

*In Confidence*

## Healthwatch North Somerset Patient, Family & Carer Feedback

### JANUARY, FEBRUARY AND MARCH 2022

Healthwatch North Somerset 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, 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 North Somerset 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 56 pieces of feedback in this quarter

44 pieces of feedback were negative in sentiment

8 pieces of feedback were positive in sentiment

40 pieces of feedback referenced access to services

20 pieces of feedback related to service delivery

2 pieces of feedback related to cost of services

32 pieces of feedback related to health protection themes

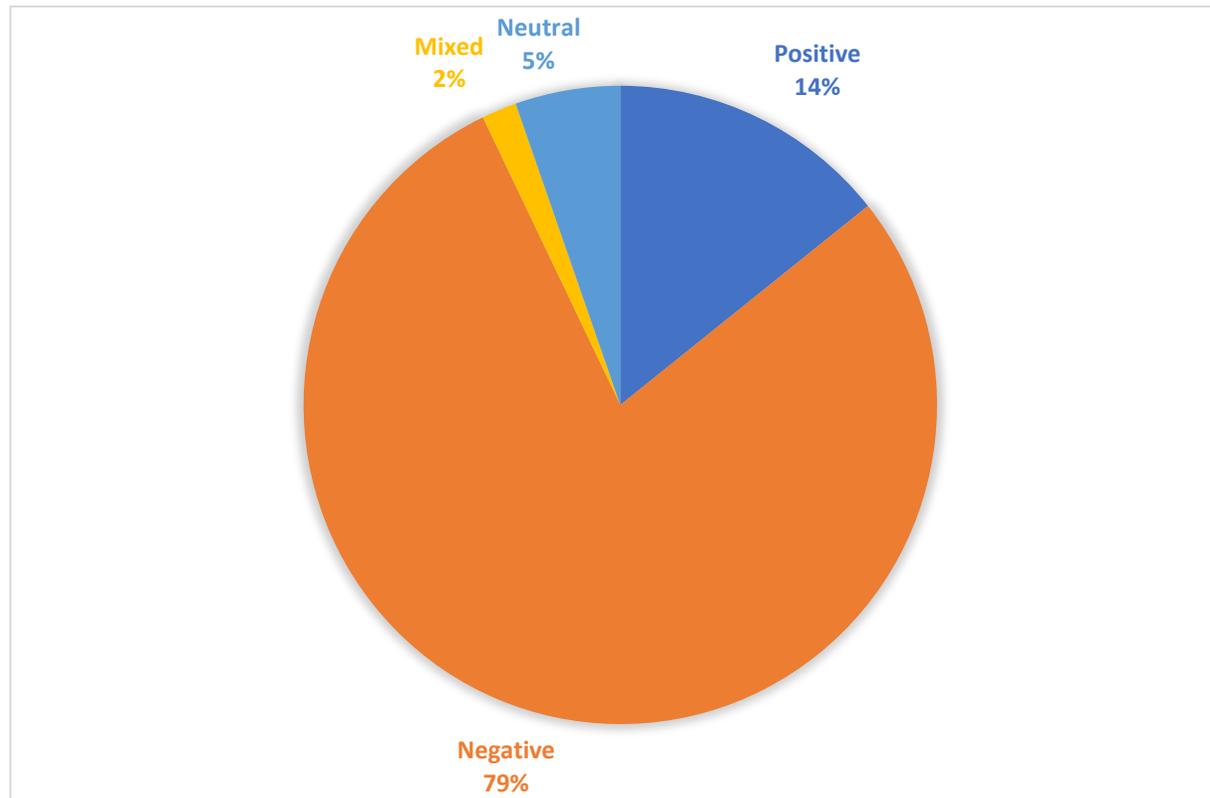
Most of our signposting was to NHS England regarding dental care

