

healthwatch

North Lincolnshire



Intelligence Report

Quarter 4

January 2021 - March 2021



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1. Introduction

The details in this report apply to Quarter 4, and refers to all the intelligence which was received from the start of January 2021 to the end of March 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

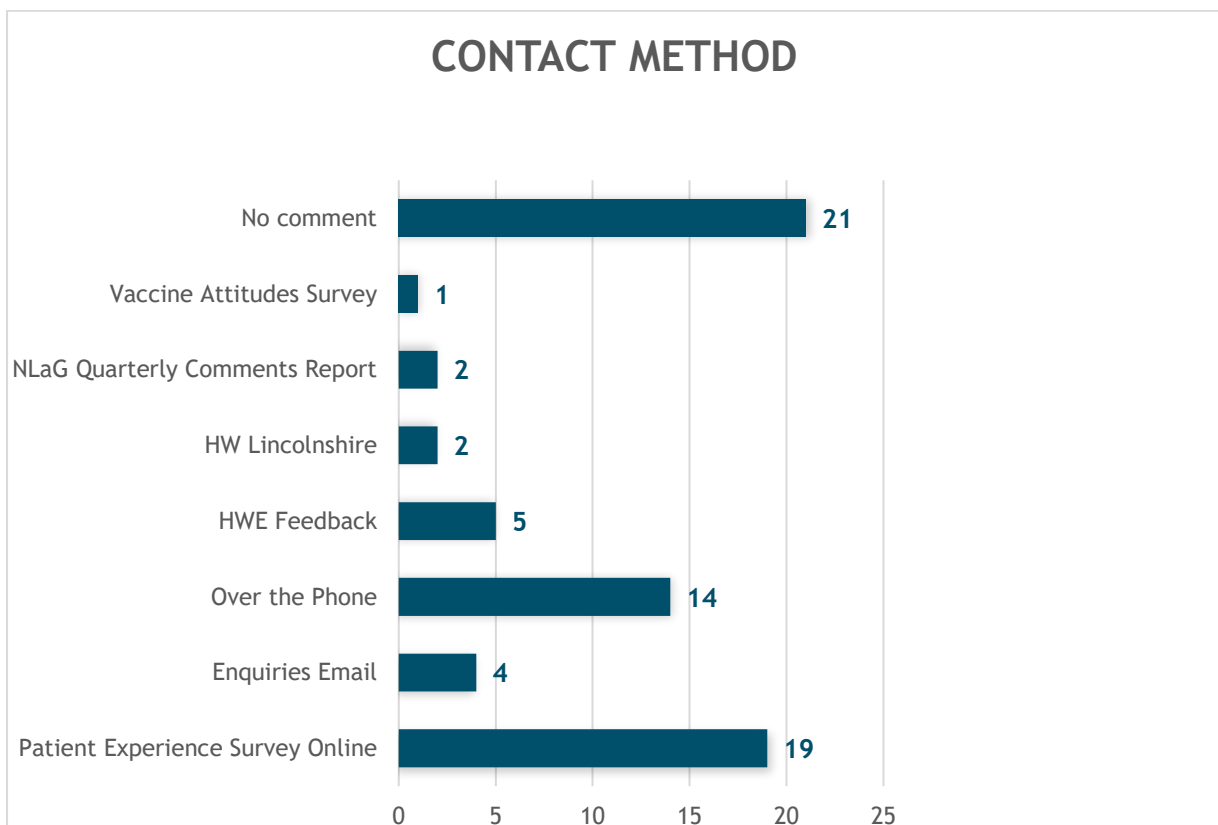
Throughout this period of time comments around accessing services and the quality of services were mostly negative, but any recurrent positive or negative themes will be explored in more detail.

2. Contact Statistics

We received a total of 68 contacts during quarter 4. The graph below shows the methods which people used to contact Healthwatch North Lincolnshire during this time.

