

In Confidence

Healthwatch Bristol Patient, Family & Carer Feedback

Quarter 4; January, February, and March 2022

Healthwatch Bristol collects information from the public about their experiences of local health and social care services. The feedback we receive is gathered through a range of methods. Based on our statutory function we carry out Enter and View visits, face-to-face engagements and online or phone call surveys. On a daily basis we also receive feedback through the 'Share Your Views' section on our website, emails and phone calls, and our social media channels. In March 2020, due to COVID-19, we ceased all face-to-face engagements and our Enter and View visits were put on hold.

However, we continue to gather feedback and provide patients, families and carers with targeted information, signposting, and support. Our residents regularly contact Healthwatch Bristol to share their health and social care experiences, leave comments, receive signposting to health advocacy or hear about methods for making a formal complaint.

Healthwatch takes great care to treat all feedback objectively and it remains anonymous unless otherwise agreed with the member of public who shared the information. The data is also reviewed each quarter by our Prioritisation Panel to ascertain trends and issues to take forward for further investigation. Feedback is shared with health and social care service providers, local commissioners and with national bodies such as the CQC, NHSE and with Healthwatch England.

Report Headlines:





<p>Total Number of 132 feedback calls received this quarter:</p> <p>Signposted: 89</p>	<p>Positive in Nature: 7</p> <p>Negative: 114</p> <p>Mixed:5</p> <p>Neutral:6</p>	<p>Number of Primary Service feedback calls:93</p> <p>Secondary Services:20</p>	<p><u>Demographics</u></p> <p>105 from 132 callers chose to share at least some demographic information with us. Those who preferred not to say across some fields are not included</p>
<p><u>Demographics</u></p> <p>Marital/Partnership status:</p> <p>Married:38%</p> <p>Seperated:4%</p> <p>Civil Partnership:2%</p> <p>Single:28%</p> <p>Co-habit:22%</p> <p>Widowed:2%</p> <p>Divorced:4%</p>	<p><u>Demographics</u></p> <p>Age:</p> <p>18/24: 3 %</p> <p>25/49: 54%</p> <p>50/64: 29%</p> <p>65/79: 12%</p> <p>80+: 2%</p>	<p><u>Demographics</u></p> <p>Female: 71%</p> <p>Male: 29%</p> <p>5% said they were pregnant or had given birth in the last 26 weeks</p>	<p><u>Demographics</u></p> <p>Disability: 48%</p> <p>5% identified with a mental health issue</p> <p>Carer:18 %</p> <p>55% of those choosing to answer the questions said they had a long-term condition</p>

<u>Demographics</u>	<u>Demographics</u>	<u>Demographics</u>	<u>Demographics</u>
<p>Religion:</p> <p>Christian:21% No Religion:42% Muslim:11% Stated PNS:26%</p>	<p>Those identifying as a different gender to sex assigned at birth:3 %</p>	<p>Sexual Orientation:</p> <p>Heterosexual: 86% Bisexual:9% Gay: 4% Asexual: 1%</p>	<p>Ethnicity:</p> <p>Asian Chinese :1% Asian Pakistani:7% Black Caribbean:3% Black African:9% White British:75 % White Other:5 %</p>

Feedback by Sentiment Type:

In this Quarter, 5% of the feedback received was positive in sentiment, with 86% being negative in sentiment and 9% mixed/neutral





Feedback by Primary Care Service:

<p>32 pieces of feedback about GP surgeries</p> <p>Negative:24</p> <p>Positive:4</p> <p>Mixed or neutral:4</p>		<p>We did not receive any pharmacy feedback this quarter</p>	
	<p>61 pieces of feedback about Dental Services</p> <p>Negative: 61</p> <p>Positive:0</p> <p>Mixed: 0</p>		<p>We signposted 90% of all dental feedback</p>


Feedback by Secondary and Urgent Care Service: Quarter Four

<p>19 pieces of feedback about hospital services</p> <p>Negative:12</p> <p>Positive:3</p> <p>Mixed/Neutral: 4</p>		<p>1 negative piece of feedback about NHS 111</p>	<p>9 pieces of feedback about NBT</p> <p>4 pieces of feedback about BRI</p>
<p>WAITING ROOM</p> 	<p>3 pieces of feedback about sexual health clinics</p> <p>Negative:3</p> <p>Positive:0</p>		<p>2 pieces of feedback regarding maternity care at St Michaels</p>



Feedback by Mental Health Service: Quarter Four

<p>10 pieces of feedback about Secondary mental health Care:</p> <p>Negative:10</p> <p>Positive:0</p> <p>Mixed:0</p>		<p>9 pieces of feedback were about support in mental health Care:</p> <p>Negative:9</p>	
	<p>2 pieces of feedback related to medication</p> <p>Negative: 2</p>		<p>1 piece of feedback related to Children's mental health Services</p> <p>Negative: 1</p>

