



## Healthwatch Bristol Health and Wellbeing event

27 September 2017

**Healthwatch Bristol:** Healthwatch organised workshops to hear people's feedback on long term health conditions, to gain their experiences of using health and social care services and which services they felt had help supported them with their needs.

### Overall feedback

**Cervical cancer:** Plenty of questions were raised in the presentation and workshops. There was emphasis on how important it is for young people to know about tests and screening and HPV immunisation. The importance of regular screening for cervical cancer. HPV vaccination for schoolgirls. How tests could be catered for women with special needs. Information available in different formats for people to take and gain more details about screening and tests.

**Prostate cancer:** How consultants and GPs respond to patients. Sex post prostate treatment needs to be discussed. Bristol needs a forum for men to discuss treatment. Women suffer psychologically too, they have to nurse their husband/partner through his treatment and the psychological problems. Questions were raised why men do not receive calls in for screening which is being discussed with the Public Health Team. Cancer Research UK provided more information about prostate cancer. Errol will send out information about support services families could access.

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### 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.



Lynne Benton from Public Health



Errol Campbell survivor and campaigner

**Southmead Hospital:** *"My daughter and I both had breast cancer treatment/ care was very good however aftercare could have been better!"*

*"Difficulties in receiving Autism and ADHT formal diagnosis which resulted in limited support service being available."*  
**Community Paediatrician Team**

**Cosham Hospital:**  
*"Excellent service for all at rapid access clinic, staff, support services, x-rays and bloods."*

**Healthwatch Data Analysis:**

A total of 20 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:** Patients highlighted generally content with quick referral from GPs to hospital especially for cancer referral and treatment. Some patients found waiting times for referrals and appointments were highlighted as an issues. The lack of specialised services were also identified as a significant problem due to patient needs not being met.

**Diagnosis/Assessment:** Some patients were happy with diagnoses and assessment from service received when attempting to obtain diagnostic and test results from their GPs. A smaller portion felt that early diagnoses could have helped had a better impact for the patients care.

**Treatment and Care:** The majority of this group highlighted their satisfaction with the way in which they were treated in relation to the experience of cancer and having their treatment explained especially at Southmead Hospital.

**Dignity and Respect/ Staff and Staff attitude:** A majority of patients felt they were treated with dignity and respect from staff although the minority felt lack of compassion by some social care and health care professionals for special needs patients.

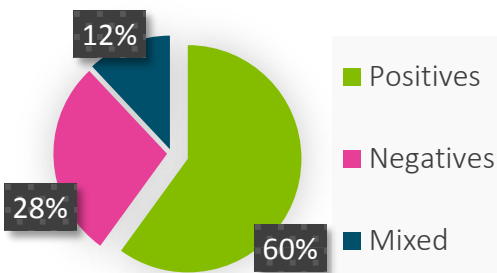
**Healthwatch Health and well being Tree**



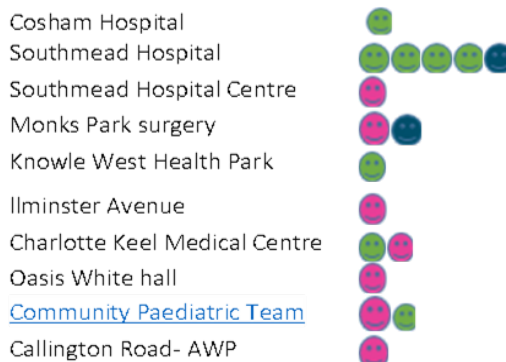
**Sentiments of Comments**

Number of comments Received: 20

Sentiments



**Sentiments of Comments**



T: 0117 269 0400

W: [www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)

E: [info@healthwatchbristol.co.uk](mailto:info@healthwatchbristol.co.uk)

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## Healthwatch Bristol Engagement Summary:

### Key Themes

- **Primary care:** although there was positive feedback about the quality of treatment and attitudes of staff, few commentators reported dissatisfaction with waiting times for appointments.
- **Secondary care:** there was mixed feedback about the quality of treatment in hospital settings, majority were positive from cancer patients. A few negative comments highlighting the importance of health staff providing early diagnoses, and being treated in a compassionate manner with regards to patients with special needs.

### Recommendations

Recommendations for health and social care services based on the feedback shared by attendees at the HWB health and well being event.

- Health professionals can support people with disabilities better by explaining treatment and care clearly in order for patients to feel supported and understood.
- Health and social care services should offer more after care to the patients and families recovering from cancer so that they feel better supported.
- A drive for early diagnoses of autism and ADHD would help patients /family's needs in order to gain the necessary support required.

### Evaluation

Healthwatch asked attendees to give their feedback about the event and areas which could be improved so that we can work more proactively in South Bristol. Here are just a few of their comments.

- More publicity e.g. locally flyers in the shops, in the churches on the estate.
- More inclusion of other chronic conditions.

Comments about Healthwatch Bristol

- "I would love to be involved in more of these events – great agenda, plan of the day."
- "Good to know that you are there to make medical professionals more aware and accountable for the services they provide."

Healthwatch would like to thank all partners involved in the event and hopes that we can continue our work together proactively in South Bristol raising awareness about health and social care service provisions and to encourage the community to contribute their feedback of using services provisions to Healthwatch Bristol.

### Evaluation

#### Feedback from participants: about what they learnt from the event

*"Errol's talk about prostate cancer was really insightful about the PSA test, that it's just a blood test first not a physical examination"*

*"I learnt that HPV virus can cause other cancer."*

*"The importance of regular screening for cervical Cancer."*



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**Healthwatch Bristol Quarter 2 Theme: Long Term Conditions** Healthwatch Bristol Upcoming Quarter 3/4 Theme will be Mental Health & Wellbeing (Oct to March). All feedback will be shared with Bristol Clinical Commissioning Groups (CCG) the Bristol Health and Wellbeing Board, Bristol City Council, the Care Quality Commission, NHS England and Healthwatch England and service providers highlighted in this summary.