



healthwatch
Bristol

The West of England Centre for Inclusive Living (WECIL): Disability Group Drop In (Arnolfini)

The West of England Centre for Inclusive Living (WECIL) Disability Group is a group set up by WECIL for individuals with disabilities to meet up, socialise and learn about organisations that are within their communities that can provide support or signposting opportunities.

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The WECIL Disability Group

3rd APRIL 2017

The West of England Centre for Inclusive Living (WECIL) Disability Group is a group set up by WECIL for individuals with disabilities to meet up, socialise and learn about organisations that are within their communities, which can provide support or signposting opportunities.



The Wecil group is an inclusive group, which not only supports individuals with a physical disability but also provides peer support for individuals that require mental health and peer support. This includes individuals with a mental health condition, learning disabilities / Autism and people who may be considered vulnerable in relation to their experiences of violence and aggression.

The group meets on the first Monday of every month at the Arnolfi Museum which is located in Bristol's City Centre and is chaired by Charles Stuart.

For more information about the WECIL Disability Group and Drop In Sessions. Please visit their website or contact them via their email address or phone number, provided below:

W: <http://www.wecil.co.uk/join-wecil-community/social-activities/>

E: peer.support.t@wecil.co.uk

T: 0117 947 9922

The Engagement

The session was a planned session, however, the nature of the group was a drop in session, therefore, members did not have to stay for the duration of the session and could leave whenever they needed to.

Healthwatch Bristol conducted a focus group style engagement session with the members of the WECIL Disability Support Group.

During the course of the day, there were over 12 members in attendance and they all participated in the engagement activity with Healthwatch and gave valuable feedback about their experiences of accessing health and social care services, particularly around Primary Care Services.

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

You Said...

Comments received: 21



Primary Care Services

Bradgate Surgery (M)

The commentator stated that they were able to obtain an appointment at Bradgate surgery if they called early in the morning, however, the commentator also stated that it is extremely difficult to get an appointment later on in the day.

Horfield Health Centre (N)

Commentator highlighted that they are not happy with the number of appointments that are available at their Horfield health centre. The commentator also highlighted their frustration with the poor quality of care they received from medical staff.

Henbury Family Practice (N)

The commentator stated that the availability of appointments at the practice is not good, patients have to wait approximately a week before they are given an appointment or be seen by their GP.

St George Practice (P)

Commentator highlighted their satisfaction with the quality of care they receive at their medical practice in St George. The commentator also highlighted that they are able to obtain appointments when needed.

Charlotte Keel Health Centre (N)

The commentator stated that they have been a patient at Charlotte Keel Health Centre for a very long time and finds that the quality of care is getting worst. The commentator further

highlighted, it as a major issue and the difficulties they faced when not being able to see their GP when there is a real need.

Wellsprings Healthy Living Centre (P)

The commentator stated that the quality of medical treatments at the health centre is amazing. The commentator also highlighted the ease of getting an appointment. The commentator also indicated that their GP is very good and they are able to explain conditions in simple terms, so that it is easily understood.

Lloyds Pharmacy Arnside Road (P)

The commentator stated that they are happy with the service they receive from the pharmacist at their Lloyds pharmacy.

Southmead and Henbury Family Practice (N)

The commentator stated that their experience of accessing appointments at the practice has been very poor.

Broadmead Medical Centre (N)

The commentator said that they are never able to see a GP when visiting their practice and that they are always given an appointment with a practice nurse instead of their GP.

Brooklea Health Centre (N)

The commentator stated that they are currently a Chronic Asthma sufferer and recently had an episode/ asthma attack and was struggling to breathe. The commentator stated that they made contact with their health centre and explained their situation but was given an appointment four days later. She stated that she felt let down and had to go to Hengrove Hospital where she was treated.

My Dentist (Filton) (N)

The commentator stated that they find the quality of service received at their dental practice to be poor and unreliable. The commentator further added that their previously

booked appointment was cancelled without any prior warning and without any given reason or explanation.

Secondary Care Services

Bristol Eye Hospital (N)

The commentator stated that they are visual impairment due to a tumour, which has now moved to her brain. The commentator further stated that they were only informed of the tumours relocation in 2016 after experiencing migraines and attending a pre-arranged appointment with their consultant at the eye hospital. She stated she should have been told of the relocation of the tumors when it was discovered back in 2013 when the consultant was aware of its relocation.

Bristol Eye Hospital (N)

Commentator highlighted that they are not able to keep the same appointment that was given to them following a consultation as it is always cancelled prior to next appointment and another dates is given.