Feedback by Community Services: Quarter Four

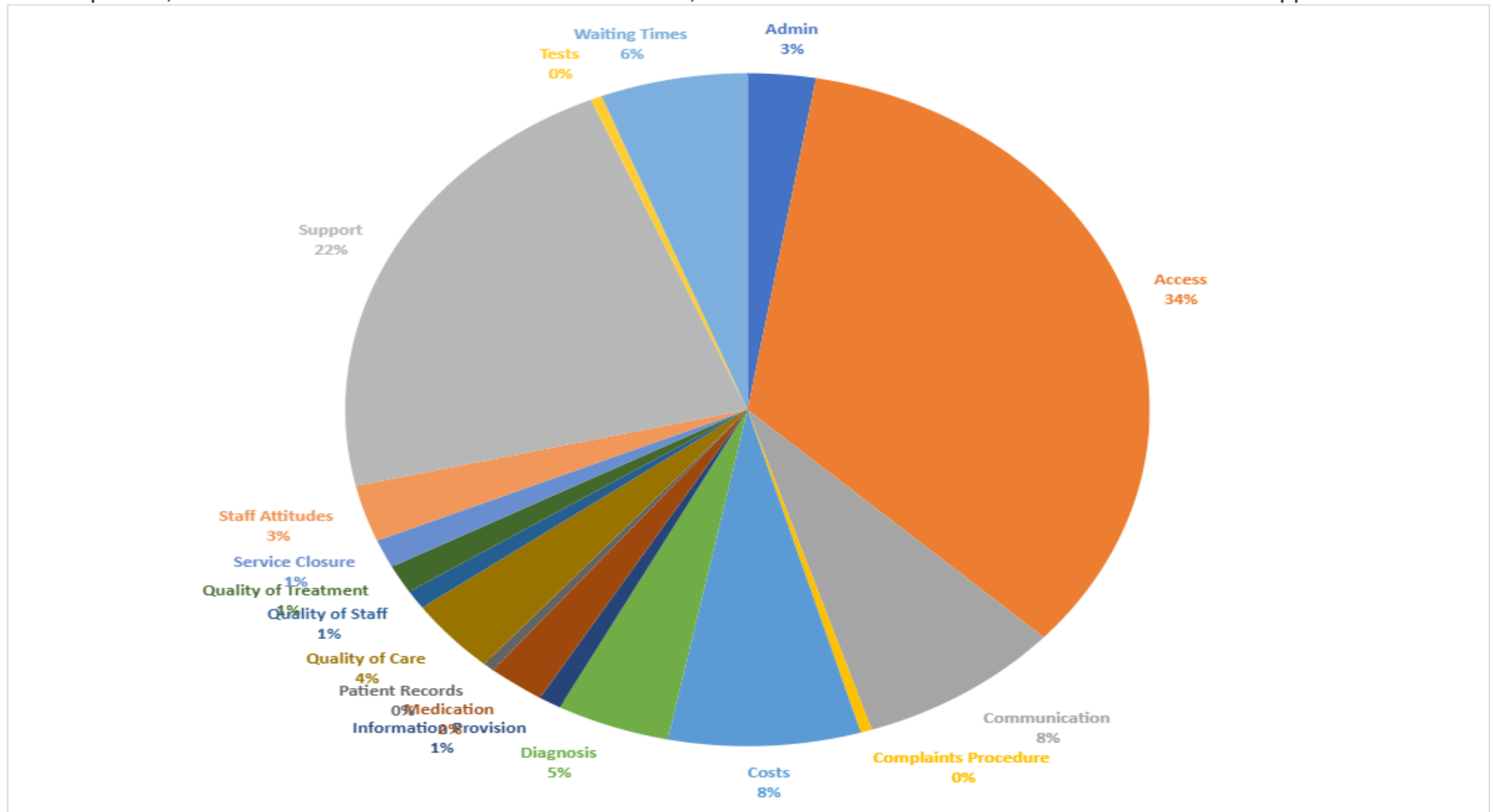
<p>7 pieces of feedback related to Community Care Services:</p> <p>4 related to support</p> <p>3 related to communication</p>		<p>4 pieces of feedback about BCC Adult Social Care</p> <p>Negative:4</p> <p>Positive:0</p>	<p>2 pieces of feedback related to care homes</p> <p>Negative:2</p> <p>Positive:0</p>
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Feedback about COVID-19 & other services: Quarter 4

	<p>1 piece of feedback related to Covid-19</p>		<p>1 piece of feedback related to patient transport</p>
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Feedback on Themes: Quarter Four

In this quarter, 34% of feedback related to access to services, 8% related to communication and 22% related to support.



Quarter Three Patient Feedback and Comments

Primary Care Services

Ref. No	Sentiment	Theme	Comment	Service
A TOTAL OF 61 NEGATIVE FEEDBACK RESPONSES CONCERNING DENTAL SERVICES RECORDED IN THIS QUARTER				
1	Negative	Access	Caller states they cannot find a dentist willing to accept NHS patients and has tried all of those listed in Bristol	All NHS Dental
2	Negative	Access	Caller states that she has been trying to find an NHS dentist in Bristol close to her area and has checked the NHS list for a dentist but there is none that are accepting NHS patients. There are referrals only but not new patients.	All NHS Dental
3	Negative	Access Costs	Caller is a key worker and cannot afford to go private. She reports that she has been trying for two years to find an NHS dentist and calling consistently each month as the practises do not update the site. In addition, she has been searching up to 25 Miles away. She believes patients are being failed as guidelines state "NHS England commissions dental services in England and is required to meet the needs of their local population for both urgent and routine dental care."	All NHS Dental
4	Negative	Access Costs	Caller states she is looking for an NHS dentist to help her with her wisdom tooth, but dentist has now gone private, and patient receives Employment Support Allowance after a stroke and does not work due to disability. She has contacted all the dentist around Bristol but they have all said they cannot help her with this issue as they are not taking on NHS patients now.	All NHS Dental
5	Negative	Access	Caller states that she is looking for an NHS dentist in Bristol and has been trying to find one since her dentist closed in March 2021. Since having a deep filling in February and has had sensitivity which is gradually getting worse.	All NHS Dental

6	Negative	Access Costs	Resident states that her daughter has been in agony since December. She has phoned 111 over 100 times to get an emergency appointment. Her doctor has given her 2 lots of antibiotics. Her face is swollen, and she has pain up to her ear and across her cheek bones. They have called every dentist in Bristol and no appointments are available for NHS patients. She states that she is going out of her mind in pain, and she also has a baby to look after.	All NHS Dental
7	Negative	Access	Caller reports that they have been looking for an NHS dentist for over a year. They have contacted many and gone through NHS England but there are no NHS dentists in the Bristol area accepting new patients. The one recommended by NHS England was around 14 miles away from where they live. Why there are not enough dentists providing NHS treatment in Bristol?	All NHS Dental
8	Negative	Access	Caller has been searching for an NHS dentist but cannot find any taking new patients, she is prepared to travel but has had no luck with finding any even outside Bristol	All NHS Dental
9	Negative	Access	Caller reports that they have been trying to find an NHS dentist since moving to Bristol. They had two emergency dental treatments via NHS 111 in that time, and still not been able to get registered with an NHS dentist. No one in the city are accepting new NHS patients.	All NHS Dental
10	Negative	Access	Caller states they are in urgent need of an NHS dentist and cannot find one in Bristol who is accepting patients	All NHS Dental
11	Negative	Access Costs	Caller has a loose front tooth and is having problems eating and would like to access an NHS dentist for treatment. She feels she could afford treatment.	All NHS Dental
12	Negative	Access	Caller relates that she has been calling all the local dentists for weeks and that no practice is taking on new patients. she has eventually found one who will put her on a waiting list, but has not been told how long she will need to wait to be seen	All NHS Dental
13	Negative	Access	Caller reports extreme toothache and says NHS 111 were no help and that he cannot find a dentist in or around the Bristol area that will see him.	All NHS Dental
14	Negative	Access	Caller reports having trouble finding any NHS dentist in Bristol or the area	All NHS Dental

