

*In Confidence*

## Healthwatch South Gloucestershire Patient, Family & Carer Feedback

### JANUARY, FEBRUARY AND MARCH 2022

Healthwatch South Gloucestershire 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. Daily 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 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 South Gloucestershire 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/I and with Healthwatch England.

## Report Headlines:

We received 108 pieces of feedback in this quarter

60 pieces of feedback were negative in sentiment

37 pieces of feedback were positive in sentiment

91 pieces of feedback referenced access to services

91 pieces of feedback related to service delivery











16 pieces of feedback related to cost of services

31 pieces of feedback related to health protection themes

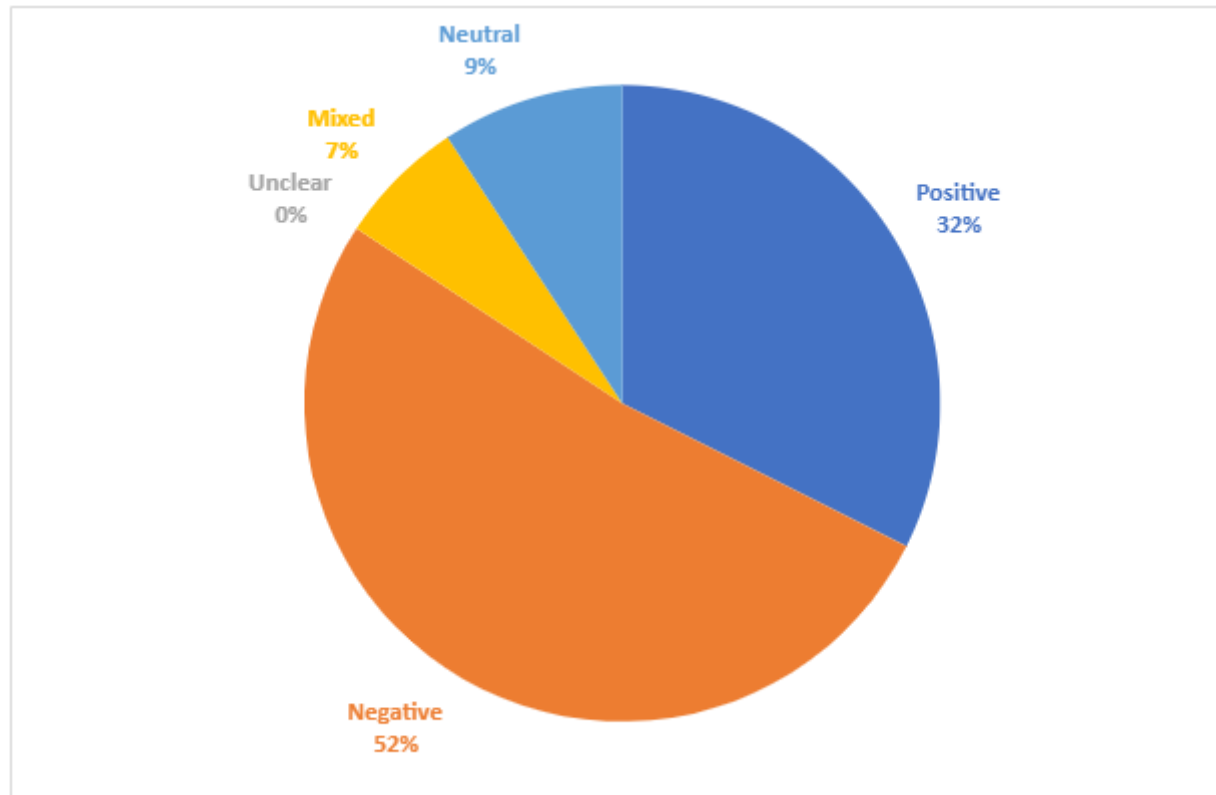
Most of our signposting was to NHS England regarding dental care

## Demographic Data:

The data collected helps us better understand how people's experiences may differ depending on their personal characteristics and how our feedback reflects the population of South Gloucestershire.





<p>1 person fell into the 0 to 12 age category</p> <p>1 people fell into the 13 to 17 age category</p> <p>2 people fell into the 18 to 24 age category</p> <p>24 people fell into the 25 to 49 age category</p> <p>0 person fell into the 35 to 44 age category</p> <p>0 person fell into the 45 to 54 age category</p>	<p>55 out of 108 people identified as White: British/English/Welsh/Scottish/Northern Irish, and 43 did not answer the question</p> 	<p>63 out of 108 people identified as women and 26 did not answer the question</p> 	<p>60 out of 108 people identified as heterosexual and 46 did not answer the question</p> 		<p>27 out of 108 people identify as Christian and 81 did not answer the question</p> 
<p>22 people fell into the 50 to 64 age category</p> <p>1 person fell into the 55 to 54 age category</p> <p>25 people fell into the 65 to 79 age category</p> <p>4 people fell into the 80+ age category</p> <p>29 people did not answer the question</p>	<p>8 out of 108 people considered themselves to be a carer and 25 did not answer the question</p> 	<p>7 out of 108 people have a long-term health condition and 44 did not answer the question</p> 	<p>6 out of 108 people consider themselves to have a disability and 59 did not answer the question</p> 	<p>19 out of 108 people were married, 2 people were cohabiting and 39 did not answer the question</p> 	

