

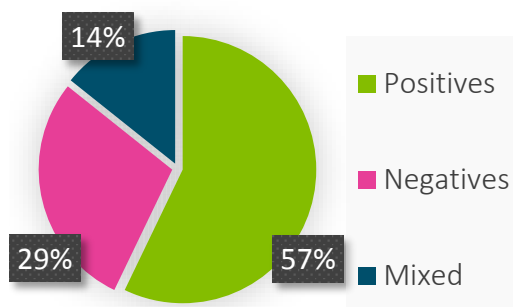


Healthwatch Bristol Engagement Summary: Bristol Recovery Festival and St Pauls Learning Centre Open Day (September 2017)

Sentiments of Comments

Number of comments Received: 21

Sentiments



Overview

Services Highlighted in Feedback:

Adult Social Care- BCC
Bristol Royal Infirmary
Stockwood Medical Centre
Broadmead Medical Centre
Charlton Road Dentist
Southmead Hospital
Dev Health Independence DHI
Bristol Eye Hospital
Community Paediatric Team
Callington Road- AWP
Charlotte Keel Medical Centre



Comments / Feedback

"The Dentist explained in detail the treatment and future care plan. Generally a good experience"
(Charlton Rd Dentist)

"I am able to get an appointment on the same day as requested and also see the same GP on each visit."
(Charlotte Keel Medical Centre)

"Difficulties in receiving Autism diagnosis for grandchild with speech delay. GP very dismissive and ASDOT Assessment not taken seriously"
(Community Paediatrician Team)

Bristol Recovery Festival- Friday 1 September

The theme for The Bristol's Recovery Festival was entitled breaking down barriers and for the first time, it was held in the community, at the St Agnes Church in St Pauls. The annual event showcases and celebrates the achievements of people in recovery from drug and alcohol addiction. Healthwatch Bristol attended the event and spoke to over 50 attendees of the event and was able to capture the views of 21 people, who feedback about their experiences of accessing Health and social care services. For more information visit. W: <http://bit.ly/1EvHGpO>

St Pauls Learning Centre Open Day- Saturday 2 September

Healthwatch Bristol attended the St Pauls Learning Centre which is located in the heart of the St Pauls community. Healthwatch set up an information stall and spoke several people about their experience of health and social care services. The aim of event was to welcome new people into the centre and for people to find out what is happening there The Centre has a role in promoting community cohesion. For more info visit. W: <http://bit.ly/2yo33rw>

Data Analysis:

A total of 21 comments were collated from both engagement sessions. The general consensus of the data analysed were positive. The main themes identified from the comments were:

Access to Services Administration: Provider suitability, waiting times for referrals and appointments were highlighted as a major issues by patients. The lack of specialised services were also identified as a significant problem due to patient needs not being met.

Diagnosis/Assessment: Patients highlighted general issues around diagnoses and their frustration with the poor service received when attempting to obtain diagnostic and test results from their GPs.

Treatment and Care: 50 per cent of the comments received reflected mixed sentiments, which was generally around the quality of care they received. The majority of this group highlighted their satisfaction with the way in which they were treated in relation to the experience and having their treatment explained in a way that could have understood.

Dignity and Respect/ Staff and Staff attitude: A small percentage of the comments received reflect a lack of dignity and respect / compassion by both social care and health care professionals for drug users and recovering addicts.

Recommendations: We are discussing with service providers around longer term solutions. Feedback over dignity & respect for those that are in recovery.

Healthwatch Bristol Quarter 2 Theme: Long Term Conditions (July – September) Healthwatch Bristol Upcoming Quarter 3 Theme will be Mental Health & Wellbeing (Oct to Dec). All feedback will be shared with Bristol Clinical Commissioning Groups (CCG) and service providers highlighted in this summary.



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