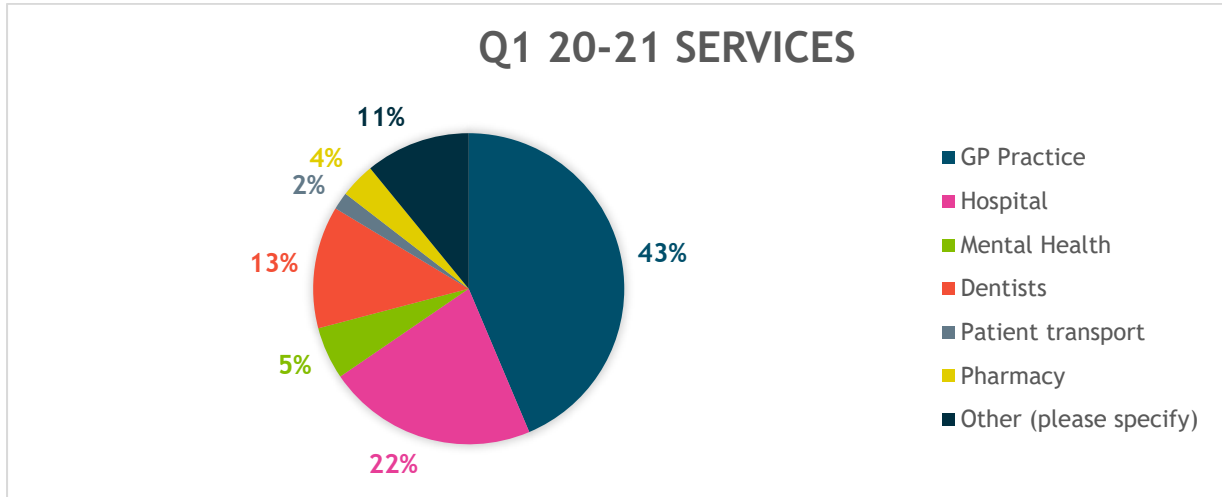
The main method of contact this quarter was our online Patient Experience Survey, followed by contact over the phone. This is mainly due to the lack of face to face engagement through the whole of quarter four due to pandemic restrictions.

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 relations to GP practices and hospitals.

The following sections will look at each service 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
Waiting time to be seen in clinic	3
Booking appointments	1

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

Reason	Number of Comments
Communication	1
Staff attitude	2
Other	1

Negative

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

Reason	Number of Comments
Communication about appointment	1
Referrals	4
Choice about access	1
Waiting time to be seen by service	4
Service unavailable	3
Cancellations	1
Booking appointments	2
Other	5

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

Reason	Number of Comments	Reason	Number of Comments
Communication	7	Staff attitude	5
Patient/service user records	1	Dignity and respect	2
Waiting times (in the service)	3	Being listened to	4
Facilities	1	Diagnosis	1
Prescriptions	1	Safety	1

Request for information

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

Reason	Number of Comments
Cancellations	1

Summary

Over quarter four there has been a higher proportion of negative experiences. Many of these relate to people trying to access doctors, though their chosen method, unsuccessfully, for example, some people wanted face to face contacts but were instead offered telephone consultations. Some people also struggled to get through on phone lines.

Referrals were also an issue during quarter four with some patients feeling that GP's seemed reluctant to refer.

3.2 Hospital

Intelligence Received

Positive

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

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

No positive comments were made in relation to quality of services.

Negative

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

Reason	Number of Comments
Communication about appointment	1
Referrals	3
Choice about access	1
Waiting time to be seen by service	3
Service unavailable	1
Other	2

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

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

Summary

Few positive comments were received about hospital services. Negative comments included poor communication with patients and relatives, poor treatment and referrals not being actioned.

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

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

Reason	Number of Comments
Communication	1
Medication	1

Summary

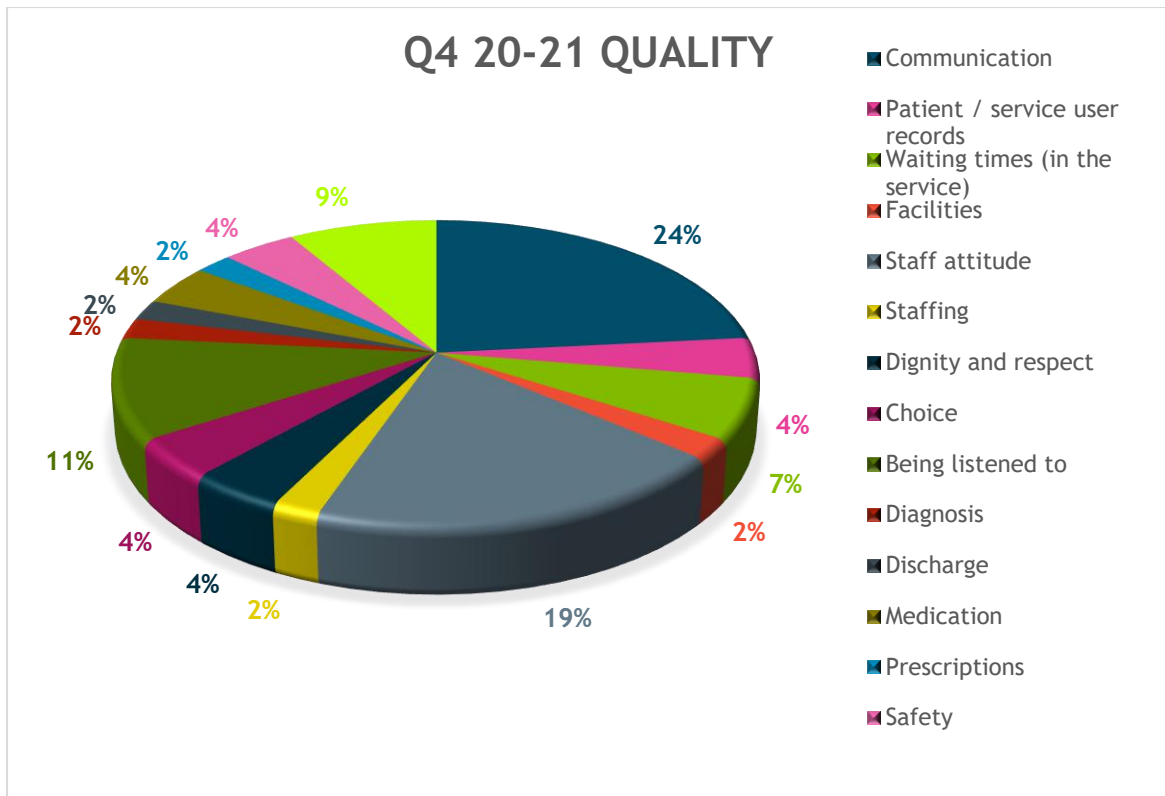
Due to the low numbers of mixed feedback comments received, trends could not be identified