## Feedback by Sentiment Type: Quarter Four

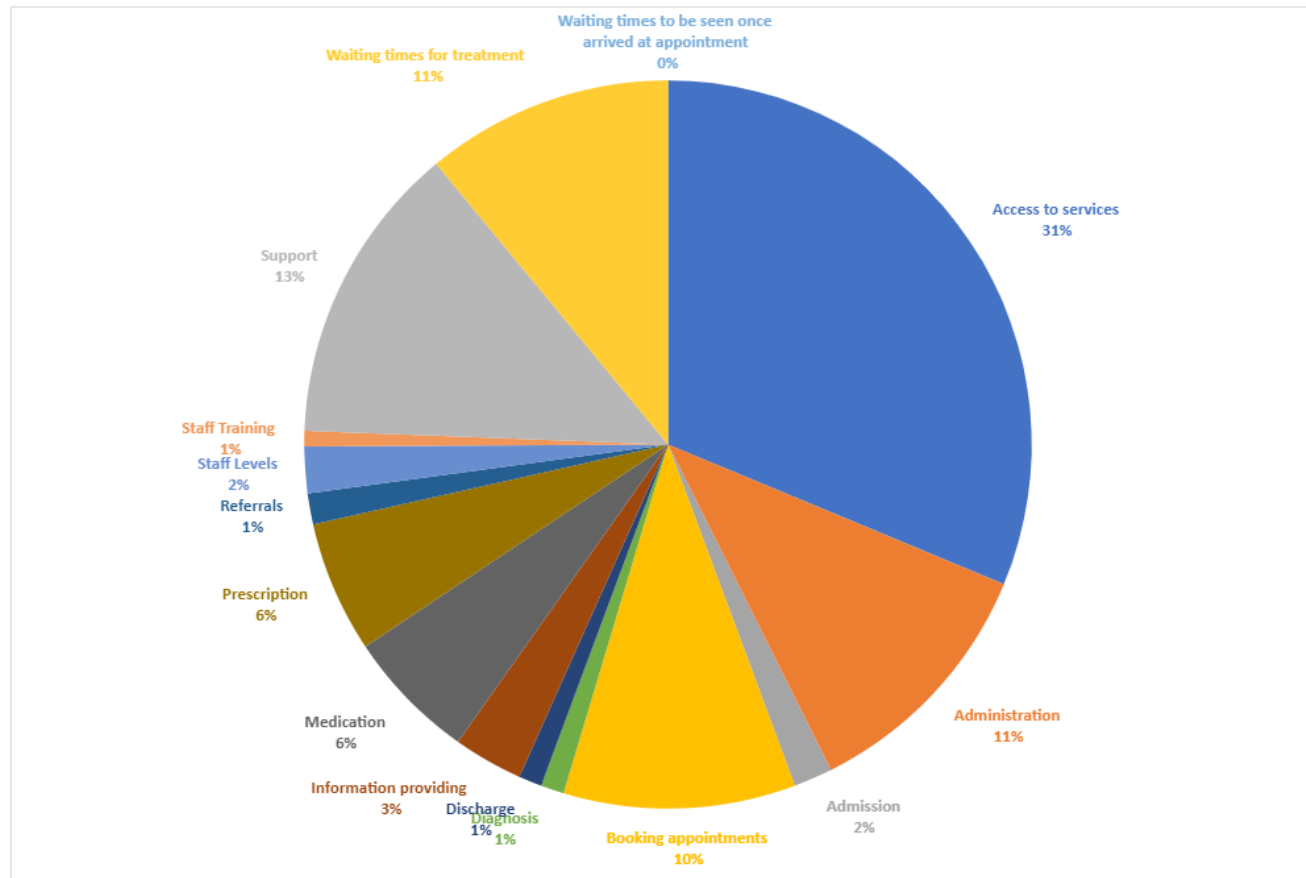


In this Quarter, 32% of the feedback received was positive in sentiment, 52% being negative in sentiment, 7% was mixed and 9% was neutral.

## Feedback Summary: Quarter Four

<p>45 pieces of feedback about GP Care:</p> <p>24 were negative 18 were positive 3 were mixed 0 was neutral</p>		<p>18 pieces of negative feedback about Dental Care:</p> <p>17 were negative 1 was mixed</p>	
	<p>13 pieces of feedback about Pharmacy Services:</p> <p>1 was negative 11 were positive</p>		<p>4 pieces of negative feedback about Hospital Services:</p> <p>2 were negative 2 was positive</p>

## Feedback on Processes: Quarter Four



In this quarter 31% of the feedback received related to access to services, 13% related to the support the patients felt they received and 10% related to booking appointments.

## Quarter Four 2021/22 Patient Feedback and Comments

### *Primary Care Services*

Ref#	Nature	Sentiment	Theme	Process	Comment	Service
1	Concern, Complaint	Negative	Quality of Care, Service delivery, organisation	Access to services, Support	Client unable to get through on the telephone. Practice have contacted patients to say it's not worth trying to get in touch and to call 111 or to visit a pharmacy. Client was suffering with headaches. Pharmacy has given them co-codamol.	Hanham Surgery (Hanham Health)
2	Concern, Complaint,	Negative	Cost of services, Service delivery, organisation	Access to services	Client contacting on behalf of partner who is experiencing dental pain in a root canal, isn't registered with an NHS dentist and cannot afford to pay privately.	Dental
3	Concern, Complaint	Negative	Communication between staff and patients, Patient records	Administration	Client looking for support to raise a complaint about access to their medical records. Client concerned that their medical records have been lost, following a transfer to a South Gloucestershire GP Practice.	Downend Health Group
4	Complaint	Negative	Cost of services, Service delivery, organisation	Access	NHS Dental Services - Client contacted by dental surgery, stating that they are going fully private. Client has a HC2 certificate for full help with health costs and now doesn't know where to go.	Flaxpits Dental
5	Complaint	Negative	Communication between staff and patients, Cost of services, Service delivery, organisation and staffing	Access to services, Administration, booking appointments, Information providing	Client was not given notice before being removed as an NHS patient. Client now has issues with their teeth and contacted other dentists but cannot find any accepting new NHS patients. Client cannot afford to pay for private care.	Dental - Mydentist High Street - Kingswood
6	Concern, Complaint, Request for Information	Negative	Communication between staff and patients, Complaints procedure, Patient records	Administration, Information providing	Client concerned about inaccuracies on medical records and seeking support about complaints following a move to England from Wales.	Downend Health Group
7	Complaint	Negative	Communication between staff and patients, Service delivery, organisation and staffing	Access to services, Administration, Booking appointments, Staff Levels	Client received invitation for a cervical smear test. Client telephoned Surgery to book as last time they had tried to use AskmyGP it had taken over one month for the Surgery to get back to them. After being on hold for an hour, Client looked on the website to discover the Surgery were in critical status due to absence.	Concord Medical Centre
8	Compliment	Positive	Communication between staff and patients, Quality of appointment, Quality of Care, Service delivery, organisation	Access to services, Administration, Booking appointments, Information providing	Client had a smear test which found abnormal cells so client had to go back to check again, & the nurse couldn't have been kinder. Client explained they were anxious, and nurse explained it well and gave client the information they needed to be comfortable and calm. Booking the smear test was easy and the whole service was efficient and safely handled with Covid in mind. Excellent all round.	Kingswood Health Centre