Bristol Eye Hospital (P)

The commentator stated that they were very happy with the quality of care, which they received during treatment at the Bristol Eye Hospital. The commentator further highlighted that the nurses, consultants and reception staff were very professional and caring. The commentator also highlighted that they were able to get a good explanation from the professionals about what was wrong with their eyes, including the treatment administered on the day.

Southmead Hospital (N)

Commentator stated that the wrong name was placed on another patient's file prior to an open heart surgery.

Bristol Dental Hospital (N)

The commentator stated that they visited the hospital due to a dental emergency, as they sustained a cracked tooth, however, they were not able to be seen on that day because there were no available appointments until 4 day's time.

Bristol Dental Hospital (P)

The commentator stated that they are happy with the quality of the service that they received at the Bristol Dental Hospital following an emergency.

Bristol Royal Infirmary (N)

The commentator stated that they are currently on the waiting list for an open heart surgery and has been waiting for a very long time.

Accident and Emergency - Southmead Hospital (N)

The commentator stated that they are not happy with the quality of care and treatment that their nephew received as a patient at the A and E department, at Southmead Hospital. The commentator further explained that their nephew had a fall and fractured his hand. The commentated highlighted that their nephew's arm was placed in a sling and he was left in the waiting area for several hours without any painkillers.

The Wellbeing Service (N)

Commentators highlighted their dissatisfaction with the waiting times required to access Cognitive Behaviour Therapy (CBT). The commentator stated that there is currently a wait of 13 weeks before they can access the service.

Bristol Autistic Spectrum Service (BASS) (P)

The commentator stated that they are currently a member of the autism group, set up by Bass and finds the service very helpful and supportive for people with Autistic Spectrum Disorders.

Key themes

Primary Care Service

Commentators commented on ten primary care services in Bristol which were predominately GP Practices. The general consensus of the comments and feedback received about the services were a mixture of positive and negative. Of the ten comments received six were negative, three positive and one was a mixture of positive and negative sentiments.

Data Analysis:

- Patient choice in relation to access to services were highlighted as a major issue with regards to the lack of a choice to be seen by a general practitioner opposed to a nurse practitioner.
- Treatment and care in relation to the quality of care provided by health practitioners were highlighted as a major problem by a number of the commentator's. However, there was positive sentiment highlighted by commentators in relation to treatment explanations.
- Access to services in relation to the theme administration was also highlighted as a major problem with regards to GP appointments and the waiting times to access an appointment for GP services.

Secondary Care services

10 comments were received in relation to secondary care services. Commentators commented on their experiences of accessing health care services from eight major Secondary Care services in Bristol. From the feedback received and analysed, 70 percent of the comments received were negative with 30 percent being positive.

Data Analysis:

- Access to services in relation to service delivery and the time spent waiting to be seen by medical professional received mixed views by commentators.
- Treatment/ Care and Treatment Explanation was also highlighted as a problem in this report in relation to diagnosis and the lack of assessment results by commentators.
- A small percentage of commentators commented about staffing; in relation to staff attitudes in some secondary services, commentators highlighted their positive experiences. However Administrative procedures were also highlighted as a potential issue in relation to appointment waiting times, particularly when placed on a waiting list for medical procedures.
- Safety/safeguarding has highlighted a concern in relation to patient care and safety.

Recommendations

Patients' choice and the quality of treatment received by patients are paramount in the patients' journey when accessing health and social care services in Bristol. Patient involvement is also particularly important, in relation to improving access to services and the quality of care and treatment provided by medical practitioners. It is crucial that the availability of appointments are improved and waiting time for appointments is reduced to enhance the patient experience.

Key area for improvement;

1. The quality of care and treatment provided to Patients.
2. patient safety
3. treatment explanation
4. Diagnosis and assessment results.

Services included in this report:

Bradgate Surgery, Horfield Health Centre, Henbury Family Practice ,St George Practice
Charlotte Keel Health Centre, Wellsprings Healthy Living Centre, Lloyds Pharmacy Arnside Road, Southmead and Henbury Family Practice, Broadmead Medical Centre, Southmead Hospital, Bristol Dental Hospital, Bristol Royal Infirmary, Bristol Eye Hospital, My Dentist (Filton), Brooklyn Health Centre, Accident and Emergency - Southmead Hospital, The Wellbeing Service, Bristol Autism Service

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 WECIL Disability

Group. Healthwatch welcomes and encourages members of the disability group 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