15	Negative	Access	Caller says she needs help to find a dentist, she has tried everywhere	All NHS Dental
16	Negative	Access	Caller states that a filling fell out 6 months ago. It took 5 days to get an emergency appointment because no dentist surgeries are taking on NHS patients. She was given a temporary filling but told the tooth may require extraction and they had no timescale of how long the temporary filling would last. she has since contacted every NHS dentist in Bristol and applied to all their waiting lists, but still had no response from any of them. The pain is now spreading, and a second tooth is being affected due to the temporary filling.	All NHS Dental
17	Negative	Access Costs	Caller states that her dentist has retired, and all the other dentists in that practice are private, so she needs to find a dentist for herself and her adult son, who has autism, is learning disabled on benefits. (She is his carer) She has been ringing around practices trying to find an NHS dentist and was today told there are no vacancies for patients on the NHS in any practice in Bristol. she has been told she can pay monthly to spread the costs, but it is one more bill to pay in difficult times.	All NHS Dental
18	Negative	Access Costs	Caller wants to register annoyance at dental situation and says that things must push forward in the right direction. And that cities should be able to provide free care to all their citizens.	All NHS Dental
19	Negative	Access	Caller states that during the past 18 months she has lost two fillings and now has a cracked tooth. She has tried now for 18 months to get an NHS dentist. She contacted her local dentist who confirmed they had her details but as she had not been for a while, they said she would have to re-register her - but could not as they are not taking on new NHS patients. She says she is getting desperate and does not really know what to do.	All NHS Dental
20	Negative	Access Costs	Caller is requesting information about NHS dentistry; she has tried everywhere from the Mendips to Swindon and cannot find anyone taking new patients unless privately	All NHS Dental
21	Negative	Access	Resident reports that she has tried 9 local Dentists to register on NHS with them and no one is excepting new patients. And as such her teeth are deteriorating and she now has two large fillings missing and a cracked tooth.	All NHS Dental

22	Negative	Access	Caller is unable to access an NHS dentist. She has become increasingly annoyed by this and says that watching the parliamentary debates is encouraging but then nothing changes.	All NHS Dental
23	Negative	Access	Callers states they have been able to find a dentist for over a year now. For the past couple of years their top two wisdom teeth have been coming through and causing pain and discomfort. Caller has been struggling to find a dentist taking NHS patients on and needs help.	All NHS Dental
24	Negative	Access	Caller reports that they have been trying to find a dental surgery in north Bristol taking new NHS patients but not having any luck. Nobody is taking new patients. She would like to have a check-up she has had a baby recently and understand that dental hygiene is especially important after pregnancy.	All NHS Dental
25	Negative	Access	Caller states she cannot find a dentist and says there really does seem to be a crisis. She says that she will write to her MP after talking to us as something clearly needs to be done.	All NHS Dental
26	Negative	Access	Caller has not seen dentist for seven years but has been trying hard to find one recently and has been unable to register, NHS 111 gave him a number in Thornbury but when he rang, they are not taking patients and said the website needed up dating, He is now worried he will not find one at all	All NHS Dental
27	Negative	Access Costs	Caller states that she has not been able to get a dentist for herself and children for 3 years and no one in a 30mile radius is taking NHS patients. She searches every single day and rings around 50 different surgeries' to be told no and no waiting list. she has been offered private care but there is no way she can afford it. She suffers massively as her children need a dentist and they need basic care, and they are being denied it, she adds her fear is for her children's teeth and she has a worry this will impact them massively growing up. She is upset and adds that she feels just so stuck, lost, and ashamed that she has had no choice but to leave them unseen because she cannot afford private treatments on the little money they have.	All NHS Dental
28	Negative	Access	Resident reports that he has been trying for years to register as an NHS dentist in Bristol anywhere and cannot find one dentist to even add him to their waiting list	All NHS Dental
29	Negative	Access Service Closure	Callers' dentist has closed, and no provision has been made for patients to be registered elsewhere. Caller has been with the practice since 1968 and cannot find any other NHS dentist in Bristol	All NHS Dental

30	Negative	Access Costs	<p>Caller says he has been in pain and constant discomfort for over a year with dental pain. Due to this his dental problems have got much worse as he is unable to access any NHS dentist. His findings on the web have been laughable. All practises in the area will happily see him the same day if he goes private. None are taking on NHS patients, he adds that this is appalling, and that his physical and mental health has suffered severely over the past year due to dental problems</p>	All NHS Dental
31	Negative	Access Costs	<p>The caller reports that she has a dental emergency and phoned the dental hospital, NHS 111 dental services, and every dental clinic in and around Bristol but have been unable to get an appointment (either NHS or Private). NHS 111 Dental informed her that there are no wheelchair accessible dentists offering emergency appointments. Even a private BUPA appointment was completely inaccessible in a wheelchair. She found wheelchair accessible clinics, but none will take her as a patient or even put me on a waiting list. She adds she is in excruciating agony, and nothing can be done. There are Community special needs dental clinics, but she needs to be referred. The clinics say you need to be referred to them by the special needs dental service but the special needs dental service days you need to be referred by the clinics. It is infuriating. When she first phoned NHS 111 she was told that it was an emergency and needed to be seen within 24 hours. The tooth is now dead, the gum is infected and there is no hope of saving it. This situation has made her so stressed she says she is actively suicidal. She is disabled and entitled to care, and no one is helping.</p>	All NHS Dental
32	Negative	Access Costs	<p>Caller states that he cannot get a NHS appointment but his dentist has loads of private appointments .</p>	All NHS Dental
33	Negative	Access Costs	<p>Resident reports that he has been desperately trying to seek NHS dental treatment for the past few weeks but has been unsuccessful. All practices advise they are only accepting private patients, or only referred patients for NHS treatment. He has not had a dental appointment for 16 years due to his fear of dentists so is not able to get a referral and cannot afford to pay for private treatment. He has been having issues for several months now, and due to conditions worsening over the weekend has tried to ring 111 twice and booked an appointment 2 hours ago to speak with them and this has not happened.</p>	All NHS Dental