9	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing, Staff attitudes	Access to services	Client states that staff always go above and beyond, saying "their service is personal, attentive and caring."	Cleeve Wood Pharmacy
10	Compliment	Positive	Quality of Care, Quality of Staffing, Service delivery, organisation and staffing, Staff attitudes	Access to services, Medication, Prescription	Client states they changed to this pharmacy for their repeat prescription after years of stress and upset with a different local pharmacy. Client says "Cleeve Wood are excellent. Professional, efficient, helpful. Shows what a good local pharmacy can be like."	Cleeve Wood Pharmacy
11	Compliment	Positive	Quality of Care, Quality of Staffing, Service delivery, organisation and staffing, Staff attitudes	Access to services, Medication, Prescription	Client states pharmacy is the most helpful, organised, kind and professional chemist they have ever been to. Client says, "Excellent service, above and beyond what I would even expect ..the team are a cornerstone of the Bromley Heath community."	Cleeve Wood Pharmacy
12	Concern	Negative	Service delivery, organisation and staffing	Access to services	Client states that Face-to-face consultations have been few and far between, and that they have not seen for two years.	Almondsbury Surgery (Hanham Health)
13	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing	Access to services	Client states the team are friendly, helpful and go well beyond any other pharmacy. Client says "(the) team are fantastic, (they) will even deliver people's medicines after hours - they are the best."	Cleeve Wood Pharmacy
14	Concern, Complaint	Negative	Quality of Staffing, Service delivery, organisation and staffing, Staff attitudes	Access to services, Medication, Prescription	Client states that pharmacy service has declined in quality since being taken over by a national provider- including not opening on time, reduced operating hours, long waits for prescription and queues of over an hour to get inside.	Yate Family Pharmacy
15	Concern, Complaint, Request for Information	Negative	Communication between staff and patients, Complaints procedure, Cost of services, Quality of Care, Service delivery, and staffing	Access to services, Administration, Booking appointments, Cancellation, Information providing	Client feels they have received inadequate service and patient care. At the start of 2022 it became a fully private dental surgery, but client was told their existing treatment would be completed at NHS prices. Practice then contacted the client to say they would be postponing the appointment and then charging the client at private prices. Client formally complaining to get treatment completed on NHS prices as agreed.	Frampton Dental Practice
16	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing	Access to services, Medication, Prescription, Support	Client needed to arrange medication for parent, client said "They are so helpful, friendly and informative...Nothing is too much trouble."	Cleeve Wood Pharmacy
17	Compliment	Positive	Communication between staff and patients, Quality of Care, Service delivery, organisation and staffing	Access to services, Medication, Prescription, Support	Client states the pharmacy team will listen, discuss and advise patients as much as is required, saying "I wouldn't go anywhere else. We are so lucky to have them in our community."	Cleeve Wood Pharmacy



18	Compliment		Communication between staff and patients, Quality of Care, Service delivery, organisation and staffing, Staff attitudes	Access to services, Information providing, Support	Client values the service, saying the team always take time to listen and don't ever rush, with nothing ever being too much trouble.	Cleeve Wood Pharmacy
19	Compliment	Positive	Communication between staff and patients, Quality of Care, Service delivery, organisation and staffing	Access to services, Medication, Prescription, Support	Client states pharmacy was a lifeline for so many during the lockdown, saying "the team always go the extra mile with staying open late or delivering in order that their local community get their prescriptions."	Cleeve Wood Pharmacy
20	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing	Access to services, Medication, Prescription, Support	Client says the team are kind and efficient, when they had to order dressing for a relative who needed them post knee replacement.	Cleeve Wood Pharmacy
21	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing, Staff attitudes	Access to services, Medication, Prescription, Support	Client found their GP hadn't correctly completed repeat prescription request, leaving them without one of their regular medications. Client found pharmacy ensured they had an emergency supply and advised them on the action needed. Client says, "Staff are always extremely friendly and helpful."	Cleeve Wood Pharmacy
22	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing	Access to services, Medication, Prescription, Support	Client and family have shielded to protect a disabled family. Client says everyone at the pharmacy has always been helpful, arranging for all the medication they need and giving good advice. Client says "They were amazing in lockdown, delivering our medication without even having to ask. Excellent service."	Westbourne Pharmacy
23	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing	Access to services, Medication, Prescription, Support	Client appreciates the support pharmacy team have provided throughout and pandemic. Client says "They're calm, always have time and often go above and beyond, for example allowing us to collect medication after official closing hours. We are incredibly lucky to have them."	Cleeve Wood Pharmacy
24	Concern	Negative	Communication between staff and patients, Service delivery, organisation and staffing	Access to services, Administration, Cancellation	Client concerned about being de-registered by surgery following a change of address and feels they were not given the information in an accessible way, considering the reasonable adjustments they need.	The Orchard Medical Centre
25	Complaint	Negative	Cost of services, Service delivery, organisation and staffing	Access to services	Client unable to find dentist accepting NHS patients.	Dental
26	Concern	Negative	Patient records, Service delivery, organisation and staffing	Access to services, Administration, Booking appointments	Client having difficulty booking an appointment. After being unable to get through on the telephone, client tried to register for 'Patient Access.' Client told they would have to attend the surgery in person with photo ID to get online access. Client is concerned as a photo ID costs money, so is a barrier to health care and client is concerned about this.	Coniston Medical Practice