## 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 North Somerset.

<p>0 person fell into the 0 to 12 age categories</p> <p>2 people fell into the 13 to 17 age categories</p> <p>3 people fell into the 18 to 24 age categories</p> <p>12 people fell into the 25 to 49 age categories</p> <p>0 person fell into the 35 to 44 age categories</p> <p>0 person fell into the 45 to 54 age categories</p>	<p>26 out of 56 people identified as White: British/English/Welsh/Scottish/Northern Irish, and 43 did not answer the question</p> 	<p>35 out of 56 people identified as women and 12 did not answer the question</p> 	<p>25 out of 56 people identified as heterosexual and 28 did not answer the question</p> 	<p>18 out of 56 people live in the BS23 postcode and 9 out of 56 live in the BS20 postcode</p> 	<p>12 out of 56 people identify as Christian and 33 did not answer the question</p> 
<p>6 people fell into the 50 to 64 age categories</p> <p>0 person fell into the 55 to 54 age categories</p> <p>11 people fell into the 65 to 79 age categories</p> <p>0 people fell into the 80+ age category</p> <p>22 people did not answer the question</p>	<p>5 out of 56 people considered themselves to be a carer and 27 did not answer the question</p> 	<p>2 out of 56 people have a long-term health condition and 48 did not answer the question</p> 	<p>2 out of 56 people consider themselves to have a disability and 36 did not answer the question</p> 	<p>11 out of 56 people were married, 1 people were cohabiting and 30 did not answer the question</p> 	

