

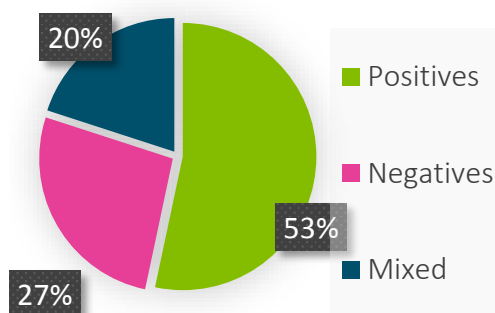


Healthwatch Bristol Engagement Summary: Bristol Children's Hospital at Bristol Zoo (October 2017)

Sentiments of Comments

Number of comments Received: 15

Sentiments



Overview



Comments / Feedback

Commentator stated that "their experience at the Children's Hospital has been fantastic, the nurses were very engaging which made their daughter's experience a positive one as an inpatient on the ward, which can be traumatic for some children"

"Commentator stated, the ward can become very noisy at times. However, the staff are very professional, kind and supportive to their child who had Cerebral Palsy"

"Commentator stated that they were very unhappy with the service they received during their visit to the hospital. The Commentator further highlighted that she was left to sit in the waiting area for several hours with her severely sick child who had suspected tonsillitis and was expected to get a urine sample from the child whilst sitting in the public waiting area"

Bristol Children Hospital Engagement- October 26th 2017

Healthwatch Bristol engaged with parents and children who attended the Bristol children's hospital engagement at the Bristol Zoo. The event was for children with disabilities and additional needs. It was a fun packed day with lots of Sensory activities, music therapy and even pumpkin carving. Healthwatch engaged with over 15 families and heard about their experiences of accessing care and treatment at the hospital. Healthwatch Bristol will share the feedback received from the event with the Disabled Children's Working group to influence the way in which services can be improved to meet the needs of children and young people who access the hospital.

For more information about the Disabled Children's Working Group, you can get in touch via their email: bchinfo@uhbristol.nhs.uk

Data Analysis:

A total of 15 comments were collated from engaging with the attendees at the Bristol Children's Hospital event at the Bristol Zoo. The general consensus of the data analysed were positive as highlighted above in the sentiments of comments. The main themes identified from the comments were:

Access to Services Administration: waiting times for treatment was highlighted as an issue while access to information in a format that meets patients' needs were positive.

Facilities and Surroundings (General) commentators reported mixed views around noise levels on wards and the suitability of accommodation provided for children with severe disabilities.

Treatment and Care: 90 per cent of the comments received reflected positively in relation to the treatment and care received by patients who attended the hospital, patients also highlighted their satisfaction of having their treatment plan drawn out to aid better understanding was extremely positive.

Dignity and Respect / Staff and Staff attitude: commentators praised the practitioners at the hospital for their professionalism and dedication in dealing with them.

Recommendations: Feedback to the BCH LIAISE and UBHT partners on the recommendations and review in 6-12 months for any changes/improvements.

Healthwatch Bristol Quarter 3/4 Theme: Mental Health & Wellbeing .All feedback will be shared with Bristol Clinical Commissioning Groups (CCG) and service providers highlighted in this summary.



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