34	Negative	Access	Caller has had considerable dental pain and after calling NHS111 continuously has managed to get an emergency appointment with a private dentist for an extraction, however she is now searching for an NHS dentist to provide ongoing treatment	All NHS Dental
35	Negative	Access Costs	Caller is an unpaid carer. He is looking after an extremely vulnerable adult with agoraphobia and mental health issues who yesterday after days of pain and no help from NHS111 self-medicated on pain killers to the point that they spent the day in the hospital. The NHS dental hospital have seen him but have said he needs ongoing treatment with a dentist, he is still in pain and cannot find an NHS dentist to register with or afford to go private as he is reliant on benefits	All NHS Dental
36	Negative	Access Costs	Caller is requesting help finding a dentist and says that there is no dental clinics accepting registration in the Bristol area. He is in pain so visited a private clinic but still has severe pain after a temporary filling. The dentist has told him that if the pain persists, he will extract the tooth. Now, the caller has more severe pain and needs a second opinion and cannot afford private care.	All NHS Dental
37	Negative	Access Costs	Caller writes that she was registered with a NHS dentist who left to go private, meaning she could no longer afford dental care. Prioritising her children's dental health a small filling costs £150 for a child, which when you cannot work due to being a carer it is a lot of money. She had to wait 4 days for a 20 min emergency appointment as she has a bad tooth infection, to be told she must now phone around to get a root canal done and to take antibiotics. No one can see her within 15 miles of her home without her paying over £200 for this treatment. She cannot afford it, so must live in pain as an emergency dentist will not do the treatment just prescribe antibiotics.	All NHS Dental
38	Negative	Access	The caller represents the Advice Team at Bristol Refugee Rights and asks if we knew of any dentists in Bristol taking on new NHS patients They have been advising people to call 111 or present at A&E in an emergency but wanted to ascertain if HW Bristol had other information	All NHS Dental
39	Negative	Access Costs	Resident says he is not sure where else to turn. He has been looking for years trying to find an NHS dentist in Bristol and there just are not any available despite the fact this care should be available.	All NHS Dental

40	Negative	Access	Caller is trying to find an NHS dentist and says they have tried the website and every dentist in Bristol and none will accept registrations unless you fall into specific groups with exemptions, free treatment, or a geriatric. Being turned away repeatedly is frustrating	All NHS Dental
41	Negative	Access Deregistration	Caller states that her NHS dentist of over 20 years, deregistered her without any notice, because she did not make any appointments during the pandemic. she was unaware until she phoned to book an appointment after a lost filling. They are refusing to see her as an NHS patient and will only see her privately. Which is not an option, she cannot find an NHS dentist anywhere and desperately needs to see one.	All NHS Dental
42	Negative	Access	Caller states that he is really struggling to find an NHS dentist accepting new patients. He requires two crowns and cannot afford to pay privately for the treatment. He has a temporary filling on one of the teeth that needs the crown as it was very painful. He now needs to find an NHS dentist before the temporary filling fails, he would be prepared to travel up to an hour by car to see a dentist.	All NHS Dental
43-61	Negative	Access	ALL 19 REQUESTS FOR DENTAL ACCESS WHERE CITIZENS REPORTED CALLING NUMEROUS SURGERIES, USING THE SEARCH WEBSITE, CALLING NHS 111 AND BEING UNABLE TO REGISTER WITH OR SEE AN NHS DENTIST.	All NHS dental
62	Negative	Access Waiting times	Caller is trying to get an appointment and again cannot get through. The lines are always busy, it can take 45 mins or more often cuts you off. He cannot afford the money for this, does not have a smartphone with call back and wants to register his annoyance at how this unfairly discriminates against those without digital access.	Bridge View Medical
63	Negative	Access Waiting times Support Staff attitudes	Caller wants to report that he has observed an elderly man being shouted at by staff at the GP surgery when he tried to access the practice. The caller says he saw a man who appeared to be at least 80 outside and the reception staff member came out and shouted at him to go away. The elderly man was extremely upset	Bridge View Medical
64	Positive	Support Access	Caller reports that she was able to book a smear test that was due on time without any problem at the surgery.	Bridge View Medical
65	Mixed	Patient records Support	Caller reports that 2 years ago her cousin died and a GP who agreed to sign her off work for a couple of weeks. She was repeatedly signed off work for 4 months as she was still experiencing Post Traumatic Stress Disorder like symptoms. The surgery's GP was different each time and she had to explain everything repeatedly. This happened for months and caused her to relive the traumatic experiences. Thankfully a few	Bridge View Medical