## Feedback by Sentiment Type: Quarter Four

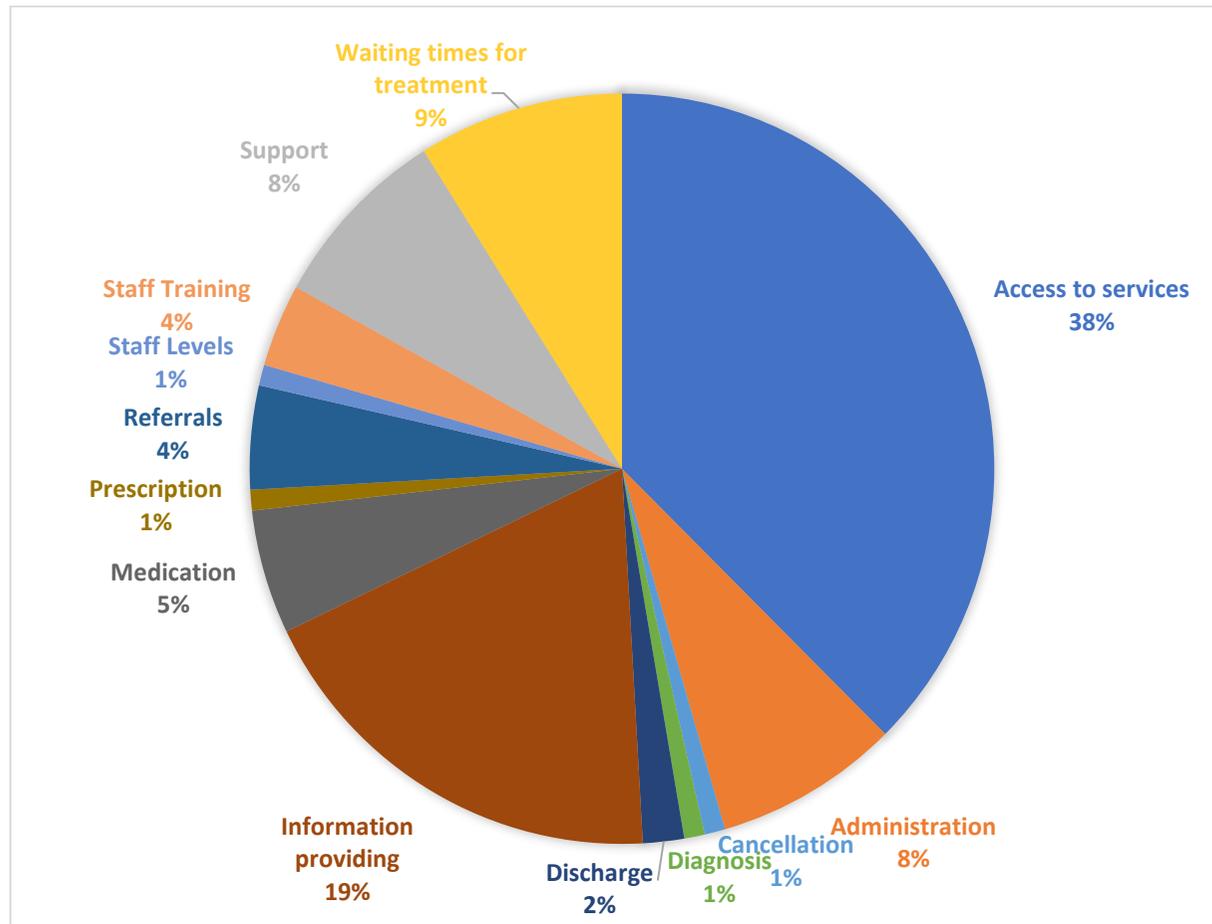


In this Quarter, 14% of the feedback received was positive in sentiment, 79% being negative in sentiment, 2% was mixed and 5% was neutral.

## Feedback Summary: Quarter Four

<p>22 pieces of feedback about GP Care:</p> <p>17 were negative 3 were positive 1 was neutral 1 was mixed</p>		<p>16 pieces of feedback about Dental Care:</p> <p>14 were negative 2 neutral</p>	
	<p>1 piece of feedback about Pharmacy Services:</p> <p>1 was negative 0 was positive</p>		<p>7 pieces of feedback about Hospital Services:</p> <p>3 were negative 4 was positive</p>

## Feedback on Processes: Quarter Four



In this quarter 38% of the feedback received related to access to services, 19% related to request for information providing and 9% related to waiting times for treatment.

## Quarter Four 2021/22 Patient Feedback and Comments

### *Primary Care Services*

Ref#	Nature	Sentiment	Theme	Process	Comment	Service
1	Complaint	Negative	Quality of Care		Person complained about GP services but did not give any details of what services were poor or what their experience was. Just remarked "What went well - nothing" also remarked that they had a mixed experience of care	168 Medical Group
2	Concern, Request for Information	Negative	Quality of Care	Access to services, appointments, Waiting Times	Recently moved to Portishead, has a hole in a filling and was in pain. Tried calling several local dentists but none taking on new NHS patients.	Dentists
3			Other			
4	Concern	Negative	Continuity of Care, Quality of appointment, Quality of Care	Access to services, appointments, Information Medication, Referrals, Waiting Time	Had heart attack in Nov 2021 took 5 hours for ambulance to arrive. Received good care once at hospital and discharged with medication & leaflets but no rehab services in Weston. Feeling abandoned. Struggled to get doctor's appointment and then conflicting information given by doctors. Unable to return to work and is starting to incur debt as a result. Is stressed and concerned they are unable to access the help & support they need	GP, Community Rehabilitation (Cardiac Services)
5	Compliment	Positive	Quality of Care		Person commented that they always experience an excellent and caring service	Unspecified GP Practice
6	Concern, Complaint, Point of view	Negative	Quality of Care, Other		Person stated that GP access is telephone only and noted that it's hard to determine anything without seeing people & that blood pressure should be checked by a nurse not yourself. Also stated that video calls should be used as well.	Unspecified GP
7	Complaint	Negative	Communication staff and patients, Staff attitudes		Person was unable to book appointment both via phone and online. When they did get through on 2nd day was told to 'put on their trackies and be outside surgery for 8am opening.'	Unspecified GP
8	Complaint	Negative	Staff attitudes	Staff Training	Person's mother is in End-of-Life care from dementia and was very distraught by a comment from the practice's home visit	Graham Road Surgery

