



healthwatch Bristol



LINKAGE WELL BEING DAY

Healthwatch Bristol visited LinkAge Wellbeing event. The event was about supporting people aged 55+ living with and beyond cancer, and their carers/supporters, to engage with the attendees and listen to their experiences of using health and social care service in Bristol.

LINKAGE WELL BEING DAY

LinkAge is a Bristol based partnership, working to support the facilitation of inspiring social activities that enrich lives, reduce isolation and loneliness and promote active participation in local communities. Their motto of 'Involve, Inspire, Enjoy' reflects the view that people 55+ have a right to rich and fulfilling life experiences and have an active place in society.

The core partnership of LinkAge consists of the Anchor Society, St Monica Trust and Bristol Ageing Better, with support from Macmillan Cancer Support and the Cabinet Office's Sustainability Fund, delivered by the Big Lottery Fund. The LinkAge Network comprises of local delivery organisations which include Bristol Charities, St Monica Trust and Bristol and Anchor Almshouse.

The 'Discover a New You' Wellbeing Day, aimed to welcome and support people aged 55+ living with and beyond cancer, and their carers/supporters, to try a variety of fun, creative and physical activities and to also access the variety of fantastic support services that are available across Bristol.

For further information about LinkAge and their services.

Please contact:

Tel: 0117 353 3042

Website: <http://www.linkagebristol.org.uk/home.aspx>

HEALTHWATCH BRISTOL

Healthwatch 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

W: www.thecareforum.org

The engagement

Healthwatch Bristol facilitated an engagement session, in which commentators/ service users and staff were able to give feedback about their experiences of accessing health and social care services in Bristol. A major aim of Healthwatch Bristol is to create a comfortable environment to raise awareness of opportunities for people in the community to feel stress-free to provide feedback on their or a family/friend who has suffered from cancer and to discuss their experiences of using health and social care services.

Healthwatch (Hw) informed the attendees that if they were not comfortable giving feedback on the day there was an opportunity for them to take a Tell Us Your Story leaflet (TUYS) which they could fill in their own time and send back to Hw. Hw informed service users about the other services provided by The Care Forum explaining how to access advocacy services and Well Aware.

The theme for Healthwatch Bristol's quarter was society, health and wellbeing and how society may impact upon a person's experience of accessing information and health and social care services.



Participants enjoying chair exercise and presentations.

You Said....

10 Comments received in total

Primary Care

2 Negative



0 Mixed



3 Positive

Birchwood Medical Practice Health Centre: Commentator said that recently she has noticed a wide range of Doctors at the GP Practice compared to the past so that now, she rarely sees the same Doctor twice but felt that she was sure she would be able to if she had asked. She added that her that her neighbours find this disconcerting and a nuisance having to explain their condition to a new GP every time they visit. She stated, “I have actually found the change refreshing because when I moved to the area 17 years ago I got stuck with one doctor but I like the new system and find the practice more efficient.” She added that feels that they seem to listen more.

Stockwood Medical Centre/ Whitchurch Medical Centre: Commentator informed Healthwatch that she had a blood transfusion biopsy when she had her cervix removed, as it was suspected cancer and after the operation she required a blood transfusion. She suffered from Hepatitis C (HC) virus four to five months later after the operation and was diagnosed with depression, GP found that her symptoms were related to stress.

She feels that she has had persistent problems but was only diagnosed with HC virus and felt that more tests should have been done to help recognise the symptoms and that would have helped her with an earlier diagnoses. After this experience the commentator attends the same surgery but is not happy with the treatment and care of the GP and felt that he should have looked into the physical problems rather than psychological.

Stockwood Medical Centre: Commentator stated that she had a breast examination with her GP and there was a prompt referral to the Bristol Royal Infirmary and she received an appointment within two weeks of the examination. Commentator was very happy with the care and speedy referral for her to see a specialist and felt that it was a very good service.