			months ago, she spoke to a GP who produced a support plan and advised she ask for her specifically or another GP who was up to date with the situation and incredibly understanding and supportive. The caller says she is so grateful for the care and support received from both these Dr's.	
66	Negative	Access Waiting times	This individual says that doctors are impossible to get through to on the phone and you cannot get an appointment in reasonable time. Children are not given priority, but this situation has been going on for the last two years.	Bridge View Medical
67	Mixed	Access Waiting times	This caller used the surgery's on-line system and found it useful and convenient. Ringing the surgery is difficult, and you can be between 20 and 40 minutes on hold and its unlikely you will get an appointment. When you get through, they are helpful.	Bridge View Medical
68	Negative	Access Waiting times	Caller states that he has been struggling with depression and anxiety. He really needs to speak to someone about getting help, but the phone lines do not get answered for hours at a time, and the e-consult service is never open for some reason.	Bridge View Medical
69	Negative	Admin	Resident states that she is concerned about the GP branch, nearest to her house which is now an admin hub, meaning she needs to go to further away GP surgeries. She suffers with Muscular Encephalitis and does not have access to a car.	Bridge View Medical
70	Negative	Costs Referrals	Correspondent reports that they feel hypothyroidism and hormones are not understood by GP's and they are not supported by the NHS. They say it is almost impossible to get thyroid function tests. They added that they are waiting for appointment with Endocrinologist at hospital, but it is a long waiting list.	Bristol GP
71	Negative	Service closure Support	Caller states that her branch of the GP surgery has closed and that the practice has been in touch asking her to register elsewhere. They have said she must do so as they are not able to offer home visits so far from the practice now that the branch has closed. Caller does not require home visits and feels she should not be removed from the list. She has been with the surgery for many years.	Bristol GP
72	Positive	Tests Support	Correspondent states that their doctor was brilliant he explained all the blood test results. Caller feels that nothing could have been done better.	Bristol GP
73	Negative	Admin Communi cation	Caller is a wheelchair user and says she is desperate for help having been removed from her GP list which she wants to object to. She asked for advice but did not want to name the surgery.	Bristol GP
74	Negative	Access Waiting	Correspondent states they cannot get through to the GP surgery on the phone. They also say the waiting times for appointments are too long. The individual does not feel supported enough without being seen face-to-face.	Bristol GP

75	Negative	Diagnosis Medication	The caller attended a walk-in clinic and told to see their GP as soon as possible. They rang the surgery, received a GP call back later and were advised to use a cream without any sight or examination of the problem. They said no face-to-face service was possible. The caller has been in pain nine days and unhappy with this service.	Brooklea Health Centre
76	Negative	Service closure	The caller says that the surgery tells people only to call and not visit so people end up using e-Consult. When they did so it said the GP no longer offer the foot service they need, told to pay for treatment - but found no podiatrists available locally.	Charlotte Keele Health Centre,
77	Negative	Diagnosis Communication Support	Caller reports that he has had problems with his knee and hip joints for 3 years. He was given advice by the GP, and this has made it worse. He was a pilot but lost his job during the pandemic and health issues are preventing him from finding employment and he is becoming depressed and frustrated. He is not being treated for this and he feels ignored. At an appointment arranged for an hour, it was reduced to 30 minutes upon arrival, and he said no one explained or said sorry for the mistake.	Crest Family Practice
78	Negative	Admin Communication	Caller reports that due to his issues the surgery asked him to keep a record of his problems, use of medication and outcomes. He did this on a spreadsheet for a month and handed this in at reception prior to his GP appointment with his NHS number and address. When he went to see GP, they had not received it and it could not be found in the surgery. Caller is concerned about confidentiality.	Crest Family Practice
79	Mixed	Access Waiting	Caller reports waiting up to 45 minutes just to speak to someone to make an appointment or get minor health advice. They added that often the receptionist is stressed and sometimes not supportive. When they managed to speak to a doctor, they have been happy with the care.	Family Practice
80	Negative	Access Waiting times Diagnosis	The caller acknowledges the difficulties in the pandemic but says it is impossible to get through on phone which is the only way you can access appointments The line is always busy and if you do get through you are told there are no appointments, and you must call back at 8am. Yet the caller has children to take to school. They were asked to send a photo which was inappropriate for the issue and distressing	Fireclay - St George
81	Negative	Access Waiting times	The caller has been trying to book an appointment by phone for weeks but cannot seem to get through to anyone, as the line is constantly busy. The caller went in person to make an appointment but was told to call at 8am The surgery does not have the option of booking appointments online.	Fireclay - St George
82	Negative	Access Waiting times	Caller reports that she has been calling the surgery for an urgent appointment and cannot get through in the past 4 weeks. No matter what time of the day or how many times, the response says "Line Busy". She adds that she suffers with anxiety and has	Fireclay - St George

			breast nodules that need a scan at least once a year. She has tried the NHS app and their own website to book a phone consultation but has been unable to manage.	
83	Negative	Staff attitudes Support	Resident reports that she has taken her mother to a blood test appointment. She had a 20 min appointment, because her mum is difficult, but as soon as the nurse saw them, she started repeating that the app is 10 min and if she cannot take blood, they would need to book another one. Caller adds that the nurse rushed but had no success taking blood and her mum was in pain. The nurse was unpolite and told them they should book another appointment and brusquely told her to go to reception.	Fireclay - St George
84	Negative	Waiting times Support	Caller reports that it is difficult to get through, the GP does not know much about the caller and the partner that they care for, who was on suicide watch before Christmas. What he was prescribed did not help him at all. Even the Diazepam got stopped after a couple of weeks. The carer feels stressed by having to deal with it all.	Helios Medical centre
85	Positive	Support Info	Resident states that the experience was brilliant. She completed an e-consult form and then received a text message to advise the doctor would call her back the next day. Dr called and talked her through the options. Then they sent her more information and advised her to follow up as required which she did. She found it quite easy to access support and rated the service as particularly good.	Lennard Surgery
86	Negative	Access Waiting times Support	Caller says she is concerned about the time it takes to make an appointment- up to an hour for someone to answer. You discuss your health problem with a receptionist, before being told the GP all appointments are taken. She has been with this practice for 40 years and says it has never been this difficult to access support.	Lennard Surgery
87	Neutral	Info	Caller needs to register with a GP nearby as he has recently come to the UK. He has asked for help.	Lennard Surgery
88	Positive	Support	Caller states that they have recently had support from two practitioners at the Surgery regarding their child. She named a GP and a nurse specifically and added that they were fantastic, helpful, efficient and amazing practitioners at the surgery.	Lennard Surgery
89	Negative	Access Support	Caller reports they visited pharmacist for pain relief and got three days' worth and went to see their GP as it worsened. Caller says they attended the reception at the surgery but were reduced to tears by the lack of empathy and refusal to give an appointment that afternoon as they had not called at 8am. They were sent away with acute pain. No GP was on call. They say the system of 'calling at 8am' is flawed.	Maytree's Medical Centre