					service (provided by paramedics), who said she would not be able to come out that day. Her mother was in severe pain and distress due to a problem with her knee and she had called the Graham Road surgery for help. They then called 999 and her mother received the care and attention she needed. The GP's paramedic told her later that she should not have called the 999 service. Person wanted to make a complaint but was concerned the paramedic would not attend her mother if they were needed again.	
9	Complaint	Negative	Patient records	Administration	Person received message on Instagram from someone unknown to them confirming a mix up of confidential ADHD referral forms which had been sent to to them. Graham Road offered to exchange the paperwork for the correct document, but the person wants to make a complaint of a data breach. Person said will be making official complaint and asking for a referral to another GP practice.	Graham Road Surgery
10		Negative	Quality of Staffing, Service delivery, organisation and staffing		Person was very unhappy with Graham Road Surgery; they are in their 70s and received a text to make an appointment for a blood test and blood pressure. Attended in person, booked it but when they arrived there was no record of the appointment. The receptionist said they could not be fitted in as the nurses are understaffed. Now has to wait for several weeks for new appointment.	Graham Road Surgery
11	Concern, Complaint, Point of view	Negative	Building/Facilities		Person in Weston-super-Mare and is concerned at having to travel out of area to access the eye care and treatment they need. They are questioning whether the new planned surgery could expand services to meet demand likely to rise significantly as people move into the Weston central area.	Graham Road Surgery
12	Request for Information	Neutral	Public involvement, Other		Person wanted us to know there is no information about the PPG or Healthwatch on display at Graham Road and asked if we could supply some to the practice manager.	Graham Road Surgery

13	Complaint	Negative	Communication between staff and patients, Quality of Care		<p>Patient says they and their mother try to get appointments by phone and get told to do it online however when do it online they never get seen by a doctor. Stated that there are things that they need to be able to show a doctor not just type it on a computer. Questioned how can they know what is wrong with someone without seeing them first? A referral for patients' mother from Bristol hospital to the surgery was closed even when they hadn't spoken to her, yet she needed to be seen. Says her mother is very unwell yet can never get an appointment and has even sat in A&amp;E for hours to try to see a doctor.</p>	Graham Road Surgery
14	Complaint	Negative	Communication between staff and patients, Quality of Care, Quality of treatment		<p>Patient has had health issues for 6 months which are getting worse. As a result, the patient has ended up with kidney issues and other aspects too. Even getting blood tests has been a hassle. After a week of not being able to get an appointment with GP patient was offered a remote appointment using econsult but needed to confirm with photo ID but it would not accept their student card. Then told it was not an approved ID &amp; that only disability, driving, military and passports were allowed. Patient does not have any of these types. Patient feels discriminated against because of this as they are vulnerable, but they still cannot access the services they require.</p>	Graham Road Surgery
15	Concern, Point of view	Negative	Communication between staff and patients, Service delivery, organisation		<p>Person is asthmatic but no longer being checked in practice, instead asked to fill in questionnaire online, the same for blood pressure and statin checks.</p>	Harbourside Family Practice (Portishead)
16	Complaint	Negative	Quality of Care, Other		<p>Person had been getting chronic dental pain kept ringing dental surgery until their mother eventually got through. Surgery said they had not been for over 18 months, so they had taken them off their books. Person had seen dentist once but since then then during pandemic they kept cancelling their appointment. Eventually after a month of trying person got an emergency appointment at Bristol dental hospital who said the infection had got so bad, they had to go in the week after for tooth to be removed. Person was in so much pain had over week off work which meant</p>	Houston Dentist Worle

					no money as on a zero-hours contract. Left them uncomfortable, no money and angry.	
17	Request for Information	Negative	Other	Access to services	Having great difficulty in trying to find an NHS dentist for myself, husband and 2 sons aged 16 and 17. Currently has an abscess and broken tooth which at times causes immense pain. They were registered and patients for over 10 years but found out that they have been struck off because we did not go for 18 months. Previous appointment in 2020 had to be cancelled due to a family emergency. So, records show last attendance in 2019. Despite trying to explain and plead they are not now accepting NHS patients. Persons eldest son who is 21 has remained a patient. Person concerned they do not have enough to pay privately even though they and husband work full time. Person and husband have had to use the out of hours emergency service but really doesn't want to have to rely on this. Wanting advice which practices within the local area are taking on NHS patients.	Houston's Dentist Weston super Mare
18	Complaint	Negative	Other		Person received a letter about a referral. Tried to book a face-to-face appointment with her GP but told no appointments in advance. Was advised to ring on the day. waited online for 1 hour to be connected but then told there were no appointments.	Locking Castle Medical Centre
19	Complaint	Negative	Quality of Staffing, Staff attitudes	Discharge, Medication, Staff Training, Waiting Times and lists for treatment	Made request for inhaler but when followed up found they had been removed from doctor's list. Called to find out why but reception person not helpful. User swore then apologized but was cut off. Another receptionist was very helpful and resolved the inhaler problem, but they're now removed from Dr's list.	Longton Grove Surgery
20	Compliment	Positive	Quality of appointment, Quality of Care, Quality of patient transport	Access to services, Referrals, Waiting Times and lists for treatment	Person had an ongoing problem with muscles in arm. Filled in an e-consult form with Mendip Vale. The physiotherapist called the next day and made an appointment to see her. She was excellent and referred to the NHS physiotherapy service. They sent a letter a few days later saying I am on the waiting list. Very prompt service. Had to go to the Langford Surgery to see the physio, used Clevedon Cares volunteer drivers, just had to pay petrol costs. This is such an amazing service and a lifeline as they are unemployed.	Mendip Vale Langford Practice  Clevedon Cares

