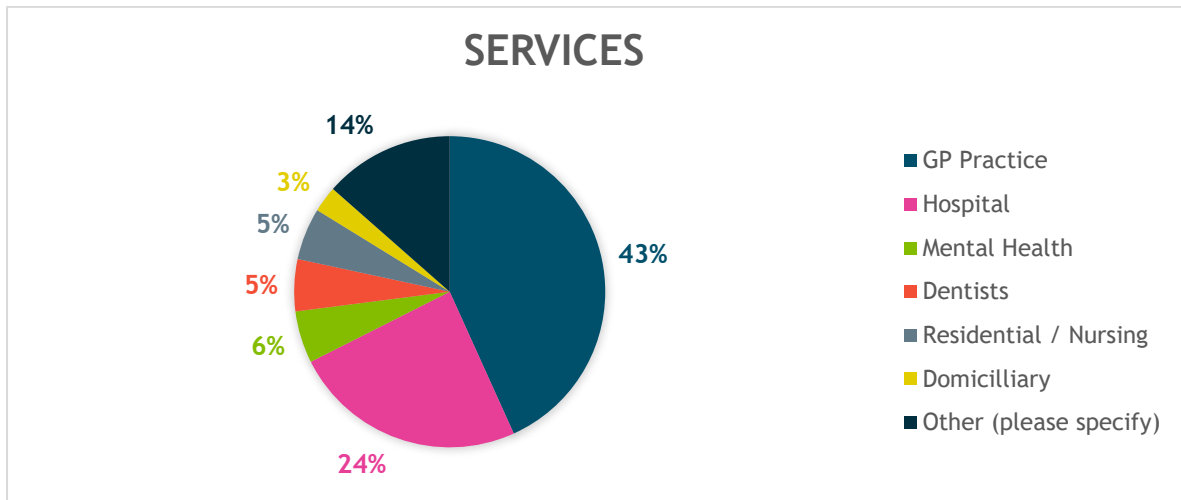
The main method of contact this quarter was over the telephone, followed by the online Patient Experience Survey. This is mainly due to the lack of face to face engagement through the whole of quarter 1 due to pandemic restrictions.

Please note that throughout this report the number of contacts may differ from the comments made about services due to people making multiple comments during one contact.



3. Intelligence Received

We received comments and feedback in relation to services as shown in the chart below.



Most comments were received in relation to GP practices and hospitals. The following sections will look at each service in more in-depth.

The sentiment of comments received for GP practices and the hospital was predominantly negative.

3.1 GP Practices

Intelligence Received

Positive

The following table highlights the types of positive comments made in relation to accessing services.

Reason	Number of Comments
Choice about access	1

The following table highlights the types of positive comments made in relation to quality of service.

Reason	Number of Comments
Safety	1

Negative

The following table highlights the types of negative comments made in relation to accessing services.

Reason	Number of Comments
Admin systems	1
Referrals	1
Choice about access	2
Waiting time to be seen by service	1
Service unavailable	2
Cancellations	1
Booking appointments	3
Other	1

The following table highlights the types of negative comments made in relation to quality of service.

Reason	Number of Comments	Reason	Number of Comments
Communication	2	Medication	3
Prescriptions	2	Dignity and respect	1
Safety	1	Being listened to	2
Facilities	1	Diagnosis	1

Mixed Feedback

The following table highlights the comments made in relation to mixed feedback about accessing services.

Reason	Number of Comments
Waiting time to be seen by service	1
Booking appointments	1
Other	1

The following table highlights the comments made in relation to mixed feedback about quality of service.

Reason	Number of Comments
Waiting times to be seen (in the service)	1

Request for information

The following table highlights the comments made in relation to requests for information about accessing services.

Reason	Number of Comments
Cancellations	1
Admin systems	1
Booking appointments	1
Other	1

The following table highlights the comments made in relation to requests for information about quality of service.

Reason	Number of Comments
Communication	1

Summary

Over quarter 1 there has been a higher proportion of negative experiences. The majority of negative comments received around access were people trying to book appointments; for quality the most common negative comments were about medication.

3.2 Hospital

Intelligence Received

Positive

No positive comments were received about hospital services during the quarter.

Negative

The following table highlights the types of negative comments made in relation to accessing services.

Reason	Number of Comments
Communication about appointment	2
Referrals	2
Service unavailable	1
Booking appointments	1
Other	2

The following table highlights the types of negative comments made in relation to quality of service.

Reason	Number of Comments	Reason	Number of Comments
Being listened to	3	Communication	1
Waiting times (in service)	1	Patient / service user records	1
Dignity and respect	1	Staff attitude	4
Medication	2	Diagnosis	2
Safety	1		

Mixed comments

The following table highlights the types of mixed feedback comments made in relation to accessing services.

Reason	Number of Comments
Waiting time to be seen by service	1
Booking appointments	1

The following table highlights the types of mixed feedback comments made in relation to quality of service.