27	Concern, Complaint	Negative	Cost of services, Health protection, Service delivery, organisation and staffing	Access to services, Booking appointments	Client wanting to make complaint about dental practice. Client was de-registered without being told, so when they contacted practice to book an emergency appointment, they were told they could only access private care. Client is unable to afford private care. Client has contacted other practices, but none are taking NHS patients.	My Dentist - Gloucestershire Road
28	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing	Access to services, Waiting time to be seen once arrived at appointment	Client states that his wife has regular dermatology appointments - they have no complaints, are usually seen on time and receive excellent care.	Southmead Hospital
29	Concern	Negative	Cost of services, Health protection, Service delivery, organisation	Access to services	Client unable to access NHS dental care. Has previously been hospitalised because of an oral infection so wants to prevent this happening again.	Dental
30	Concern	Negative	Cost of services, Service delivery, organisation	Access to services	Client unable to access NHS dental care. Even when they can travel.	Dental
31	Complaint	Negative	Quality of Care, Service delivery, organisation and staffing	Access to services, Administration, Waiting Times and lists for treatment	Client feels it has become impossible to get a doctor's appointment, with the telephone queue being so long that the line drops out. When client has got through, they have been offered phone consultations with the option to upload an image of a skin complaint. Client says it does not feel "worth the effort."	Downend Health Group
32	Concern, Complaint	Negative	Service delivery, organisation and staffing	Access to services, Booking appointments	Client reports it is difficult to make an appointment with a doctor, and if you do manage to book it will be for a telephone consultation.	Downend Health Group: The Willow Surgery
33	Concern	Negative	Continuity of Care, Service delivery, organisation	Access to services, Booking appointments	Client reports that they never speak to the same Doctor twice, saying if they give you an appointment you never know who it will be. Client says, "You used to be able to see the same Doctor, wish we still could."	Downend Health Group
34	Compliment, Concern	Mixed	Quality of Care, Service delivery, organisation	Access to services, Waiting Times and lists for treatment	Client feels it is now a 'reactive service' for when things go wrong, rather than a 'proactive service' for those with long term illness. Client says "(Doctors) are great but the waiting time to see them is dangerously long."	Downend Health Group
35	Concern, Complaint	Negative	Service delivery, organisation and staffing	Access to services, Booking appointments	Client reports difficulty is getting through on the telephone, stating that they find the line permanently engaged and do every time they try to call.	Downend Health Group
36	Concern, Complaint	Negative	Service delivery, organisation and staffing	Access to services, Administration, Booking appointments	Client tried to make an appointment for a telephone consultation after being asked to do via text. Was told that they had called too late to book an appointment for that day, that appointments were full for the next day and that the Doctor was then away until Friday. Client asked for appointment on Friday but was told they had to call Friday morning at 8am to book for that day. Client frustrated and asked why they can't book one in advance.	Downend Health Group
37	Concern, Request for Information	Negative	Cost of services, Service delivery, organisation and staffing	Access to services	Client looking to find an NHS dentist for himself and pregnant wife. Client has checked the NHS "Find a dentist" webpage, but most of the listed dentists details state they are not taking new NHS patients, and then those that are taking new patients are in fact not. No dentists in the area seem to be taking on new	Dental

					patients/registers - they did try to re-register with a practice they used many years ago but with no luck.	
38	Concern, Complaint, Request for Information	Negative	Cost of services, Service delivery, organisation	Access to services	Client unable to access NHS dental care for themselves, husband and children after practice went private.	Dental
39	Concern	Negative	Health protection, Service delivery, organisation and staffing	Referrals, Waiting Times and lists for treatment	Client has been under the care of the acute knee clinic at Southmead Hospital for over a year. Last June client was referred for a guided knee injection. It is now 36 weeks later, and client is still waiting.	Southmead Hospital
40	Concern	Negative	Communication between staff and patients, Service delivery, organisation and staffing	Access to services, Administration, Waiting Times and lists for treatment	Client used e-consult and had a 6 day wait for a GP to call back, and then wasn't offered a face-to-face appointment.	Frome Valley Medical Centre
41	Compliment, Concern	Mixed	Quality of Care, Service delivery, organisation and staffing, Staff attitudes	Access to services, Waiting Times and lists for treatment	Positive feedback about the receptionists. Client has not seen a doctor in 2 years.	Frome Valley Medical Centre
42	Concern	Negative	Health protection, Service delivery, organisation and staffing	Access to services, Administration, Booking appointments, Waiting Times and lists for treatment	Client tried to get an appointment but was unsuccessful. In pain over the weekend but didn't call 111 as the pain was not an emergency. Client used e-consult and was offered an appointment but not until Friday of the following week.	Downend Health Group
43	Concern	Negative	Service delivery, organisation and staffing	Access to services, Booking appointments, Waiting Times and lists for treatment	Client has found it increasingly difficult to contact the surgery. If you can get through at all you are told that you are 37th in the queue and spend over an hour on the line only to be told the next appointment is in 6 weeks' time.	Downend Health Group
44	Concern	Negative	Service delivery, organisation and staffing	Access to services, Administration, Waiting Times and lists for treatment	Client reports it is very difficult to get hold of the surgery to request appointments and get support.	Downend Health Group
45	Concern, Complaint	Negative	Service delivery, organisation and staffing	Access to services, Administration, Waiting Times and lists for treatment	Client reports unsatisfactory service, stating it is typical to have a 45-minute wait time on phone. Client report that wife spent 50 minutes waiting on the telephone only to be cut off. Client states "my wife and I put up with serious health concerns as it's too stressful to contact the surgery."	Green Valleys Health: Leap Valley Surgery - Downend
46	Compliment	Positive	Health protection, Quality of Care, Service delivery, organisation	Access to services	Client is critically vulnerable. On testing positive for COVID, they were given an appointment at hospital for an infusion. They were home the same day. Client says, "grateful to the efficiency of my GP surgery and the oncology team."	West Walk Surgery