St Martins Surgery: Commentator attended her GP with a problem of irregular periods, she thought that she was going through menopause. The GP refereed her to St Michael's Hospital for a scan for extra tests. She felt that the GP was good at recognising that there could be possible problems so she was quickly referred for a scan. She said that she was happy with the care she received and the thoroughness.

Charlotte Keel Medical Practice: Commentator informed HW that her friend had suffered from cancer three years ago and that it had spread from her liver, lungs and womb. She also suffered from serve mental health problems and commentator feels that she was misdiagnosed with mental health issues and was admitted to Callington Hospital. Once her friend received help and support from her mother she was made to go to the GP who referred her to St Michael's Hospital and then to Intensive care, it was diagnosed then that she had incurable cancer and died six weeks later. Commentator feels that she is very angry and upset with the GP practice as they should have and supported her friend more and not just underlined her condition as a mental health needs. If she had been given further test's to diagnose her symptoms and an accurate diagnosed could have been made on her general health rather than just her mental health. She feels the GP's should be more thorough and accountable as lives can be lost.

Secondary Care

1 Negative



1 Mixed



3 Positive

Southmead Hospital: Commentator said when attending the Hospital that he noticed in the huge new building that there was a leak in the ceiling and questioned after MHS spending so much money in funding the hospital why the ceiling was not weather proof. He was also unhappy about the parking facilities, saying that getting parking there was difficult and more money should have been spent on the parking facilities.

South Bristol Hospital: Commentator had a cancerous tumour on his spine and had treatment for his tumour. He had an operation to have the tumour removed and required help/support to mobilise him. Later he also had another operation to have his kidney removed. He said that on both occasions the care and treatment he received was very good and he was grateful for all the support he received from the doctors and nurses. He said that they cared for him very well and help mobilise him again so he was able to walk again.

Bristol South Rehabilitation Centre: Commentator informed Healthwatch how the staff here were great and helped support him with walking again using walking sticks to aid him and physiotherapy. They assisted him with the support he required before he was able to return home. He was extremely happy with the care provided.

Bristol Royal Infirmary: Commentator informed HW that she was diagnosed with stage two breast cancer last year and was receiving treatment at the hospital. She said that the staff and treatment was good and that they showed support and guidance about each procedure explaining clearly all the treatment involved. She said that she could not fault the staff but that there should be improvements in the parking there as it can be very expensive as appointments generally run late.

Bristol Royal Infirmary: Commentator was given a mammogram and biopsy to examine what stage her breast cancer was. After her diagnosed she was informed she had grade three. She received six lots of chemotherapy and many weeks of radiotherapy. She said, “the staff and the treatment and care was, fantastic and I felt I was in good hands!” She added that she felt well supported, “like a comfort blanket helping me with my cancer”. She stated that the cancer had a big impact on her mentally and physically she found it straining but with the hospital support and the Macmillan help, it aided her to understand her condition and provided guidance, quoting it, “as a brilliant service.”

Key themes

- The treatment and care received by secondary services for Cancer was felt to be very positive. Speed of diagnosis and treatment was felt to be a key factor in people having a positive experience.

Recommendations

- Healthwatch Bristol will share this report with the Bristol City Council Cancer steering group
- Healthwatch will use the information gathered in this report to help identify key focuses for Quarter 2 which will look at long term conditions including Cancer.

Services included in this report:

Birchwood Medical Practice Health Centre, Stockwood Medical Centre/Whitchurch Medical Centre, Stockwood Medical Centre, St Martins Surgery, Charlotte Keel Medical Practice, Southmead Hospital, South Bristol Hospital, Bristol South Rehabilitation Centre and Bristol Royal Infirmary.

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) and circulated to our mailing lists via the monthly e-bulletin.

Looking forward...

Plans for future work between Healthwatch Bristol and LinkAge to continue to attend upcoming events.

Healthwatch welcomes and encourages members of LinkAge to continue 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



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