



**healthwatch**  
Bristol

## PROSTATE CANCER AWARENESS DAY

Healthwatch Bristol collaborated with the Prostate Cancer Awareness Event organizers in Bristol. Healthwatch Bristol attended the event, engaged with the participants of the event and listened to their views and experiences of accessing Health and Social Care Services in Bristol.

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Awareness Day Engagement Summary Feb2017.docx

# Prostate Cancer Awareness Day

18 February 2017

## Introduction

The aim and purpose of the Prostate Cancer Awareness day was to;



*“To create an awareness of Prostate Cancer to men and their families particularly those that are from a Black and Ethnic Minority (BME) background or group.”*

Statistical data highlights that 1 in 4 black men will get prostate cancer at some point in their lives. (Prostate Cancer UK)

Having an awareness of this information, the prostate cancer awareness event committee, decided to put on an event in Bristol. To create awareness of prostate cancer and to educate men on the importance of accessing early prostate cancer screens, as an early diagnosis can impact positively on their health and wellbeing. In relation to treatments/ treatment methods.

The committee also identified that Prostate Cancer does not only affect men but can also significantly impact on the family on a whole. Therefore, the organisers saw it fit to have an open event, which was inclusive of both men and women opposed to a men only event.

This decision was made because in most cases women are the wives of patients with prostate cancer and the effects of the disease are not only the effects of symptoms physically but also has an emotional impact on the family.

For more information about Prostate Cancer please visit [www.prostatecanceruk.org](http://www.prostatecanceruk.org)

## The Partnership.



The Prostate Cancer Awareness Event organisers contacted Healthwatch to make an application for funding to fund the event from the Healthwatch Community Pot.

The Community Pot is a financial grant which community groups in Bristol can access to plan develop and implement projects that fall within Healthwatch Bristol's priorities and objectives.

Healthwatch Development Officers supported the organisers by attending the planning meetings and the event on the day.



**Picture.1. Guest Speakers**



**From left to right:** Dr Lloyd, Cate Abbey, Trevor Rodgers, Suresh Rambaran, Errol Campbell and Rev Veira

## ***Healthwatch Bristol***

Healthwatch Bristol is the official framework through which local people can have their say about health and social care services. Healthwatch works on behalf of the whole of the community – children, young people and adults and needs people to tell it what's going on in the health and social care services in their area. Healthwatch can tell services about patient experiences of care and hold them to account; it can also enter and view services such as care homes and hospitals, observe what is happening and report back to commissioners.

People can feel excluded from services and we know that access to services and treatment is not always equal to all, so Healthwatch also has a signposting function to navigate the health and social care system. Healthwatch Bristol is independent, transparent and accountable and powerful, with the strength of the law and the national influence of Healthwatch England behind it. Healthwatch Bristol is provided by The Care Forum.

[W: www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)

[W: www.thecareforum.org](http://www.thecareforum.org)

## ***The Engagement***

Healthwatch Bristol supported the event by attending all the planning meetings prior to the event, designing of the evaluation questionnaires, assisted with the facilitation of the women's workshop and managed a Healthwatch information stall on the day of the event. Healthwatch

also themed up with Well Aware and supplied the event with 200 Well Aware pencils for participants to complete the evaluation questionnaires.

119 attended the event with the majority of those being from a BME background. Healthwatch Bristol engaged with over 60 participants at the event who were a mix of men, women and young people. This number is inclusive of a number of individuals who visited the stall for information, to ask questions and to make a request for further information via our Well Aware Information and Signposting Database. Some participant who visited the stall completed Tell Us Your Story Leaflets and many took information leaflets about volunteering opportunities with Healthwatch Bristol.

**Picture. 2. Speaker**



Suresh Rambaran

**Picture. 3. HW Stall**



Healthwatch Info Stall

**Picture. 4. Workshop**



Helen Curtis and Cate Abbey

## ***Impact and Evaluation.***

Healthwatch Bristol worked with the Prostate Cancer Awareness Day Event organisers to identify key questions to be asked to participants following the event and assisted in development their evaluation form.

The final evaluation report by the event organisers will highlight key outcomes in relation to the aims/objectives of the event and Healthwatch Bristol key work priorities.

## **You Said...**

**Comments received: 18**

2 Negative



2 Mixed



14 Positive

### **Primary Care**

#### **Charlotte Keel Health Centre**

- Commentator commented on their experience of accessing health care from Charlotte Keel Health Centre. The commentator stated that their overall experience of the service received was ok and would recommend Charlotte Keel Health Centre to their family and friends.

- Commentator informed Healthwatch of their experience of accessing Charlotte Keel Health Centre. The commentator stated that they visited their GP to have a Prostate Specific Anti Agent (PSA) test done. The commentator further stated that he found the process of getting an appointment to having the test done very easy.
- Commentator informed Healthwatch Bristol that they are happy with the service received at Charlotte Keel Health Centre and was able to get an appointment when needed.

### **Dental Practice (Bristol City Centre)**

- The commentator stated that they are not happy with the quality of care they received at their Dental Practice as the experience was very scary and would not recommend this service to their friends or family members. The commentator further stated that if they had to rate their overall experience, it would have to be a poor rating.

### **Dental Department (Southmead Health Centre)**

- Commentators stated that their entire family is currently registered with the same dentist practice and speaking from her experience, the service received at the practice has been very positive. The commentator highlighted that the dentist is very supportive and explains the treatments that they will be administering. The commentator further highlighted that she recently took her two children to the dentist and found the experience also very good.