47	Concern, Request for Information	Negative	Cost of services, Health protection, Service delivery, organisation	Access to services	Client and husband moved to area in 2020 and are unable to find a dental practice taking on NHS patients.	Dental
48	Concern, Complaint, Request for Information	Negative	Cost of services, Service delivery, organisation	Access to services	Client unable to find NHS dentists for themselves and their two children.	Dental
49	Concern, Complaint	Negative	Quality of Care, Service delivery, organisation and staffing	Access to services, Administration, Booking appointments, Medication, Prescription, Waiting Times and lists for treatment	Client is unhappy with the care and service from this practice, finding that the phone is not answered and spends over an hour on hold. Client used 'push doctor' as couldn't wait the 18 days until next telephone appointment at the practice was available. Client was prescribed medication for 2 weeks and told they would be referred to Ear, Nose and Throat. Client was advised by text to make a GP appointment for 8 weeks' time to review medication. But found it had not been done. GP had wanted to see outcome of the medication but had not prescribed enough. Client had another 'push doctor' appointment and Doctor said they would request that an urgent telephone call. Client is still waiting and that was 2 months ago. Says "My mental health is suffering... my practice doesn't listen to patients and push doctor."	Green Valleys Health: Leap Valley Surgery - Downend
50	Concern, Complaint	Negative	Communication between staff and patients, Health Inequalities, Service delivery, organisation	Access to services	Client finds it incredibly difficult, due to caring responsibilities, to telephone the surgery at 8 am to book an appointment. Filling in an online form to get an appointment is not an option for the client as they cannot use the internet. Client says "I'm so frustrated by the lack of access to my local surgery. If you're old and incapable of using modern technology, you are left behind & forgotten."	Downend Health Group: Christchurch Family Medical Centre
51	Compliment	Positive	Quality of Care, Quality of Staffing, Service delivery, organisation and staffing, Staff attitudes	Access to services, Booking appointments, Support, Waiting Times	Client had cervical screening appointment. Client was able to book over the phone easily and didn't have to wait long. Appointment went well - the nurse was friendly and reassuring. Client says, "Excellent service as always."	Oldland Surgery (Hanham Health)
52	Concern	Negative	Service delivery, organisation and staffing	Access to services, Booking appointments, Waiting Times	Client called surgery to book cervical screening. Client was offered a same-day appointment, which was unsuitable. Client called the following week and booked in a few weeks ahead. That appointment was cancelled on the day due to staff sickness. Client has still not managed to re-book.	Hanham Surgery (Hanham Health)
53	Concern, Complaint	Negative	Service delivery, organisation and staffing	Access to services, Administration, Booking appointments	Client cannot get through on the telephone. Client reports needing contact with the surgery to register for the online service and is frustrated as this feels impossible. Trying to get an appointment is a joke."	Coniston Medical Practice
54	Compliment	Positive	Communication between staff and patients, Quality of Care, Service delivery, organisation and staffing	Access to services, Administration, Booking appointments, Support, Waiting	Client reports an excellent service. They are always triaged by a receptionist, says the reception staff are considerate, they listen, then either sort the query for you or, if necessary, ask a Dr to call back. Client appreciates that some people don't like this, but believes the receptionists are trained and confidential. Client says when the Dr calls back, they may offer advice,	West Walk Surgery

				Times and lists for treatment	prescriptions, or offer face to face appointments. Normally a 2-minute conversation sorts problems but will be seen face-to-face if necessary.	
55	Compliment	Positive	Quality of Care, Service delivery, organisation	Access to services, Support	Client's husband needed medical care for hernia and cancer during height of COVID restrictions. Client says that the help the practice provided was first class and included needing two operations - both successful.	West Walk Surgery
56	Concern, Complaint	Negative	Service delivery, organisation and staffing	Access to services, Administration, Booking appointments	Client finds they cannot book an appointment or arrange prescription, saying that the practice ask for an LFT but don't actually check it.	Coniston Medical Practice
57	Concern	Negative	Service delivery, organisation and staffing	Access to services, Booking appointments, Waiting Times and lists for treatment	Client reports that they are unable to see a GP and that there is over a week to wait for a GP to call.	West Walk Surgery
58	Compliment	Positive	Communication between staff and patients, Service delivery, organisation	Access to services	Client reports that Practice has been in contact all the way through the pandemic and client could have regular required blood tests done.	Cadbury Heath Healthcare
59	Concern, Complaint	Negative	Communication between staff and patients, Service delivery, organisation	Administration, Booking appointments, Waiting Times	Client reports it is very difficult to contact GP surgery. Client says you can spend an hour on the phone in a queue and then be disconnected. Client had a telephone consultation with a doctor, who stated that they would get a same day appointment - it was another week before the client was seen.	Green Valleys Health: Leap Valley Surgery - Downend
60	Concern	Negative	Health Inequalities, Quality of appointment, Staff attitudes	Support	Client had an annual diabetes review with a nurse. Client found that the nurse showed a lack of understanding of what living with a range of physical and mental disabilities is like. "very disappointing."	The Orchard Medical Centre
61	Concern	Negative	Quality of Care	Support	Client reports the service was very poor, saying it was difficult to access the help and support they needed.	Apple Dental Practice - Abbotswood
62	Concern, Complaint	Negative	Health protection, Quality of Care, Service delivery, organisation and staffing	Access to services, Staff Levels	Client reports poor service and poor care, saying the surgery never has any appointments available, it takes 30 minutes to answer the phone and they fail to call back when promised. Client's partner has a chronic condition but finds that practice say that there is nothing wrong. Client reports that surgery states they have current staff shortages, but clients says this has been going on the past three years.	Green Valleys Health: Leap Valley Surgery - Downend
63	Concern, Complaint	Negative	Quality of Care, Service delivery, organisation and staffing, Staff attitudes	Access to services, Medication, Prescription, Staff Training	Client reports frustration at attitude from receptionists and pharmacy assistants, feeling that the staff are poorly trained and act beyond their responsibility. Older people have been kept outside in the rain to queue for the pharmacy. Client reminded us that "most people who visit a surgery or doctor are ill and would rather not be there."	Conygre Medical Centre
64	Compliment	Positive	Quality of appointment, Quality	Access to services, Support, Waiting	Client booked a telephone consultation after a text from practice asking them to book, following annual blood pressure checks. GP offered appointment later that	Kennedy Way Surgery