21	Complaint	Negative	Service delivery, organisation and staffing		Person says it is increasingly impossible to get a same day appointment even if they phone at 8.00 am, and getting a non-urgent appointment takes up to 3 weeks.	Mendip Vale Medical Practice
22	Complaint, Point of view	Negative	Communication between staff and patients, Quality of Care, Quality of treatment, Staff attitudes		<p>Person pregnant from January to May last year 2021 and had still birth. Person reported pain and bleeding. Nurse advised it was their IBS but didn't check critical anaemia. They were given no blood tests. Paid for a private scan and was informed baby had died two days previously. After Labour was induced, they took blood from the placenta &amp; the blood sugar was dangerously high. Thinks they should have been referred to specialist unit.</p> <p>Complainant is partially sighted, and she repeatedly asked about having a social worker. The person claims the midwife breached consent, ignored blood tests, except for one to check for STDs and questioned how a partially sighted person would cope with a child. However, person say they have a teenager who is a straight A student. Person felt they could have done with being able to see their maternity book, not be given it in little print and then told them their boyfriend could read it.</p>	Nailsea Family Practice Tower House
23	Compliment	Positive	Communication between staff and patients, Quality of appointment		Person stated the last 2 occasions they needed to see/speak to a GP, they had no problems with doing so. First occasion needed a telephone consultation and got an appointment the same afternoon. The second time they had rung for a face-to-face appointment and offered an appointment 4 days later. Time it took to get through to someone was long– even when phoning pm not am.	Nailsea Family Practice Tower House
24	Request for Information	Negative	Continuity of Care	Access to services	Person cannot find a dentist taking on NHS patients in Clevedon having recently moved here.	NHS Dental Services
25	Complaint, Request for Information	Negative	Other	Access to services, Booking appointments	Person moved to Long Ashton in Bristol from London over 1 year ago. Has tried 17 dentists but none taking on new NHS patients. Rang the NHS, and after 40 minutes, was told that the only available dentist is in Burnham-on-Sea which is 30 miles and 40 minutes car ride away (Each way). It is also 2 buses and 2.5 hours away using public transport (each way). When I said that I didn't think this would be possible due to it being so far outside of the local area, it was suggested they try to get into a dentist near family	NHS Dental Services

