



healthwatch Bristol

16 to 25 Independent People Service User Forum

Healthwatch Bristol engaged with the young people who attended the service users forum. Healthwatch conducted a workshop and found out about their experience of accessing health and social care services in Bristol.

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16 to 25 Independent People Service User Forum

11th May 2017

16 to 25 Independent People charity provides support to young people between the ages of 16 to 25 years of age. One of their projects is the service user forum.

A service user forum is a support group for any young person that has a 16 to 25 independent people tenancy. The service users forums are facilitated by the project officers and youth workers.

The forum enables the young people in attendance to voice their views on the services they access at the project or any personal issues that are affecting them.

The Project invited Healthwatch Bristol to speak at their service user's forum and to conduct a workshop with the young people to highlight some of the issues they are faced with when accessing health and social care services.



HealthwatchBristol conducted a workshop and engaged with 12 individuals which were a mixture of staff and young people at the forum.

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:

healthwatch
Bristol



DATE: Thursday 11th May

1625 Independent People Service User Forum

Tell Us Your Story: Primary Care, health and wellbeing

Name of service: ...

Feedback:

Activity:

Please, Complete Speech Bubble provided. Using the following as Prompts;

- Tell us you or your family member's recent experiences of using your GP, pharmacy, dentist, minor injuries unit/ walk in centre.
- Please tell us the name of the service.
- What was good about your care and what could be improved?
- Have you experienced barriers to accessing Primary Care? (e.g. lack of accessible information for people with disabilities, translators with reference to speakers of English as a Second Language)
- How did you find staff-patient communication during your treatment? Were you kept informed of options and progress?

Thank You For Your Participation In The Healthwatch Bristol Engagement Session

You Said...

Comments received: 26

11 Negative

7 Mixed

8 Positive

Primary Care Services

Lawrence Hill Surgery

- The care I received from the Podiatry department was very good. The podiatrist was friendly and professional and analysed my problem very quickly. The treatment was quick and effective. I was referred on to Southmead Hospital and was told I would receive an appointment letter to my house within a few months for permanent orthotics. I have not received that letter three months later. But overall the service was great. (P)

Bradgate Surgery

- Appointments easy to book. Online only prescription service is problematic for those without easy access to PCs or the internet. (M)
- Gp at Bradgate Surgery made a referral for physiotherapy at Southmead. Referral Took 3 weeks. However, the service was very good. Speaking to reception staff can be an intimidating experience. Asking personal questions on phone/at the reception. Also asked for written report on epilepsy for an employer to find details included of more personal health issues. (M)

Charlotte Keel Medical Practice

- Waiting times for appointments was terrible. Being told I couldn't get an appointment with my doctor sooner than three weeks. However, once I got my appointment the service my doctor provided was excellent. (M)

Malago Surgery

- Waiting time for appointments 1 -2 weeks for GP and 3 - 7 days for nurses. GPs are all supportive. (M)

Maytree Practice

- "Generally quite good. Tend to find they are very busy and limit your appointment time". (M)

Christchurch Surgery, South Glos

- Takes ages to get through to speak to someone and have to wait quite a while for an appointment. Sometimes feel rushed when in the appointment. (M)

Air Balloon Surgery, St George

- Time is taken to get an appointment and not easy to get referred to other teams (mats for physio etc.) - long waits. (N)
- The GP listened and referred me for tests to make sure they could diagnose the problem. She was thorough and helpful. I was able to get a blood test and x-ray within 2 weeks and a follow-up appointment with the GP within a month. (P)

Beechwood Medical Practice, Fishponds

- People were nice, had to wait a bit. It was a good service and the treatment received was thorough. (P)

Lloyds Pharmacy- Air Balloon Surgery, St George

- Pharmacists are always chatting and their conversations come before serving customers/making up prescriptions. (N)

Southmead Pharmacy

- I don't feel comfortable picking up my prescriptions from them as they give me a dirty look and it's always silent. (N)

Dentists

- Dentists shouldn't blacklist you for missing an appointment so quickly as not everyone can ring due to money or their mental health may affect them being able to make the appointment. (N)

Dentist-Old Market

- Service received was great. Very busy so I think having more dentists available would make getting appointments easier. (P)

Generalised comments about Primary Care Services

- GP Appointments take a long time to get. (N)
- Crisis_Line dismisses people if they feel that they don't need support and will hang up. (N)
- Support_workers should visit the person at home more often, maybe spend a day with them as some just need some company (N)
- Surgery charges for getting a GP report of my illnesses...needed by BCC Housing. (N)
- Delays in getting GP appointment. (N)
- A short time spent with GP. (N)

Secondary Care Services

Southmead Hospital

- The commentator was given 3 months waiting time for a specialist appointment. However, the commentator further stated that once they were seen they were very happy with their treatment received. No concerns. (M)

Bristol Royal Infirmary (BRI)

- A neurologist at BRI booked dietician's appointment - took 6 months. (N)
- Is real good and I like the service, I am always on time. (P)

Other Care Services

Impact Pathways: Assertive Contact and Engagement Services (ACE Services)

- Provides support for patients suffering from depression and anxiety which is a good service. (P)
- Provides activities on a one to one basis (P)
- They would contact you to attend the services appropriately - e.g. those suffering from depression and anxiety, they would prefer to suffer in silence as to not expose their vulnerability. As a result, they recline indoors for longer periods than normal. The Ace Service would take them out for simple things such as coffee. Making them feel part of society even though for a moment. Reduces fears of people and the preconceived mind that an enemy may be out to get you. (P)

Key themes

Commentator commented on sixteen General Practitioners (GP) surgeries in Bristol. The general consensus of the comments received in relation to primary care services was negative, of the 20 comments received 4 was positive, 10 negative and 6 mixed.

- In relation to access to services and administration; commentators highlighted their dissatisfaction with their lack of ability to access GP appointments due to the appointment availability and booking appointment and the time spent waiting to be seen by a general practitioner.
- Treatment and Care; in relation to the general consensus of comments received from the commentator. Patient experience was highlighted by most commentators as a positive experience when accessing treatment and care.

Recommendations

According to the key themes analysed above, the general consensus of the themes reflected a mixture of positive and negative sentiments. However, from those key themes Healthwatch Bristol's recommendations are as followed;

- Better appointments and systems to check the availability of appointments.
- Advisory notes should be given to patients prior to administering a booked appointment to a patient if there will be the possibility of an extended waiting time prior to a booked appointment.

- While some patients have expressed positivity in relation to their experience of accessing treatment and care from their GP. There needs to be consistency across all practices by practitioners.

Services included in this report:

Lawrence Hill Surgery, Bradgate Surgery, Bradgate Surgery, Charlotte Keel Medical Practice, Bristol Royal Infirmary (BRI), Malago Surgery, Southmead Hospital, Maytree Practice, Christchurch Surgery, Air Balloon Surgery
Beechwood Medical Practice, Lloyds Pharmacy, Southmead Pharmacy
Dentist-Old Market, Assertive Contact and Engagement Services (ACE Services)

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 1625 Independent People

Healthwatch welcomes and encourages members of the service user forum 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