



healthwatch
Bristol

Feedback Feed Forward

Quarter 1 (April-June 2017)

Welcome to the Healthwatch Bristol Feedback Feed Forward report.

Healthwatch Bristol gathers feedback from the public about health and social care services in Bristol.

Section 1 of this report will consider the feedback gathered by Healthwatch Bristol between April to June, identify themes and where relevant, recommendations, from these comments and outline what Healthwatch will do with this information.

Section 2 will describe what Healthwatch Bristol did with the information gathered in previous quarters, and the outcomes of this. Along with any responses already received.

Section 3 will discuss how the information gathered will shape Healthwatch Bristol's work plan, and give an overview of planned activities.

CONTENTS

Healthwatch Bristol	page 1
Introduction	page 1-2
Section 1: What have we heard?	page 2
• Engagement activity feedback	
• Community Pot funded engagement	
• Enter and View	
• Independent feedback	
• Key themes from Advocacy	Page 8
• Key themes gathered in Q1	
Section 2: What have we done with what we heard?	page 9
Section 3: What's next?	page 10

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

What do we do with your comments?

Healthwatch Bristol hears the experiences of health and social care service users through planned public engagement events, and from individuals contacting the team directly.

Healthwatch Bristol staff record these experiences and where relevant, signpost people to Patient Advice and Liaison Services (PALS), advise them on making a complaint, refer them to advocacy services, or in more urgent cases, report to Clinical Commissioning Groups' Quality Surveillance Groups (healthcare-related issues), or to safeguarding services (social care-related issues).



INTRODUCTION

Healthwatch gathers feedback from members of the public through a variety of methods:

- Planned staff engagement with community groups and health and social care service users;
- The network of Healthwatch volunteers share feedback they gather from their community groups;
- Any member of the public can also contact Healthwatch via telephone, email, social media and the website.

Healthwatch Bristol's theme for planned engagement during April, May and June 2017 was **Primary Care**.

Healthwatch also worked with other community groups and health and social care services users in addition to those encompassed by the long term conditions theme including:

- 16-25 Independent People People user forum
- Bedminster Pharmacy
- Somali Report
- Cashpointers Engagement
- Bristol Women's Voice
- Dhek Bhal Men's Group
- The West of England Centre for Inclusive Living (WECIL): Disability Group Drop In (Arnolfini)
- Junction 3 Community Healthcare Event
- Mencap LD Awareness

Total Comments received in Q1: 240



SECTION 1: WHAT HAVE WE HEARD?

Engagement activity feedback

Healthwatch Bristol carried out the following planned public engagement and consultation work in quarter 1:

1625 SERVICE USER FORUM

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.

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.

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

Healthwatch Bristol heard 26 comments during this visit, and identified the following theme and emerging theme from them:

- 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.

The full report can be found here: <http://bit.ly/2vAQUku>

BEDMINSTER PHARMACY

Healthwatch Bristol Development Officer; Kervon Grant, Volunteer Support Officer; Steffie Denton and Volunteer Francesca, set up an information and engagement stand at the Bedminster Pharmacy on Wednesday 14 June 2017.

Healthwatch spoke with over 30 local residents about Healthwatch's role in involving the public in improving the quality of NHS and Social Care Services in Bristol. Healthwatch received 18 completed questionnaires about access to primary care services in relation to our quarterly theme.

Commentators commented on thirteen services in Bristol which were a combination of Primary Care, Secondary Care and Local Social Care Services.

The general consensus of the comments and feedback received about the services were positive. Of the 37 comments received, 44% were positive 38% negative and 18% were of mixed views.

In relation to access to services, there was a mixed consensus amongst commentators, in relation to services meeting their needs, particularly in relation to waiting times to be seen by GPs and service delivery/opening times of GP practices.