					so that I can stay with them in either London or Nottingham. When asked for anyone else to speak to who could help, I was told that there was not anyone else to speak to about this. Person is at a loss for how to proceed. Works full time and pays tax etc but left with little option than to pay huge private dental fees.	
26	Request for Information	Negative	Other	Access to services, Information providing	Looking for NHS dentist for son who is now returned to this area to live and currently has an abscess being treated with antibiotics.	NHS Dental Services
27	Concern, Request for Information	Negative	Continuity of Care, Cost of services	Access to services, Information providing	Person is seeking a dentist in the Nailsea or surrounding area who is willing to take on NHS patients. Was with a practice in Clevedon but was very unimpressed as there was pressure to elect for treatment that was purely cosmetic	NHS Dental Services
28	Concern, Complaint	Negative	Cost of services		Person has been searching for an NHS dentist since January 2022 (now March) and after calling over 20 dentists had to pay for initial private dental work. They were spending every day in agony and reliant on over-the-counter painkillers to get through working day. Is a full-time working single parent to a disabled 11-year-old. Given costs for a root canal & broken molar at over £1300. Is unable to afford this and is getting desperate and it is having an impact on this person both physically and emotionally. Their calls to 111 has resulted in being given the numbers for dentists who do not provide any NHS appointments.	NHS Dental Services
29	Concern, Request for Information	Negative	Quality of Care		Family of 4 with 2 young children under 5 refugees from Hong Kong. In the past 8 months has tried to find vacancy of NHS dental practice for the family by phone and personal visits. Has tried radius of 10 miles within the area but still not able to register. Either not taking NHS patients, full and no waiting list. Person has contacted the NHS for assistance but only provided with the NHS website to search but has no success.	NHS Dental Services
30	Request for Information	Negative	Cost of services, Quality of Care		Person has been trying for months to find a NHS dentist in the North Somerset area and even some parts of Bristol but has been unsuccessful, suffers with gum disease and is getting worse, each dentist says there are no spaces or even waiting lists but offer private dental care which is unable to afford.	NHS Dental Services

31	Complaint, Point of view	Negative	Quality of Care		Person was advised to book an emergency NHS dental appointment by GP about issues related to their jaw- they had chronic pain and nausea. A private dentist is not an option due to affordability. Person was told by the dentist that their issue didn't constitute an emergency appointment, and told about treatments offered from the dental hospital, but would not make a referral, though they explained they had had the condition for years, had already been seen by the dental hospital before and now it was got a lot worse. Was told if it got worse to make another appointment. Person asked how they could do that if could not register with a dentist and it wasn't classed as an emergency. Was told he would "always be happy to see me as a private patient". This is incredibly frustrating. Person feels they are being denied care and a referral. Now feels stuck. Wonders if being female, their pain is not taken seriously.	NHS Dental Services
32	Concern, Complaint	Negative	Quality of Care		Person cannot get signed up with a dentist. It has been nearly 2 years and still trying to sign up to a dentist in North Somerset and now also their 20-month daughter. Is on waiting lists but I feel we are missing out general care.	NHS Dental Services
33	Request for Information	Negative	Continuity of Care	Access to services, Information providing	Person's son had been de-registered from his dentist due to nonattendance for a lengthy period because of mental health problems which are now resolved and wants to return to regular dentistry. Tried ringing lots of dentists but none taking new NHS patients. Has resolved problem by going private for check-ups.	NHS Dentist
34	Complaint, Point of view	Negative	Quality of Care		Person on holiday in Devon (in late 2021) with 7-year-old daughter who had a major problem with a tooth. Phoned and told to call back the next day, when, after a few calls an appointment was made. Dentist was apologetic as daughter has face swollen on one side and given antibiotics. Due to the anxiety the daughter would not have the tooth removed by a dentist. Went on a waiting list to see dental hospital consultant but told that the waiting list could be up until a year. Person pleaded and was offered an appointment following day, had X-rays, and given emergency status, and told they would be seen within a few weeks for surgery, and this went ahead. On reflection person feels the system failed their daughter	NHS Dentist