			of Care, Service delivery, organisation and staffing	Times and lists for treatment	day, gave them a thorough examination, explained everything clearly, booked blood tests, and gave instructions for follow up. Client felt taken seriously.	
65	Concern, Complaint	Negative	Cost of services, Service delivery, organisation and staffing	Access to services	Client is unable to access NHS dental care, saying this is completely inadequate and unacceptable. Client states "It is unfair that NHS patients are being told to pay for treatment as private dentistry patient or leave the dental practices, when there are no other dentists taking on NHS patients."	Dental
66	Compliment	Positive	Quality of appointment, Quality of Care, Service delivery	Access to services, Information providing, Support, Waiting Times	Client used e-consult to access GP care, spoke to a Dr and was seen the same day. Says GP was really thorough & says "It can be difficult to get help at the moment but reassuring to know that it's possible to get help when it's needed."	Downend Health Group
67	Concern, Point of view	Mixed	Communication between staff and patients, Health protection, Patient records, Quality of Care, Service delivery,	Access to services, Administration, Support, Waiting Times and lists for treatment	Client had been unwell for an extended period - was eventually referred to hospital for endoscopy and colonoscopy both done very quickly. Client was advised to be referred to gastroenterology, but this wasn't done for some time by GP as it was missed on paperwork. Client now waiting for further investigations. Client reports it takes a long time to get through to practice since the removal of the online system, & when you do get through though they can manage to get a same day call back from GP or an appointment if required.	Coniston Medical Practice
68	Concern	Negative	Cost of services, Service delivery, organisation and staffing	Access to services	Client cannot find a dentist. Surgery they had been with closed, telling patients to find a new practice. Client has been trying to find one for over a year, but due to demands of their job they find it difficult to spend time trying to find one taking NHS patients. Client says they are "really disappointed, upset & frustrated that a taxpayer cannot find a dentist for them or their family."	Dental
69	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing, Staff attitudes	Access to services, Support	Client reports receiving excellent care, especially during the difficult times of a pandemic.	Hanham Surgery (Hanham Health)
70	Concern, Complaint, Point of view	Negative	Cost of services, Service delivery, organisation and staffing	Access to services	Client unable to find a dental practice taking on NHS patients.	Dental
71	Concern	Negative	Cost of services, Health protection, Service delivery	Access to services	Client has been informed practice is now private. Client will now only be able to get dental care with extraction for severe toothache as other costs are prohibitive.	Winterbourne Private Dental Practice
72	Concern	Mixed	Health protection, Quality of Care, Quality of Staffing, Service delivery, organisation and staffing, Staff attitudes	Access to services, Admission, Diagnosis, Referrals, Staff Levels, Waiting Times	Client on hold for 2 hours to contact GP surgery. This cost them £11.00. Client asked for an urgent appointment and was seen by a doctor, who referred client to a consultant	Green Valleys Health: Leap Valley Surgery - Downend

73	Compliment	Positive	Health protection, Quality of Care, Quality of Staffing, Service delivery,	Access to services, Medication, Prescription, Support	Client given a prescription, but the hospital pharmacy couldn't serve them as they weren't licensed. Client was told they would have to visit their local pharmacy. Client wants to praise their local pharmacy as says, "I cannot imagine any district in South Glos having a superior service."	Cleeve Wood Pharmacy
74	Concern	Negative	Health protection, Quality of Care, Service delivery, organisation and staffing	Staff Levels, Support	Client reports an elderly person in hospital with a broken hip catching C Diff and they say it was due to the lack of nursing.	Southmead Hospital
75	Compliment	Positive	Communication between staff and patients, Quality of Care, Service delivery, organisation and staffing	Access to services, Administration, Booking appointments, Medication, Prescription, Support	Client phoned about a medical issue, had to try several times to get through but not for long. Got a call back within stated time and was asked to attend surgery. Client was seen on time, given advice and prescription. Got prescription and pharmacy on same site.	Kennedy Way Surgery
76	Compliment, Concern	Mixed	Building/Facilities, Quality of Care, Service delivery, organisation and staffing	Access to services	Client says it is a very efficient service - in and out quickly for blood tests and blood pressure check, but they were disappointed that they had to wait outside (in the rain) before appointment.	Bradley Stoke Surgery
77	Compliment	Positive	Quality of appointment, Quality of Care, Service delivery	Access to services, Administration, Booking appointments	Client reports good care. They use digital app to make an appointment. Client thinks this makes appointment more efficient as the Doctor knows exactly what you want to speak to them about.	West Walk Surgery
78	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing	Access to services, Booking appointments, Support	Clients can always get an appointment and is very happy with the care they receive for their chronic long term health condition.	Kingswood Health Centre
79	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing	Access to services, Support	Client reports good care for husband, including regular home visits from the Nurse.	Kingswood Health Centre
80	Compliment	Positive	Health protection, Quality of Care, Service delivery, organisation and staffing	Access to services, Administration, Booking appointments, Support	Client reports good service for their first three COVID jabs, with the fourth soon. Client has an annual health check and is glad they have one soon as have been experiencing dizziness. Has been at Practice for 20 years and has always received great care.	Kingswood Health Centre
81	Compliment, Point of view	Mixed	Communication between staff and patients, Quality of Care, Service delivery, organisation and staffing	Access to services, Administration, Booking appointments, Support	Client is an NHS patient and reports having a check-up booked but it has now been cancelled. They say the care is good and that communication from surgery is good. Client says there are lots of options if you can afford to pay privately.	Mydentist - High Street - Kingswood