Request for information

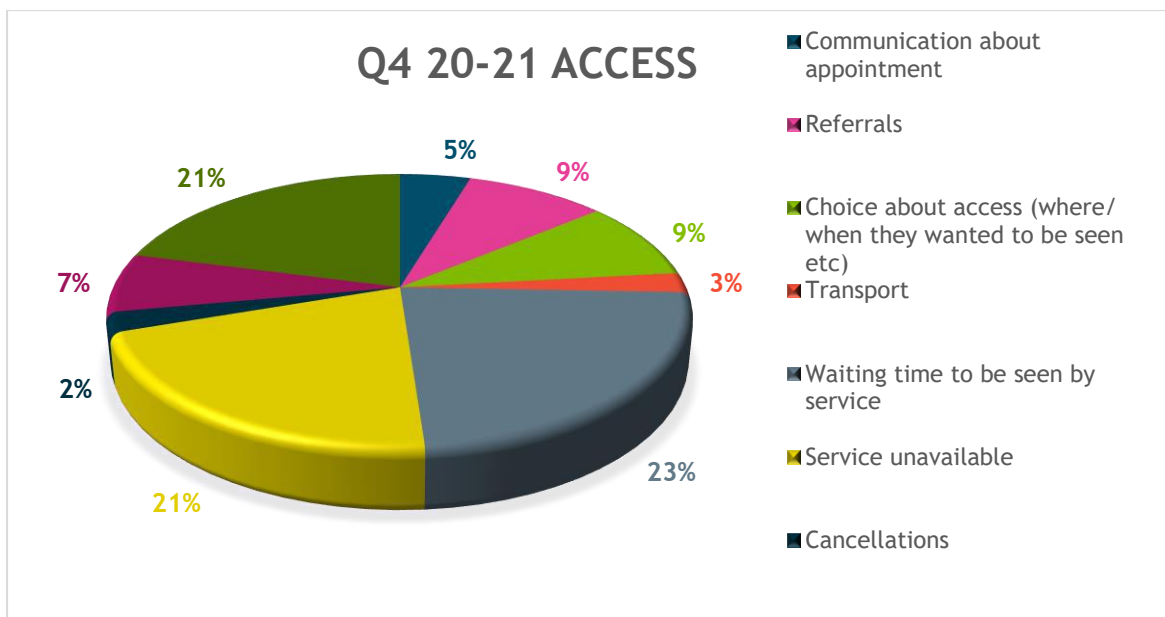
No comments were made in relation to requests for information.

4. Themes

The following chart shows the breakdown of themes for quality of services, for the whole of quarter four, across all providers. As you can see from the chart the main themes which have been identified are communication, staff attitude and being listened to. Most of the comments received for these themes were negative. It highlights that people in North Lincolnshire value communication about their care and interactions with staff.



The following chart shows the breakdown of themes for service access, for the whole of quarter four, across all providers. As you can see from the chart the main themes which have been identified are waiting times to be seen and service unavailability. Most of the comments received for these themes were negative. It highlights that people in North Lincolnshire value timely service provision and want to access services locally.



Quarter 4

(January 2021 - March 2021)