The main themes from the comments are as follows:

- more time is needed for explanations between medical practitioners and patients during consultations
- consistency amongst GPs and GP Surgeries in relation to the length of time that is allocated to patient who present at the practice with a mental health condition

- commentators highlighted their disapproval of the disrespectful nature of reception staff asking for information about their medical condition which may be deemed as confidential or private when booking appointments
- Administration; booking appointments and appointment availability
- Treatment and care, treatment explanation and the quality of treatment received by the patient were reflected positively

The full report can be found here: <http://bit.ly/2uFpnzk>

1625 INDEPENDENT PEOPLE: CASHPOINTERS PROJECT REVIEW

Cash Pointers is a Big Lottery funded project delivered by 1625 Independent People to help young people improve their money skills and financial confidence.

Cash Pointers invited Healthwatch Bristol to their evaluation event to speak with the young people, who have engaged with the project.

Healthwatch Bristol main aim was to engage with the attendees of the event and to find out about their experiences of accessing health and social care services. 7 comments were received in total.

Issues relating to 'administration; appointments availability' and 'appointment bookings' were highlighted as a concern by commentators, while other commentators highlighted their satisfaction with the administrative service that they are receiving from their practice.

The full report can be found here: <http://bit.ly/2x1oyxG>

AUTISM IN THE SOMALI COMMUNITY – COMMUNITY POT FUNDED REPORT

Autism Independence and Healthwatch Bristol engaged with Somali families affected by autism to find out their experiences of using health services and their understanding of the condition. Engagement built on research carried out by Bristol University, NIHR CLAHRC West and Autism Independence in 2015-2016 (<https://clahrc-west.nihr.ac.uk/research/projects/working-with-the-bristol-somali-community-to-improve-outcomes-for-children-with-autism/>). This work aimed to find out whether Somali families access adequate support from mainstream health and social care services and whether they face particular barriers in accessing care in Bristol. It aimed to find out what Somali families feel could be improved in terms of meeting the needs of their child/young person with autism and what might help their family holistically.

84% OF SOMALI FAMILIES IN BRISTOL WITH A CHILD WITH AUTISM FEEL THEY FACE BARRIERS ACCESING HEALTH SERVICES BEING SOMALI

The full report can be found here: <http://bit.ly/2vAZtvD>

BRISTOL WOMEN'S VOICE

The full report can be found here: <http://bit.ly/2vYTzWd>

Healthwatch Bristol attended Bristol Women Voice event celebrating International Women's day with the aim of bring women's voices to the forefront listening to their views/experiences of Health and Social Care services.

HW were keen to hear from participants about their experiences of health and social care services in general; share information about volunteering with HW; and provide information about Well Aware, NHS Complaints Advocacy and Complaints Procedure Advocacy and AVoice advocacy services.

15 comments were received in total.

Information from this report will be shared with Bristol's Joint Strategic Needs Assessment to be considered in the chapter on Women's health.

Healthwatch Bristol will use the information concerning the use of Interpreters in the upcoming work on language barriers.

DHEK BHAL MEN'S GROUP

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.

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 full report can be found here: <http://bit.ly/2i2Rwus>

WECIL DISABILITY GROUP DROP-IN

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 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.

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.

The full report can be found here: <http://bit.ly/2i2CKDN>

HEALTHWATCH FM – APRIL AND JUNE

Healthwatch Bristol Radio Show on BCFM 93.2 FM



In the month of June Healthwatch Bristol was back on the air waves at BCFM Studios hosting their monthly Health and Wellbeing Show. The theme of the show was about community services / groups and access to primary care services.

On the show which aired on the 13th of June, there were three invited guests in the studio; Judith Davis, Roselyn Swan and Anndeloris Chacon. Judith Davis and Roselyn Swan are community Empowerment Officers working with older people in the St Pauls and Old Market areas of Bristol. Both Judith and Roselyn works for the Knightstone Housing Association, In addition to Roselyn and Judith, Anndeloris Chacon who is the Manager of Bristol Black Carers. The guests contributed positively to what was a very informative and engaging show, about the roles their organisation are playing in improving health and wellbeing of the individuals they are engaging with on a daily basis.