90	Negative	Staff attitudes Support	Caller reports that he is dissatisfied with the service, he describes it as dangerous. There are extremely long waiting times and there is no privacy to speak to anyone as they ask you to shout what you are there for through an intercom. He says he knows of many people who do not bother anymore.	Montpelier Health Centre
91	Negative	Diagnosis	Caller says she was seen by the surgery and sent to hospital with a misdiagnosis. She returned to the surgery unhappy with this, but they did not look any further into her symptoms. She saw them regularly for a year and told them she felt the diagnosis was wrong, but they refused to listen.	Montpelier Health Centre
92	Negative	Access Support	Resident states that the surgery's service is terrible, do not work effectively and staff are stressed and do not give the help that the caller desperately needs.	Montpelier Health Centre
93	Negative	Support Communication	Caller reports that a year ago she had made a complaint about the practice and their treatment toward her. However, she has now been informed with 8 days' notice that she has been struck off due to a patient relationship breakdown. This has left her concerned about treatments she has that are ongoing and has lodged an appeal.	Nightingale Valley Practice

Secondary and Urgent Care Services

Reference Number	Sentiment	Theme	Comment	Service
94	Neutral	Support	Caller says his mother has broken her hip and is resident in Southmead hospital. He has asked for advice about her options for ongoing care.	Southmead Hospital
95	Neutral	Support Communication	Caller wants to contact the ward sister, to ask them if her mother had a supplement tablet given, as they have been unable to tell her when she asked before	Elgar House Southmead
96	Negative	Support Communication Medication	Caller wanted guidance in making a complaint. She was admitted to A&E in labour with some complications. She was 8cm dilated but sent home. She gave birth at home with no pain relief and felt unsupported and that she had been treated very badly.	Southmead Hospital
97	Negative	Support	This elderly individual says older people need help seeking health and social care services. Reports feeling undervalued and ignored by the NHS. She waited in A&E	Southmead Hospital A&E

			for over 24 hours whilst in pain, and then put on a bed in a corridor for another long period of time. On a separate occasion, she was put in a dementia care ward when she does not have dementia, and felt the experience was traumatising.	
98	Negative	Communication Admin	Caller is concerned about the welfare of her brother who is a hoarder, nocturnal and cannot manage his medication. He is coughing blood now at home, refusing to see any medical professional. She provided the hospital OT with information concerning his lack of self-care. But there has been no action from professionals who say GDPR means they cannot act. She says that he is a vulnerable person.	Southmead Hospital
99	Negative	Support Complaints procedure	Caller reports on a former police investigation concerning her mother's stay in hospital in 2019. The police concluded there was not enough evidence to prosecute and so the hospital closed the complaint without an internal investigation which she says lack accountability. Her mother is now deceased.	Southmead Hospital
100	Negative	Communication Support	Callers father has complex communication issues and family have found a way to work round this with lip reading from wife while son and daughter relay information from staff. He is 89 and his wife is 82. Unfortunately, the family were asked to leave A&E, as it was busy, despite wanting to help with translation for parents. A hospital volunteer stopped them from returning and very rude, so their mother explained the need to a nurse who allowed the family in.	Southmead Hospital A&E
101	Positive	Care	Caller reports that she arrived at A & E in extreme pain, cared for by the most caring nurses until moved to a ward prior to emergency surgery, all staff caring, kind and professional	Southmead Hospital A&E
102	Negative	Quality of Treatment Communication	Caller states her daughter is deteriorating in the neurology ward suffering an ongoing acute inflammatory condition which has been affecting her central nervous system on an off for 6 years. She is still presenting with rash, memory loss and poor function however the hospital have given her a high dose of anti-psychotics for a psychiatric illness which they feel is inaccurate and misleading. The hospital has not been able to show evidence of inflammation, but the family does not feel she is "medically fit." Caller is worried she will be discharged by the hospital before an investigation is launched.	Southmead Hospital
103	Neutral	Waiting Times	The caller is concerned that her elderly father has been told he is medically fit to be discharged but that the hospital is slow in making any progress in doing so. She would like some advice on how to move things forward.	Bristol Royal Infirmary

104	Negative	Diagnosis	Caller requested advocacy support around an alleged misdiagnosis of fibromyalgia around two years ago. She now feels closer to having answers about her ongoing health issues after a second diagnosis but feels two years have been wasted.	Bristol Royal Infirmary
105	Negative	Communication Support	The caller has severe hearing loss, and reports little support is available to understand the hospital staff. The caller adds that the staff 'shouted' making them feel undervalued and a nuisance. They suggest the hospital offer a hearing room	Bristol Royal Infirmary
106	Mixed	Communication	Caller reports their dissatisfaction with telephone appointments. At the Oncology department they found the phone appointments caused nervousness & fluster and they felt unsupported. They added that the surgical team are brilliant.	Bristol Royal Infirmary
107	Positive	Quality of care	Caller reports an incredibly good experience at Bristol Eye Hospital having a cataract operation. The entire process, from initial communication through pre-op and final procedure, was informative and caring. Good information and explanation and a remarkably high level of care from all staff they encountered.	Bristol Eye Hospital
108	Positive	Quality of care Quality of Staff	The caller feels the staff in the labour/birth/post-natal area offer care of good standard. Staff kept the individual informed of procedures throughout the stay and were available to help at any time.	St. Michaels Hospital
109	Negative	Communication Support	Callers baby was jaundiced but the treatment separated her from the child which she feels has prevented some bonding and had a negative impact	St. Michaels Hospital
110	Negative	Quality of Staff Support	Caller could not access care at the clinic. There were no appointments available on numerous occasions. When she was finally able to do so she felt the staff were rude. The caller says they were unable to access free postal tests. Eventually they received this care through their GP.	Unity Sexual Health Services
111	Negative	Support Staff Attitudes	The caller states that part of the sexual health clinic does not accept male sex workers and therefore leaves them without care. Additionally, attitudes here make sex workers feel unwelcome and stigmatised- therefore individuals are reluctant to say that they are sex workers. Also, you must wait outside in a line from 7 in the morning. There forms are missing a transgender option - and if you are pre-operation, you must tick the gender you were assigned at birth, so people feel unrecognised. The caller says one individual felt they were forced to have a coil. The procedure was painful, and lasted months, and causes irregularly heavy periods. This individual has called numerous times to have the coil removed, however, they have given up after no response, so live with the discomfort.	Unity Sexual Health Services