					and telephone conversations failed to spot urgency says 'this has damaged my daughter.'	
35	Request for Information	Neutral			Person wanted to know about the availability of NHS dentists in North Somerset	NHS Dentist
36	Request for Information	Neutral	Quality of Care		Person left a voice mail message asking for help to find a NHS dentist, or any dentist services for his 19-year-old grand-daughter anywhere in this area.	NHS Dentist
37	Concern, Complaint, Point of view	Negative	Quality of Care, Quality of treatment, Staff attitudes		Person is hypothyroid but says told there was nothing wrong with them, by a GP said that they were a menopausal neurotic woman. Says they became obese. Started taking liothyronine which has improved their health, which they paid for and are supported in taking it by a private specialist. They blame NHS endocrinologists	NHS Endocrinology
38	Point of view	Mixed	Continuity of Care, Quality of appointment	Access to services	Person commented that the new online form was good for people with asthma whose condition had not changed as it saved a trip to the surgery but for those who had experienced changes then a face-to-face meeting would be better.	Portishead Medical Center
39	Complaint	Negative	Communication between staff and patients, Quality of Care	Access to services	Person registered with a dentist in 2019 but appointment was cancelled by them due to COVID. When dentist reopened, the person's registration had been cancelled due to non-attendance. Been unable to find dentist within 2-hour radius unless as a private patient which they cannot afford. Person has ADHD and mental health, and well-being is being affected.	Quantock, Bridgewater Dentist
40	Concern, Complaint	Negative	Other		Person has multiple chronic illnesses and has been trying since November to get an appointment to see a particular GP about some of their conditions which are getting worse. Has called and been told surgery will get a call back next day which never came and is often told to try tomorrow or try next week. Person is getting more stressed and worried. They feel depressed and cry a lot.	Winscombe and Banwell Family Practice
41	Request for Information	Negative	Continuity of Care, Quality of Care	Access to services, Information providing	Person had moved to Portishead 1 year ago and cannot find a dentist taking on NHS patients. Gave birth 6 weeks ago and says teeth are bad and in need of checking.	Dentist (non-hospital)

### Secondary and Urgent Care Services

Ref#	Nature	Sentiment	Theme	Process	Comment	Service
42	Complaint	Negative	Car Parking Charges, Communication between staff and patients, Complaints procedure	Access to services, Administration, Medication, Prescription, Staff Training	Very stressful experience, script was urgent after a follow-up appointment from an emergency over Christmas 2021, told if they wanted a delivery to a local Boots it wouldn't arrive for up to 14 days. Called the service disgraceful. Spent Saturday and Sunday calling pharmacies for help with the meds. The hospitals one does not open on a Sat afternoon or a Sunday. Had an 11-mile journey and car parking charges incurred. There were huge queue on both days' person visited . Asked why MIU Clevedon can't process this blue script. Asks why North Somerset resident should rely on services in Bristol, & are being let down. Rated the experience as very poor.	Bristol Royal Infirmary Boots pharmacy in BRI
43	Compliment	Positive	Quality of Care, Service delivery, Staff attitudes	Access to services, Support, Waiting Times	The staff at the endoscopy unit were very kind and caring. Everywhere clean. No waiting.	Prime Endoscopy Bristol
44	Concern, Complaint, Request for Information	Negative	Consent to care and treatment, Other	Access to services, Information providing	Person's father-in-law has been diagnosed with only a short time to live but is extremely reluctant to allow anyone to help and support him. Person wanted to know about POA and how to get it and what, if anything, they should do about the risks from continuing to drive	All NHS Services
45	Complaint, Request for Information	Negative	Communication between staff and patients	Administration, Information providing	Person made a complaint to PALS for failure to provide correct treatment. Complaint made but six months later, still waiting on response	PALS Weston General Hospital
46	Compliment	Positive	Quality of Care	Access to services, Support	After being diagnosed with Colon Cancer patient had all their scans and treatment quickly. Everyone involved in treatment and ongoing care have been amazing	Weston General Hospital

47	Compliment	Positive	Quality of Care, Quality of Staffing	Support	Patient was recently admitted. Everyone was wonderful, supportive and so friendly. The staff were cheerful, and nothing was too much trouble.	Bristol Heart Institute, BRI
48	Compliment	Positive	Continuity of Care, Quality of Care, Quality of treatment	Access to services, Administration, Waiting Times	Very efficient and speedy treatment received at the minor injury's unit	Minor Injuries Unit, Clevedon Hospital

### Community Care Services

Ref#	Nature	Sentiment	Theme	Process	Comment	Service
49	Concern, Complaint, Point of view	Negative	Continuity of Care, Quality of Care, Other	Access to services, Discharge, Information providing, Support	Following their mum in law breaking her hip and hospitalisation, her discharge to a care home has been complained about. Complainant was given no choice about where she went even though they offered to pay top up funding if needed. Says social services failed to find an adequate placement and put her in a care home where she was isolated, and her essential carer was prevented from visiting. She is deaf and was extremely distressed and there was no re-enablement taking place. She is now recovering after a decision to spend her life savings on a care home where she is receiving the kindness and care needed. Sirona said she could be discharged to be assessed at home but could not say how many home visits she would receive or for how long	Nursing Care Home Sirona health & care CIC