Reason	Number of Comments
Waiting times in the service	1

Request for information

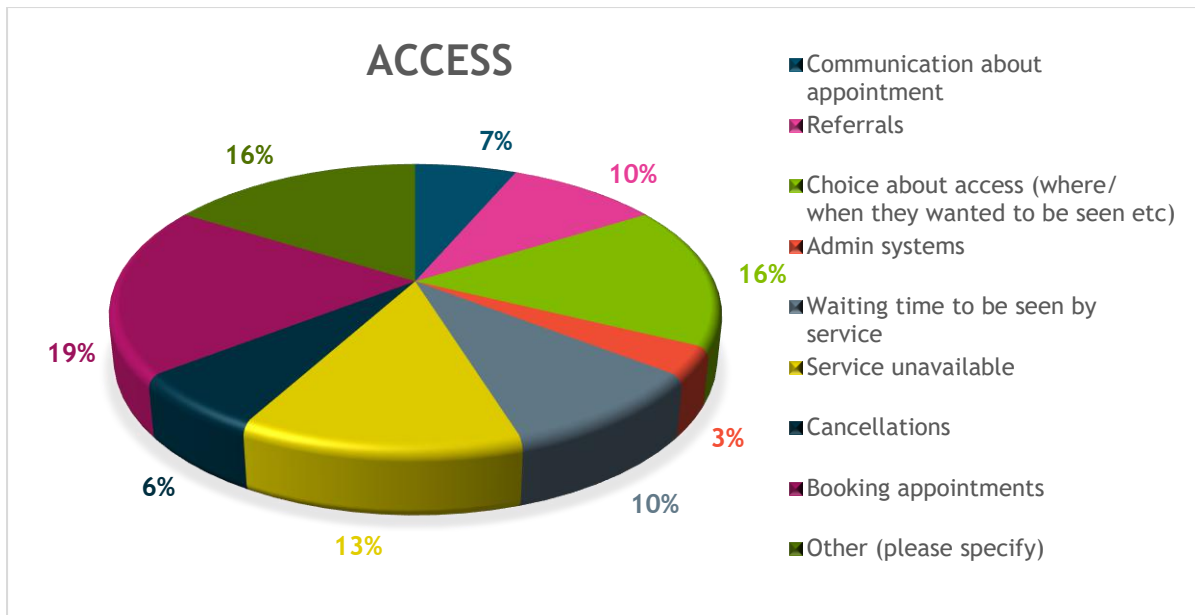
No comments were made in relation to requests for information.

Summary

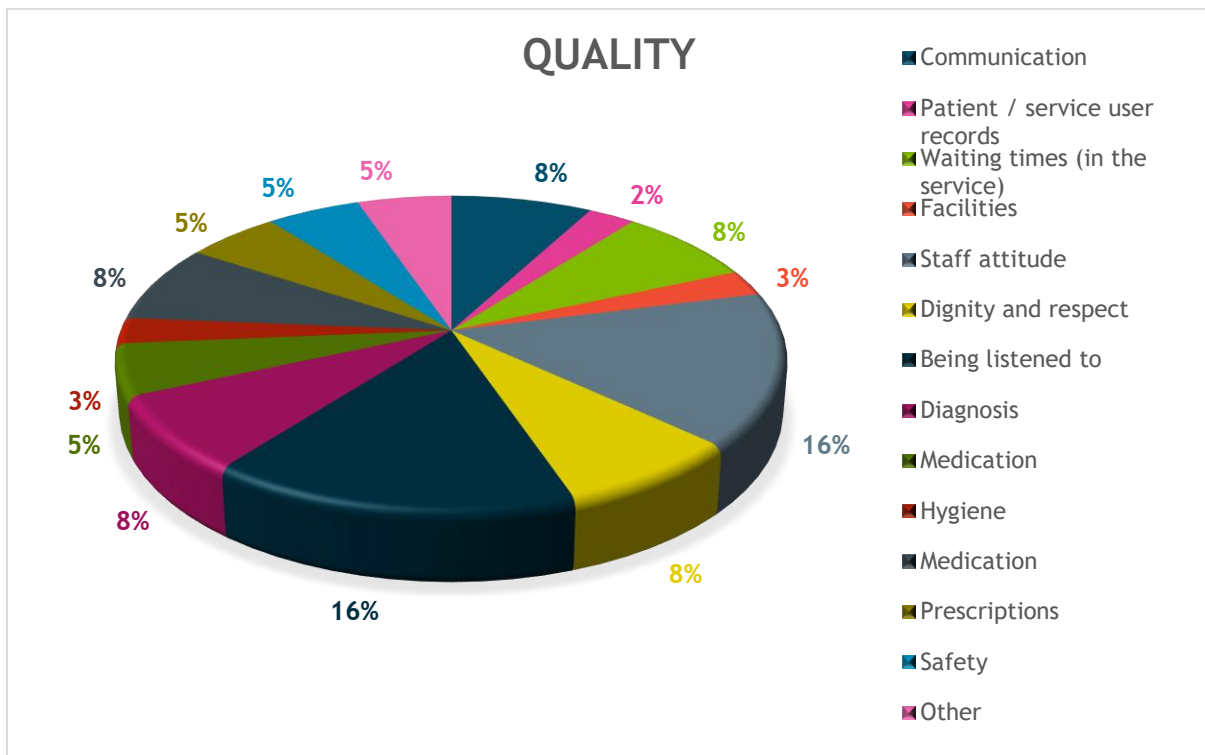
No positive comments were received about hospital services. The majority of negative comments relating to access were about communication over appointments and referrals. For quality of service the most common negative themes were about not being listened to and issues with staff attitude.

4. Themes

The following chart shows the breakdown of themes for service access, for the whole of quarter one, across all providers. As you can see from the chart the main themes which have been identified are choice about access and booking appointments. Most of the comments received for these themes were negative. It highlights that people in North Lincolnshire value want to choose who they access services and would like to be able to book appointments in a timely fashion.



The following chart shows the breakdown of themes for quality of service, for the whole of quarter one, across all providers. As you can see from the chart the main themes which have been identified are around patients being listened to and staff attitude. Most of the comments received for these themes were negative. It highlights that people in North Lincolnshire value being heard and want to be treated with respect.



Quarter 1

(April 2021 - June 2021)