The radio programmes can be heard here: <http://bcfmradio.com/wellbeing>

WOMEN'S BAME EVENT

Healthwatch Bristol organised an event to specifically to engage with Black Asian and Minority Ethnic women in Bristol to help raise awareness of cancers which effect women and to hear their experiences of accessing health and social care services in Bristol.

Healthwatch Bristol worked with Public Health, a Cancer Research UK specialist and Macmillan Cancer to help raise awareness of women's cancers. Healthwatch Bristol worked closely with KHASS, Dhek Bhal, Seventh-Day Adventist Church, and Bangladeshi

Women's Group, Bristol and Avon Chinese Women's Group, Bristol Aging Better/Knightstone and many other BME organisations to make the day a success.

Healthwatch would like to highlight the importance of patients feeling there are barriers to communications and not having translator being provided to support them. There were several accounts of experiences where some patients felt they had not been heard by their GP because of language barriers.

More should be done to provide translators at surgeries and Hospitals in order to support some patients efficiently.

The full report can be found here: <http://bit.ly/2w7u5Gx>

JUNCTION 3 MENTAL HEALTH EVENT

Healthwatch Bristol collaborated with Junction 3 Library Health Awareness Fair event 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.

Healthwatch Bristol devised a questionnaire to help capture people's experiences of health and social care concentrating on Primary Care.

A key theme coming from the day was around being listened to and taken seriously in the health settings. There were several accounts of experiences where some members felt they had not been heard by their GP's/Accident and emergency staff.

The full report can be found here: <http://bit.ly/2vYBvLN>

LEARNING DISABILITIES WEEK: MENCAP BIG DAY OUT AND AWP CELEBRATION DAY

Healthwatch Bristol, South Gloucestershire and Banes collaborated with Mencap and the AWP Trust to celebrate and engage with the service users who attended both the celebration day and the big day out events in Bristol, which attracted attendees from across the south west.

Healthwatch Bristol collaborated with Avon and Wiltshire Mental Health Partnership Trust (AWP); The Specialist Learning Disabilities Services and the Forensic Community Learning Disability Service User Forum including colleagues from the Inner City Health Improvement Team (Public Health), Bristol City Council, Brandon Trust, Well Aware, and Bristol Community Health came together to put on this amazing event in celebration of people with learning disabilities. The event was held at the Trinity Centre in Easton Bristol and attracted well over 300 attendees.

a total of 20 comments were received from commentators in relation to both primary care and secondary care services located in Bristol South Gloucestershire and Banes. Comments were analysed and key themes identified.

The general consensus of the comments and feedback received about the services were generally positive: of the 20 comments received 11 were positive, 8 negative and 1 mixed of mixed sentiments

The full report for both events can be found here: <http://bit.ly/2i3qqmU>

Key themes from Advocacy

NHS Complaints Advocacy in Bristol is provided by SEAP and supports people to complain about NHS services. W: <http://bit.ly/2kJzf5r>

There were 38 new cases in Q1, which is an increase on the numbers recorded in Q4 (35). The active cases have decreased from 83 to 79.

It is interesting to note that the proportion of people with vulnerability/disability using the service this quarter is again 100%; the proportion of clients reporting mental health issues and physical disability has reduced this quarter with an increase in learning disability and sensory impairment. We continue to see deaf BSL users accessing the service.

The Healthwatch Advisory Group will consider the themes arising from advocacy and also the fact that 100% of current clients have a vulnerability or disability when planning future work.

