



healthwatch
Bristol

DHEK BHAL MEN'S GROUP

Dhek Bhal Day Centre provides supports for both men and women who are over the age of 55 years. The members who attend the group are predominately the South Asian community residing in the Bristol and South Gloucestershire areas. Healthwatch Bristol engaged with the participants of the Dhek Bhal men's group to listen to their experiences of accessing health and social care services.

DHEK BHAL MEN'S GROUP

15 March 2017

Dhek Bhal's Mission Statement:

“To promote the health and social well-being of South Asian people living in Bristol & South Gloucestershire through a range of services”

Dhek Bhal was set up to support elderly men and women in the community of Bristol to meet for friendship and mutual support at a convenient location to help maintain their independence promote resilience and prevent isolation.

The name ***“Dhek Bhal”*** is a word derived from the Punjabi Language and when translated into English to means; ***“Caring for or looking after”***.

Healthwatch Bristol has developed an effective and professional relationship with the management, staff and service users at Dhek Bhal, which fosters opportunities for partnership and collaborative working including co-production in influencing service needs and design.

Healthwatch Bristol will be conducting a series of workshops and engagement session with Dhek Bhal which will be commencing in March 2017 and culminating in May 2017.

Healthwatch Bristol Planned Dhek Bhal Engagements

- Men's workshop
- Men's Boat Trip
- Women's Workshop
- Women's Flower arrangement

For further information about Dhek Bhal and the services.

Please contact:

Tel: 0117 9146671/ 9548885

Fax: 0117 9146671

Email: dhekbhal@yahoo.co.uk

Website: <http://bit.ly/2nsPzWO>



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

Workshop/Focus Group: Wednesday 15 March 2017

Healthwatch Bristol engaged with 15 men who are of South Asian decent at Dhek Bhal's Day Centre. Most of the men Healthwatch Bristol engaged with had English as a second language. Therefore, the format of the resources used in the engagement activity was very accessible which enabled individuals who had a language barrier to engage in the data collection process.

The centre manager Zahra introduced Healthwatch Bristol to the group speaking in English and then translating into Punjabi. Zahra also spoke about the reason for the planned engagement activity and the impact of engaging with Healthwatch Bristol will have in the planning and developing of new and existing health and social care services.

Following on from the introduction given by Zahra. Healthwatch spoke to the group introducing them to Healthwatch and clearly explaining the plan for the session. Healthwatch gave individuals the opportunity to provide their feedback anonymously if they did not feel comfortable about participating in the group discussions and raising their issues and concerns publicly. This approach enabled individuals to feel more comfortable in feeding back their concerns in a way that was more appropriate to them.



Photo 1



Photo 2

The Dhek Bhal men participating in the Healthwatch Workshop

Boat Trip: Thursday 7 May 2017

Healthwatch Bristol also partnered with Dhek Bhal to facilitate a day trip out for the members of the Dhek Bhal men's group which included a boat trip to the Bristol Create Centre and a visit to the Bristol Record Office where the men conducted research about their heritage in the city and looked at photos of the first East Indian migrants to Bristol back in the sixties. The day culminated with a boat trip back to Bristol city centre (Harbour side) where the men had a meal at ZaZa Bazaar.



Photo 3 @ Bristol Record Office



Photo 4 @ Bristol Harbour Side

You Said...

Comments received: 10

5 Negative



2 Mixed



3 Positive

Primary Care

Charlotte Keel Health Centre

- Commentator informed Healthwatch that they are not happy with the quality of care and treatment received at the Charlotte Keel.
- Commentator informed Healthwatch that they are happy with the care and treatment received at Charlotte Keel Health Centre

Maytrees Medical Practice

- The commentator stated that that the staff at the Maytrees practice are not friendly. The commentator further added that there are currently four female GPs at the practice with no male GP employed at the practice. The commentator highlighted that it is very difficult for a male patient to speak with a family GP about sensitive issues and feels that being a patient from the black and ethnic community, the practice does not cater for his cultural needs.

Secondary Care

Bristol Royal Infirmary (BRI).

- Commentator informed Healthwatch Bristol that they attended the Bristol Royal Infirmary hospital for a regular outpatient hospital appointment which went well. The commentator further highlighted that that the cleanliness of the hospital surroundings, staff attitudes, treatment explanation and the quality of care received were ok. But felt that the waiting time could be improved.
- The commentator stated that they recently had an appointment at the cardiology department for a heart procedure. The commentator highlighted that upon arrival at the hospital he was advised by the nurse that they will be doing a procedure (angiography stent) then a scan will be conducted. The commentator further highlighted that he was not happy with the order of the procedure, as he felt that it would be wiser to have the scan done first then the procedure. Following the conversation with the nurse, the commentator stated that he requested to speak with the consultant who advised the nurse to do the scan which eventually resulted in the procedure being cancelled as it was not needed in the end.

Southmead Hospital (North Bristol NHS Trust)

- Commentator informed Healthwatch that they recently were an inpatient at the Southmead hospital following throat surgery. The commentator stated that they were

happy with the quality of care received. The commentator further highlighted that the cleanliness and the quality of care received was very good.

- Commentator highlighted their positive experience of receiving care and treatment at Southmead Hospital.
- The commentator stated they received a letter from Southmead Hospital advising of their follow up appointment. However, the appointment date was wrong on the letter.
- The commentator stated that they were an inpatient at Southmead Hospital and had a very positive experience of receiving care and treatment. However their experience of the food at the hospital was negative, the tea and toast were served cold. The commentator further stated that the “food served at the hospital was not even fit for dogs”.
- Commentator informed Healthwatch that following a recent stay at Southmead Hospital, they were surprised that they were not offered a social work assessment even though the commentator had informed the nurse that they were not able to cope at home with personal care tasks.

Key themes / Recommendations

Primary Care Service

- Patient choice in relation to dignity and respect were highlighted as a major issue with regards to barriers to accessing health care due to gender.
- Treatment and care in relation to the quality of care provided were highlighted very positively in primary care.

Secondary Care services

- Access to services in relation to service delivery and the right to listen to.
- Treatment/ care and treatment explanation was also highlighted as a problem in this report.
- A small percentage of commentators highlighted staff attitudes and administrative procedures an issue in relation to discharge procedures.

Services included in this report:

Charlotte Keel Health Centre, Maytrees Medical Practice, 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) and circulated to our mailing lists via the monthly e-bulletin.

Looking forward...

Plans for future work between Healthwatch Bristol and Dhek Bhal

Healthwatch welcomes and encourages members of Dhek Bhal 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