### **Old School Surgery**

- The commentator stated that recently their regular GP retired. However, he is very pleased to have a replacement GP who is very approachable, friendly, considerate and knowledgeable. The commentator further stated that they are given the opportunity to have regular check-ups. The commentator highlighted that their GP has very good bedside manners and he shows no signs of being fed up with him and is always attentive. The commentator has rated the service received as fantastic.
- My GP at The Old School Surgery in Fishponds is excellent, the follow up service is fantastic, and they offer excellent diabetes care for patients. The commentator has rated the surgery in terms of its cleanliness, the staff attitude and the waiting times for treatment as excellent.

## **Secondary Care**

### **Bristol Children's Hospital**

Commentators informed Healthwatch Bristol that they had recently been diagnosed with Meningitis which was a very scary experience for them. The commentator continued to state that they thought that they were going to die. However, the commentator further highlighted that the treatment received from the nurses and doctors at the children Hospital was very good (under 16 years).

- The commentator stated that their overall experience of accessing health care at the Bristol Children Hospital has been positive, in terms of the waiting time, the environment was clean, the staff attitude towards patients was ok and the treatment explanation was good (under 16 years)..
- The commentator stated that their experience of accessing Bristol Children's Hospital has been great and would likely recommender the service to friends and family. The commentator further stated that staff at the Children's Hospital are very welcoming and that the nurses helped a lot especially when you have difficult health problems to resolve (under 16 years)..
- Commentators stated that their experience of accessing the hospital has been very positive and has rated their overall experience as very good(under 16 years)..

### **Bristol Royal Infirmary (BRI)**

- Commentators stated that the experience of accessing health and social care at the BRI was not very nice.
- Commentator commented on their experience of accessing medical treatment at the BRI hospital. The commentated stated that the waiting times was very poor but treatment explanation was ok. However, overall the quality of the treatment and care received was good.
- The commentator stated that they were able to receive the help and treatment needed during their visit to the hospital.

### **Southmead Hospital (North Bristol NHS Trust)**

- The commentator stated that they found the experience of having their prostate examined very interesting and informative. The commentator further highlighted that patients should have the option to have their prostate examined as soon as they reach the age of 45 opposed to waiting for symptoms before having investigative procedures conducted by your GP.
- Commentator informed Healthwatch that they were admitted to Southmead Hospital for some tests in January 2017. The commentator highlighted that from entering the hospital they were able to move from one department to another department without any delay, the care received was excellent. Good explanation of the procedures to be undertaken especially in the MRI Department. The practitioners were brilliant, they took their time with me, very patient and reassured me at each stage of the tests. The staff was very friendly and they explain everything to me, I was really enthused and grateful for my positive experience.

## **Social Care**

### **Green Acres Nursing Home**

- The commentator rated their experience of this service as bad. The commentator stated that service that the patients receive at this nursing home not good, in terms of the quality of care, the quality of the food and the treatment provided.

## Key themes / Recommendations

- Access to services in relation to administration, appointment availability and general access to GP services has been highly praised. Commentators comment on the ease of accessing appointments, for prostate examinations and general appointments particular at Charlotte Keel Health Centre.
- Treatment and care were a major theme highlighted throughout the comments analysed in relation to treatment explanation, patients experience and the quality of the care received by patients who have accessed treatment and care from primary care services. Commentators highlighted their positivity and satisfaction with the service received at Southmead Health Centre Dental Department and the Old School Surgery.
- Bristol Children Hospital's was commented on positively in relation to the following themes; Access to service, patient experience, treatment and care and explanation of the care and treatment received.
- It is a recommendation that patients over the age of 45 should be given a free prostates cancer screen adopting a system similarly to cervical and breast cancer screening. According to the prostate cancer risk management programme (PCRMP) "GPs should use their clinical judgement to manage symptomatic men and those aged under 50 who are considered to have a higher risk for prostate cancer." It is believed that this approach is very subjective and does not address the issue of the number of BME men who are going undiagnosed or having a late diagnosis with terminal consequences.

## Services included in this report:

Charlotte Keel Health Centre, Dental Practice (Bristol City Centre), Green Acres Nursing home, Dental Department (Southmead Health Centre), Old school surgery, Bristol Children's Hospital, Bristol Royal Infirmary (BRI), Southmead Hospital (North Bristol NHS Trust).

## Healthwatch will.....

All the feedback Healthwatch Bristol gathers is analysed and used to inform the Healthwatch Bristol quarterly Feedback Feed Forward reports which are shared with Healthwatch Bristol partners including Bristol Clinical Commissioning Group, the Bristol Health and Wellbeing Board, Bristol City Council, the Care Quality Commission, NHS England and Healthwatch England. The quarterly report is also presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in the report. The report will be available on the Healthwatch Bristol website ([www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)) and circulated to our mailing lists via the monthly e-bulletin.

## Looking forward...

**Plans for future work between Healthwatch Bristol and the Prostate cancer Awareness Event Organisers** Healthwatch Bristol welcomes and encourages members of Prostate Cancer Awareness Event to contribute their feedback to us using the communication methods included at the end of this report.

Healthwatch also supports members of community groups to become Volunteer Champions so that they can represent the experiences and needs of their community group. If you would like to find out more about volunteering with Healthwatch, please contact us using the details below.

## Tell Us Your Story...

Healthwatch Bristol wants to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text bris followed by your message to 07860 021 603



Email us at [info@healthwatchbristol.co.uk](mailto:info@healthwatchbristol.co.uk)



Call us: 0117 2690400



Write to us at Healthwatch Bristol,  
The Care Forum, The Vassall Centre,  
Gill Ave, Fishponds, Bristol, BS16 2QQ

Or visit our website to see more at [www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)