### Mental Health

Ref#	Nature	Sentiment	Theme	Process	Comment	Service
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50	Complaint	Negative	Quality of Care	Information providing	Person given information on how to make a complaint about CAMHS in North Somerset. Was signposted to AWP's PALs service.	Child And Adolescent Mental Health Services (camhs)
51	Complaint	Negative	Quality of Care	Access to services	Son was referred to have an ADHD assessment at age 17, but due to a very long waiting list of 3-4 years, he was told he will be in adult services by then and would be seen by them.	Avon & Wilts Mental Health Partnership
52	Complaint, Point of view	Negative	Quality of Care, Quality of treatment	Access to services, Administration, Booking appointments, Referrals	Three months on and a year from when 1st reported suicidal feelings service user no nearer getting support they need. Still suffering and feeling low, forgotten and neglected. Feeling the issue may be side effect of other medication. Person is upset by difficulties of getting help on NHS. Was initially told to use Vitamin D. Was given the emergency support number and told to try other paid-for services which can't afford. Said really didn't think CBT was appropriate as they couldn't manage goal directed behaviour. After a long assessment was told they were too unwell to qualify for VitaMinds help anyway, and there was a minimum 10 month wait. Had a conversation with a psychiatrist on the same day as result of comments on CBT, who said they would make a referral to a difficult to diagnose clinic but not heard anything since. Person had a call from a GP for a GP appointment but feels they don't have the skills to deal with mental distress. Was eventually sent an appointment with a psychiatrist which was helpful, but so far, no referrals to other services.	Avon & Wilts Mental Health Partnership
53	Concern, Complaint	Negative	Health protection, Quality of Care, Quality of treatment	Access to services, Medication, Support	Person has recently been given a diagnosis of bi-polar disorder without being seen in person. They have nowhere to go to discuss this, no treatment plan in place and zero support from AWP	Avon & Wilts Mental Health Partnership Longfox Unit
54	Concern, Complaint,	Negative	Communication between staff and	Access to services, Staff	Person has been under STEPS an eating disorder service for over 5 years now. After many outpatient treatments nothing	Child And Adolescent

	Point of view		patients, Quality of Care, Quality of treatment	Levels, Support, Waiting Times and lists for treatment	has worked, and things have got progressively worse. After all this time and their GP writing letters to them nothing has changed and communicating has become unbelievably bad. Is now at lowest weight and fall into the severe anorexic category. Has asked to be an inpatient, due to desperation, however, first application got rejected because they were understaffed. General health teams are medically stabilizing them all the time.	Mental Health Services (camhs)
55	Compliment	Positive	Communication between staff and patients, Quality of Care, Quality of treatment	Access to services, Referrals, Support	Persons 15-year-old daughter was urgently referred to CAMHS via GP and was accepted. Person and their partner were involved with the process and eventually their daughter had one-to-one sessions for 3 months and then discharged. Advice that they provided was put into action straight away. The advice and help were invaluable to the family as parents. She continues to struggle with her MH but can control it herself and with help from parents. This support was vital to them as parents who felt so lost and helpless at the time. Her school was also very helpful.	Avon & Wilts Mental Health Partnership.  Gordano school.
56	Complaint, Point of view	Negative	Communication between staff and patients, Quality of Care	Access to services, Information providing, Support	Person was seeing their recovery worker every two weeks. Then she cancelled an appointment as she had Covid. The next appointment was in 3 weeks. Recovery worker did not turn up then allocated them to a new worker. Nothing was heard for 5 weeks so telephoned to see what was happening. Was told the recovery team manager was holding their case but was told that the manager did not have client contact. Person stated that this is not acceptable, they haven't seen anyone for over 2 months and are really struggling. They have no idea when I will be allocated a new worker.	AWP

## Provider Responses about Previous Quarter Report

None received.

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

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

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