112	Negative	Staff Attitudes Communication Support	The caller had a sexual encounter in which the condom broke, but at the clinic they were denied a 'morning after' medication because they are not an 'at-risk' community. They added that if you tell them that you are a sex worker when trying to access preventative pills, you are given a questionnaire which asks uncomfortable and intrusive questions and describes the work as 'risky sex'. Sometimes the staff are judgemental and suggest you 'leave' sex work as if it is simple, without having any understanding. Training is needed for staff around handling these situations sensitively and without judgement.	Unity Sexual Health Services
113	Negative	Diagnosis Medication	The caller was passing urine frequently and spoke to the pharmacist who said they could help but when they went there, they were told there had been a mistake and they can only do this by completing an e-consult form and wait for a GP appointment which can take weeks. They called 111 who said they would arrange a GP call, but no one called back.	NHS 111

Mental health Services

Ref. No	Sentiment	Theme	Comment	Service
114	Negative	Support Quality of Care	Caller has experienced Mental health issues for thirty years and says treatments on the NHS have been a waste of time. They add that the NHS has failed them.	AWP
115	Negative	Support Quality of Care	Caller reports that the mental health services have failed to support him and that he was passed from one caseworker to another, seeing 4 different case workers in 5 years. None bothered to read all his case notes.	AWP
116	Negative	Support	The caller was upset regarding mental health support and reported feeling confused and paranoid. He has specific mental health support needs and was signposted accordingly	AWP
117	Negative	Support Medication	Caller states that his partner (a former professional in mental health) is not being helped appropriately by the mental health services. She felt unable to cope earlier this year so sought an assessment for mental health issues. This was done by a former colleague, she expressed that she considered this inappropriate but was overruled. She was granted a fuller follow-up assessment by the mental health team, but this was postponed. Due to problems with neighbours, she increased her medication and moved to emergency housing. She discussed a	AWP

			reaction to her medication with the team but they did not change it. She has asked, as she is scared to leave the flat, for e-consult but been told this is not possible. Services have not been in touch and are not returning her calls now.	
118	Negative	Medication	Caller a former NHS professional is concerned about the use and misuse of ECT. A few people known to her have a personal experience of ECT & have spoken to her in confidence about their own concerns. She says AWP gives ECT forty-seven times more often, per capita of the population, than the lowest-using mental health Trust. This suggests that decisions are not evidence-based. She says NICE Guidelines are being breached.	AWP
119	Negative	Communication Support	Caller has complex issues relating to housing and mental health support. (See duplicate in social care section) Caller was told that she must leave her accommodation and has tried to ask for support with an appeal. A tribunal found in her favour, but the housing group insist she leaves as there is rent owing. The council are aware that she has mental health issues. She contacted a local mental health helpline who referred her to the AWP who said she was too complex for outpatient support, and they could either place her in a facility or sign her off. The caller is extremely distressed.	AWP
120	Negative	Support Staff Attitudes	Caller says he is disappointed with the services provided. While dealing with his wife's problems they accused him of controlling her. He adds it was extremely difficult to access any support and the service was poor.	AWP
121	Negative	Support Diagnosis Communication	Caller is upset regarding the service not helping their vulnerable child who has complex needs and who is self-harming. The service has had 3 emergency referrals made to them, but he was found ineligible. The son is unable to control his actions and self-harm. He has not been coping with day-to-day life and this is affecting his education, his emotional wellbeing, and his mental health. The caller says her son may be on the autistic spectrum. They are complaining about a primary mental health specialists involved who does not take them seriously.	CAMHS
122	Negative	Diagnosis Support Quality of treatment	Caller states that her mental health assessment was appalling. Even though she was struggling to articulate due to her condition, she was not listened to or given any alternative way of expressing herself. The caller suggested that Link House had been helpful to her in the past, and she felt she would benefit from something like that again. Instead, they said it was not suitable. The caller is having weekly counselling which she is not finding helpful but has a letter stating nothing more will be offered. The caller adds that the centre was patronising and	AWP Speedwell mental health centre

			undermining, offered her a few websites and apps. It had taken a huge amount of courage for her to go there in the first place.	
123	Negative	Support Quality of Treatment	Resident reports that she has completed a course of mental health support and says that the initial referral process was quick. However, there is limited interaction as it is all anonymous. The courses such as for managing panic or worry is only scenarios and generalisations. She thinks the information provided is little more than one can get on the NHS choices website & she does not feel she made much progress and has not been told if she can get any more help.	Vitaminds mental health services

Community/Social Care Services

Ref.No	Sentiment	Theme	Comment	Service
124	Negative	Support Diagnosis	Caller is street homeless and has tried to access some mental health support but feels social care has disregarded him. He reports adverse childhood experiences, and his mother continues to disrupt and damage his access to healthcare by lying. There is a long history of emotional and physical abuse, and he needs help in acquiring advocacy. Now homeless he has reached out to social services. He is unwell with suspected pneumonia, and he has no access to his belongings as his mother has them and has refused him entry to the house. He feels he has been abandoned and left to fend for himself but has no adequate means to do so	Bristol City Council Adult Social Care
125	Mixed	Costs Support	Caller is the parent of a vulnerable adult and has concerns about the way funding is provided means her sons' funding management from one source to another depending on whether they see his social or health needs as primary. She states this has caused problems with his care and she feels the council have failed with their duty of care. She is seeking advocacy for a complaint and a funding appeal.	Bristol City Council Adult Social Care
126	Negative	Support Quality of Care	Caller told that she must leave her accommodation and has tried to ask for support with an appeal. A tribunal found in her favour, but the housing group insist she leaves as there is rent owing. The council are aware that she has mental health issues. She contacted a local mental health helpline who referred her to the AWP	Bristol City Council Adult Social Care