82	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing	Access to services, Administration, Booking appointments	Client reports very good care and always gets an appointment when it is needed.	Kingswood Health Centre
83	Concern	Negative	Health protection	Information providing, Support	Education health and care plan local authority, specifically issues with accessing appropriate education setting for their child Finds the GP just gives web links, as there is no suitable services or care available. Client has formally complained.	Bradley Stoke Surgery
84	Concern	Negative	Health protection, Service delivery, organisation and staffing	Access to services, Administration, Booking appointments	Clients' appointment was cancelled due to COVID but has not been contacted since. Suggested that client contacts practice to ensure they have not been removed from NHS list.	Hanham Dental Surgery

### Secondary and Urgent Care Services

Ref #	Nature	Sentiment	Theme	Process	Comment	Service
85	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing	Access to services, Administration, Admission, Information providing, Referrals, Waiting time	Client pleased with the care they received at A&E. They were seen quickly, and X-Rays arranged immediately. Client had a broken ankle and was given the care they needed, and fracture clinic appointment arranged easily for the following day.	Southmead Hospital
86	Concern	Negative	Health protection, Service delivery, organisation and staffing	Access to services, Waiting Times and lists for treatment	Client's husband has a history of serious bowel problems. He was told that the next time he got the same symptoms, it could be critical, and he would need to go straight to A&E. Client called 999 and was told that they could not get an ambulance to them and asked if there was another way of getting him to hospital. They eventually found a friend to give him a lift. Client said, "If it was another bowel perforation, it could have ended very badly."	South Western Ambulance Service Foundation Trust
88	Compliment	Positive	Communication between staff and patients, Health protection, Quality of Care, Quality of Staffing, Service delivery, organisation and staffing, Staff attitudes	Access to services, Administration, Admission, Booking appointments, Staff Levels, Support, Waiting Times and lists for treatment	Client referred to a Consultant at Southmead by GP. Client was then due to have an operation within four weeks. Client contracted COVID so operation had to be offered a new date. Client says, "I want give high praise to all the staff involved - and the efficiency of the organisation at Southmead." Client returned for removal of stitches and given a prescription. Client was extremely disappointed to be told at the hospital pharmacy they couldn't serve them as they weren't licensed. Client was told they would have to visit their local pharmacy. Client concerned about how this extra step might make it difficult for many patients.	Southmead Hospital
87	Compliment	Positive	Service delivery, organisation and staffing	Access to services	Client is critically vulnerable. On testing positive for COVID, they were given an appointment at BRI to receive infusion. They were home the same day. Client says "Amazing... grateful to the efficiency of 111, and oncology team. Brilliant."	NHS 111



88	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing	Access to services,	Client told by Push Dr they would be referred to Ear, Nose and Throat. When client called to check the referral, found it had not been done.	Push Doctor to secondary care
89	Compliment	Positive	Health protection, Quality of Care, Service delivery, organisation and staffing, Staff attitudes	Access to services, Medication, Prescription, Support	Client used 111 and was diagnosed with Shingles and issued a prescription through the out of hours service. From completing form online to speaking to a GP, everything was clearly explained and worked brilliantly. Client says, "Well done everyone involved."	NHS 111
90	Compliment	Positive	Communication between staff and patients, Quality of Care, Service delivery, organisation and staffing, Staff attitudes	Access to services, Booking appointments, Support, Waiting Times and lists for treatment	Client needed emergency care after being seen in the eye hospital A&E. Was given an emergency appointment for next day surgery. Client said that the doctor took time to talk to them and reassure them, which was really appreciated. Client says, "It was a very positive experience and very quick service when needed."	Bristol Eye Hospital
91	Concern	Negative	Service delivery, organisation and staffing	Waiting Times and lists for treatment	Client reports very poor service, stating it took 20 minutes before 111 answered.	NHS 111
92	Concern	Negative	Service delivery, organisation and staffing	Waiting Times and lists for treatment	Client reports very poor service, stating it took 4.5 hours for an ambulance to arrive.	South Western Ambulance Service
93	Concern	Negative	Quality of Care, Service delivery, organisation and staffing	Discharge	Client reports elderly person with dementia being discharged from hospital and to be collected from 'departure lounge' with no social care package put in place. (repeat under community services)	Southmead Hospital
94	Compliment, Concern, Point of view	Mixed	Communication between staff and patients, Health protection, Quality of Care, Service delivery, organisation and staffing, Staff attitudes	Access to services, Administration, Diagnosis, Information providing, Staff Levels, Waiting Times and lists for treatment	Client contacted 111 as 4-month-old baby had a rash and a temperature. Client reports that staff were great on the phone but that a clinician needed to call, being told they would get a call within 2 hours due to the age of the baby. Client received a call 2 hours later to say that they hadn't been forgotten and to make sure the baby wasn't worse. Client was called during the night, but baby and client were both asleep. Client didn't receive a call the next day. Baby's temperature had gone down so went to GP next day. Client says, "we were told (a baby) was urgent but we didn't get a call for over 11 hours later."	NHS 111
95	Concern, Complaint	Negative	Health protection, Quality of Care, Service delivery, organisation and staffing	Diagnosis, Discharge, Support, Waiting Times and lists for treatment	Client attended A&E with severe abdominal pain. Client had few visits from medical staff over 6 hours of pain control. Client was told they would be admitted, but there was a wait for a bed, there was nil by mouth as a scan was being arranged. Then suddenly discharged at 1am without information or support about how to get home. No tests or scan done and still in pain.	Southmead Hospital
96	Concern, Point of view	Negative	Health Inequalities, Service delivery, organisation and staffing	Access to services, Medication, Prescription	Client says, "high praise to all the staff involved - and the efficiency of the organisation."	Southmead Hospital