Over the last quarter the following themes and trends have been observed in the complaints made via the NHS Complaints Advocacy service (many are continuing themes from previous quarters):

- We are monitoring a number of cases regarding premature/unsafe discharge and the issue that patients are being asked whether they wish to be sent home, without being provided with the information about how this might impact them.
- We are continuing to monitor the trend and support cases in relation to premature discharge of mental health service users to primary care and generally poor access to mental health services.
- We have recently picked up a couple of cases where the same orthopaedic surgeon was the focus of the complaint. Although the surgeries were different both of the cases were to do with not feeling fully informed with regard to the potential for the surgery to go wrong – we will be passing this information to the Healthwatch.
- The top reported themes in new referrals during this quarter are again quality of treatment. We have also seen issues raised with regard to patient pathway – particularly around diagnostics, co-ordination of services and access to information.
- As reported previously through the work that we have been doing with the Royal Association for the Deaf we have also picked up a major (and expected) theme for this client group that deaf patients are not provided with adequate resources to access healthcare. Often this seems to be a lack of knowledge, both in terms of this

group of people and a lack of awareness of available resources to medical professionals to support this group.

Complaints Procedure Advocacy (CPA) is also available in Bristol. It is provided by The Care Forum and supports people to complain about social care services.

CPA advocacy is designed to offer brief intervention support for those who do not need intensive support, whilst focusing resources towards those most in need of support. During this period, 3 brief interventions were made (this can include signposting or providing a support pack). To find out more about this type of support, visit: W: <http://bit.ly/2Ikky5u>

Enter and View

Where key themes result from Enter and View reports and visits the information is shared with the relevant service provider for comment, Adult Social Care or relevant commissioner as appropriate and CQC.

There is a rolling programme for evaluation where the volunteers will revisit premises approximately nine months after a visit to assess whether the recommendations have been acted upon. Healthwatch Bristol also work closely with the CQC sharing plans for visits to avoid duplication.

Bristol Links North, was visited in April 2017. The purpose of this enter and view visit was to find out about accessibility at Bristol Community Links North following the introduction of the new Accessible Information Standard, which became law in July 2016. Healthwatch Bristol also aimed to gather feedback from service users about their experiences of care at Bristol Community Links North, and to find out what visitors and staff think of the day opportunity service.

SECTION 2: WHAT DID WE DO WITH YOUR FEEDBACK?

This quarter, we gathered a wide range of views and experiences. The action we took included feeding back to service providers to ask for responses to concerns.

For example, University Hospitals Bristol responded to feedback about patient experiences following a BAME women's health event by letting us know that their menus contain Halal options provided by a local Halal provider and that the vegetarian options are also designed to be Halal too. We were also able to share with UHB the satisfaction of a patient who had received excellent translation services. This is particularly useful for Healthwatch as we are also working on examining the accessible information standard, and working with the Deaf Health Partnership on matters relating to accessing British Sign Language (BSL) translation in hospital.

What have we done to influence service providers, commissioners and regulators of health and social care services?

Healthwatch works in partnership with other organisations to raise local issues and use them to make a difference to the planning and commissioning of services. Examples in quarter one include:

Meeting with the Health and wellbeing board to discuss items such as healthy weight strategic plan and the pharmaceutical needs assessment.

Inputting into the joint strategic needs assessment – Particularly by helping the JSNA to appreciate how plain English and clearer approaches to discussing research will increase patient and public knowledge of and input into the JSNA.

SECTION 3: WHAT'S NEXT?

Healthwatch Bristol's quarterly topic for July, August and September 2017 is **Long Term Conditions**. This is a key priority both locally and nationally, and Healthwatch Bristol will engage with topic-appropriate local organisations and events by working to get patient feedback on their experiences of long term conditions and associated services and support. With the STP and other local developments such as changes to how services are commissioned across BNSSG, it is also important that the views of those with long term conditions who are seldom-heard are not missed during change processes. Healthwatch will ensure we are listening and advocating through our role within the STP Board and the Health and Wellbeing Board.

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

Healthwatch is an independent, statutory service which has significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. Each local authority has its own Healthwatch service. Although all Healthwatch hold the core value of championing the voices of patients and members of the public in health and social care, there are variations in how each local Healthwatch delivers the aim. For more information, please contact your local Healthwatch.