			who said she was too complex for outpatient support, and they could either place her in a facility or sign her off. The caller is extremely distressed.	
127	Negative	Support Quality of Care	The resident states that her care service allowed a Carer who was showing some of the Covid symptoms to work until she received her test results after caring for the resident all week. The carer was positive for Covid. The patient who has bad asthma has since been taken to hospital. The caller is worried about lung damage.	Bristol City Council Adult Social Care
128	Negative	Support Quality of Care	Caller reports that she has been under the care of the Bristol team and receiving their help at home. She is clinically extremely vulnerable, and carers wear masks and PPE. The re-ablement team do not. She is now in hospital with covid. The re-ablement manager has done nothing about her complaint and is just putting the same care in place for when she is discharged, which makes her feel unsafe. She remains in hospital very unwell with a chest infection and is scared nothing will change when she is released	Bristol Re-ablement Team
129	Negative	Support Communication Admin	Caller spoke about his brother's hospital and care home experience they feel has been unsupportive. Patient was admitted to hospital and then moved to an enablement home for assessment which the family were told was chosen because it was close, but it was not. The caller says eventually the council did an assessment 5 months after he was admitted to hospital. The family asked the home for a copy of the care plan but did not receive it or any advice. Communications broke down with the home after the caller was reprimanded for a confidentiality breach even though written agreements were in place. Four care homes were suggested as permanent alternatives, but the home was too busy to accompany the patient to see them and he could not go without one. Subsequently all 4 places were lost, and he went to a home which is more expensive.	Orchard Grove Care Home
130	Negative	Communication Admin	Callers says her elderly mother has been moved from care on a hospital ward to care in a nursing home. She is concerned that her mother seems quite unwell. She cannot visit as they are only allowing 2 named visitors and her older sisters are attending & refuse to pass on information due to a family disagreement. The staff will not give the caller any information	Saffron Gardens Care Home

Other Services

Ref. No	Sentiment	Theme	Comment	Service
131	Neutral	Support	Caller is requesting details re help with transportation to medical appointments	E-Zec non-emergency patient transport

COVID-19

Ref.No	Sentiment	Theme	Comment	Service
132	Neutral	Diagnosis Support	Caller has tested positive but is anxious about symptoms not Covid related, which is not an emergency but nonetheless is concerned as feeling unwell	N/A

Provider Responses about Previous Quarter Report (Q3)

North Bristol NHS Trust

Healthwatch Bristol Patient, Family & Carer Feedback Quarter 3: October, November & December 2021

North Bristol NHS Trust is pleased to receive the feedback from Healthwatch Bristol and to have the opportunity to respond. The Patient Experience Team receives and reviews the comments from Healthwatch. Where appropriate feedback is shared with the relevant Divisional Directors of Nursing or Divisional Leads to investigate further and provide a response. This report, the comments received, and the Trust's responses are then discussed at our Patient Experience Group (PEG). PEG is attended by representatives from each of the Trust's

divisions. This ensures that feedback is received by Senior Managers within the relevant division so they can disseminate the feedback with their teams who may be referenced in the comments. Members of Healthwatch also participate in this meeting.

112: Caller reports that she attended consultant appointment after a concern about her breast, the consultant said there was nothing to be worried about, she saw him again and asked for an MRI as she was convinced there was a lump and something was wrong, He stated there was no need and sent her away. she was then called to a routine age-related breast examination somewhere else, and they found a lump where she had reported it and diagnosed her with breast cancer. She was operated on in September and is now undergoing chemotherapy. She was calling for advice concerning a panel meeting with Southmead Hospital

Thank you to this caller for sharing their feedback. We are very sorry to hear of her experience and wish her the very best with her ongoing treatment. We are pleased that the caller had a meeting arranged to address her complaint. I hope that this meeting was helpful. If the caller feels that she has any outstanding concerns that have not been addressed, please do not hesitate to contact the Complaints Team on 0117 414 4568 or email complaints@nbt.nhs.uk

114: Caller's mother was taken to hospital earlier this year and had a series of falls, she died in May because of damage to her brain according to the coroner's report. The family find the report language mostly unintelligible and would like some assistance with challenging the hospital regarding some issues. Mostly concerning that she fell but there was a reported failure to scan her afterwards and the family want to ask if in fact the injury was treatable but that the staff did not scan or investigate this Southmead Hospital

Thank you to this caller for sharing their feedback. We are very sorry to hear of their family's experience and would like to offer our sincerest condolences on the loss of their mother last year. If the caller would like some assistance with raising their concerns, please do not hesitate to contact our Patient Advice and Liaison Service (PALS) on 0117 414 4569 or pals@nbt.nhs.uk PALS will be able to provide impartial advice and guidance on how best to proceed, including signposting to advocacy services.

118: Caller states that she was sent for an urgent referral for a lump in the breast during 2019 and the process of getting the appointment was excellent. During the biopsy, a doctor used equipment which she never used before in front of an assisting nurse and struck the callers chest bone painfully even through a local anaesthetic. The doctor appeared unexperienced in using this equipment. The caller was then diagnosed with having two lumps and needed a mastectomy. states that she could only feel one lump herself which would not have required such major surgery. After the mastectomy she was informed that there was indeed only one lump. She is left wondering if mistakes had happened with the diagnosis.

Thank you to this caller for sharing their experience. We are sorry to hear about their concerns that mistakes may have been made with their diagnosis in 2019. We would recommend that the caller contact our complaints department or Patient Advice and Liaison Service (PALS) to explore whether she might want to raise her concerns for investigation. There are time limitations on when a complaint can be brought, but there are exceptions to this that may be explored with the Complaints/PALS team. Please contact 0117 414 4569 or email complaints@nbt.nhs.uk

Pembroke Road Surgery

The Practice Manager has asked HW to share contact details with caller who wished to make a complaint to assist with this, discuss the case and facilitate a clinical review.

3rd Floor, The Sion
Crown Glass Place
Nailsea
BS48 1RB

For your response or comments about the data in this report,
please email HW BNSSG Admin via Healthwatch Bristol, North Somerset and
South Gloucestershire. Email kate@healthwatchbnssg.co.uk

In Confidence