97					Hospital Services - Client was due a shoulder operation. Had pre op tests done but the blood test showed client unsuitable. Had another blood test 5 weeks later over but still unsuitable result. Client is in a lot of pain and takes many tablets, an injection and a pain patch daily. In terms of travelling to Hospital, client finds the bus difficult (no bus stop near, health issues, can't use bus pass before 9am) and a taxi is expensive. On arrival to Hospital, client must wait outside sometimes in the wet and cold because there is no shelter, 'not everyone has a car to sit in'.	Southmead Hospital
98	Concern	Negative	Building/Facilities, Communication between staff and patients, Service delivery, organisation and staffing	Access to services, Admission, Waiting Times and lists for treatment	Client has an annual eye test due to diabetes. It was 19 months between tests, and it was found that there was bleeding behind one eye. Client feels it may have been spotted earlier if they had a test when expected.	Emersons Green NHS Treatment Centre
99	Compliment, Complaint	Mixed	Health and Safety, Health protection, Quality of Care, Service delivery, organisation and staffing, Staff attitudes	Staff Training, Support	Client reports that staff at hospital were lovely and understanding, however client is very frustrated at the Hospital guidelines regarding Fathers. Client was left alone in their bed with a catheter, a new-born baby they couldn't pick up to feed and ward full of over worked midwife's and health care assistants. Staff were completely ran off their feet but client had to call them for everything - water, change baby, help feed client - when baby's dad was sat outside waiting for the visiting hour. Father did so many COVID tests (all negative) and he was still sent away.	Southmead Hospital
100	Concern, Complaint	Negative	Health protection, Quality of Care	Support	Client's appendix had ruptured and waited 12 hours for operation. Client felt their pain was not taken seriously and they were viewed as being 'hysterical'.	Southmead Hospital
101	Compliment	Positive	Health protection, Quality of Care, Service delivery, organisation and staffing	Access to services, Support	Client is critically vulnerable. On testing positive for COVID, they were given an appointment at BRI oncology team. Brilliant."	Bristol Royal Infirmary

### Community Care Services

Ref #	Nature	Sentiment	Theme	Process	Comment	Service
102	Concern, Complaint	Negative	Health protection, Service delivery, organisation and staffing	Access to services, Referrals, Waiting Times and lists for treatment	Client is waiting for referral to the Community Learning Disability Team psychology service for son since 2019. Client says, 'we are still waiting with 'dreadful implications for the quality of their son's life.'	Sirona
103	Concern	Negative	Quality of Care, Service delivery,	Access to services, Administration, Discharge, Support	Client reports elderly person with dementia being discharged from hospital and to be collected from 'departure lounge' with no social care package put in place.	South Gloucestershire Council

			organisation and staffing			
104	Compliment	Positive	Health protection, Quality of Care, Service delivery, organisation and staffing	Access to services, Administration, Waiting Times and lists for treatment	Client recently tested Covid positive and was contacted about having oxygen. Client found the staff were informative, helpful and reassuring.	Southmead Hospital
105	Compliment	Positive	Quality of Care, Service delivery, organisation and staffing	Access to services, Waiting Times and lists for treatment	Client had been unwell for an extended period - was eventually referred to hospital for endoscopy and colonoscopy both done very quickly. Client was advised to be referred to gastroenterology, but GP missed this on paperwork. Client was only referred after they followed it up & now waiting for further investigations. Says it takes a long time to get through to practice since the removal of the online system, but when you do get through though they manage to get a same day call back from GP or an appointment if required.	Prime Endoscopy Bristol
106	Compliment	Positive	Quality of Care, Quality of Staffing, Staff attitudes	Support	Client is regularly visited by district nurse team & says "their attention is exceptional...they are caring and nice."	Sirona Health & Care

### Local Authority/NHS England

107	Complaint	Negative	Patient records	Administration	Following a transfer to a South Gloucestershire GP Practice, client feels they have received conflicting information from Primary Care England and Wales about how to ensure information is held by their current GP.	NHS England
108	Complaint	Negative	Lifestyle and wellbeing	Support	Client reporting experience regarding local authority, specifically issues with accessing appropriate education setting for their child. Currently on their 27th social worker as there is no suitable services or care available. Client has formally complained.	South Gloucestershire Council

## Provider Responses on Previous Quarters Report

None received

For your response or comments about the data in this report,  
please email Healthwatch Bristol, North Somerset and  
South Gloucestershire.

Email [kate@healthwatchbnssg.co.uk](mailto:kate@healthwatchbnssg.co.uk)

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