

Local Voices

Quarter 4: January - March 2023

Local Voices reports are a collation of public experiences of health and social care. These stories build a picture of how services work well or can be improved for communities across Bristol, North Somerset and South Gloucestershire, and this is especially important for those people with the poorest experiences and outcomes. Our expertise is in using inclusive engagement methods to provide feedback which is otherwise missing from data sets.

We have a feedback hub situated in a retail unit in The Galleries, Bristol and our team reaches into communities across the BNSSG area. Our aim is for the collected insights to help the system and its many providers personalise services, improve quality and innovate to overcome access issues. We take feedback at face value and share it anonymously. If the public consent for it, we can share contact details for case studies and to support service coproduction or codesign.

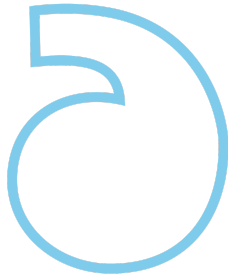
All our public contacts are offered guidance and information related to advocacy or on complaint options. Our staff and volunteers' knowledge of the health and care landscape help people to make informed choices about their care, and those of their loved ones. From June 2023, these reports can be provided in PowerBI Pro.



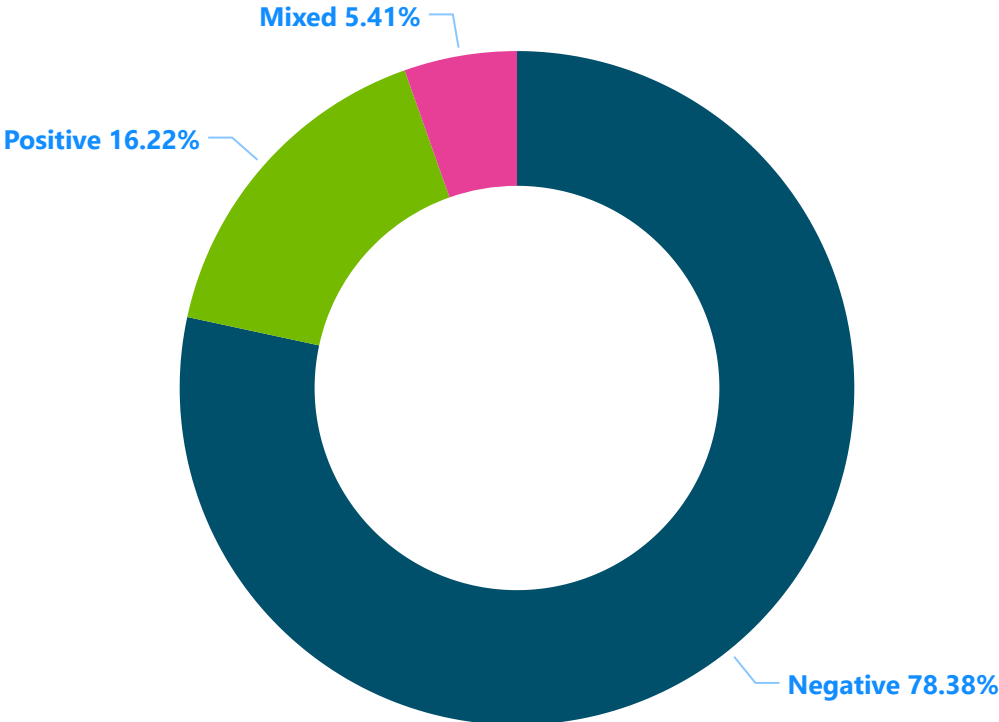


Total number of feedback contacts

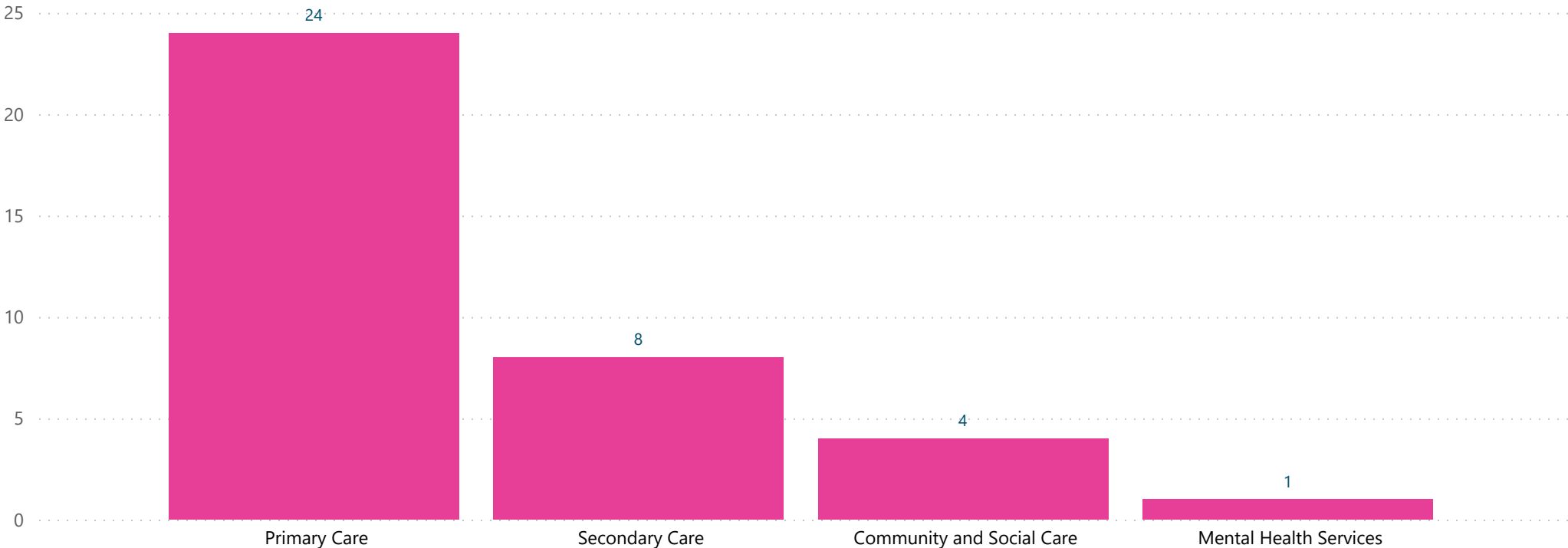
37



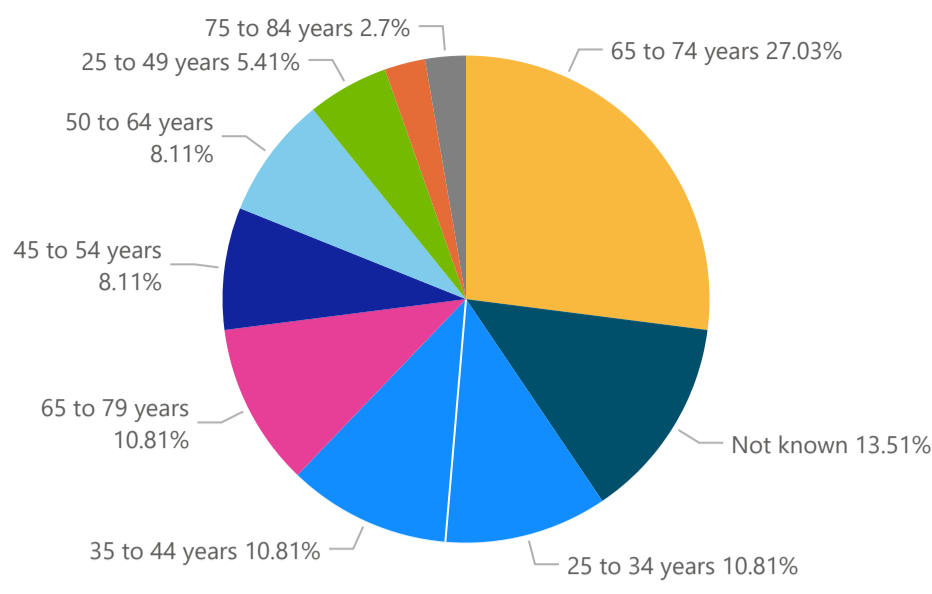
Overall Sentiment of Feedback contacts



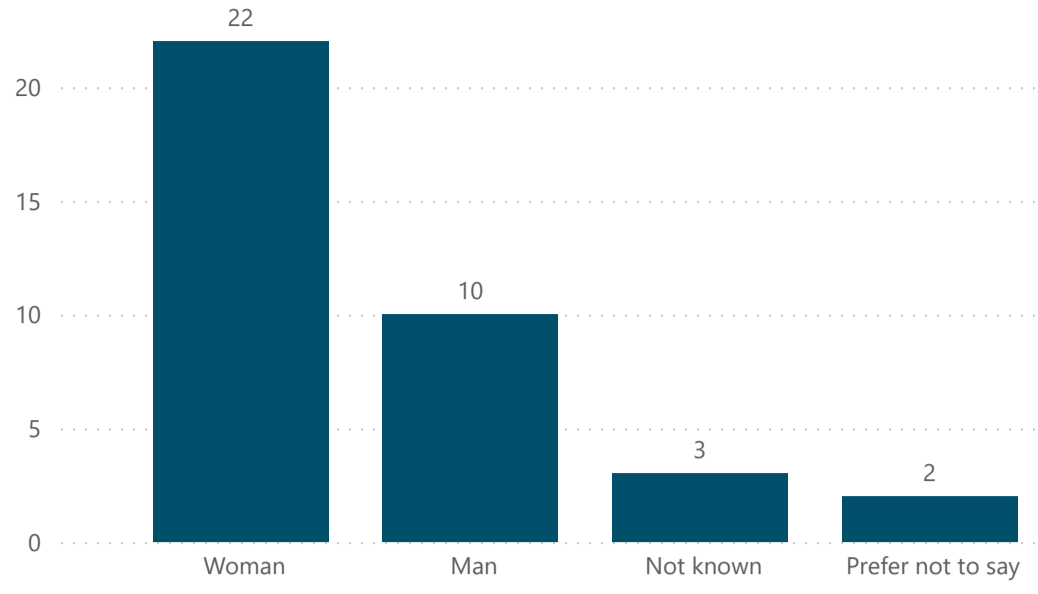
Feedback contact by sector



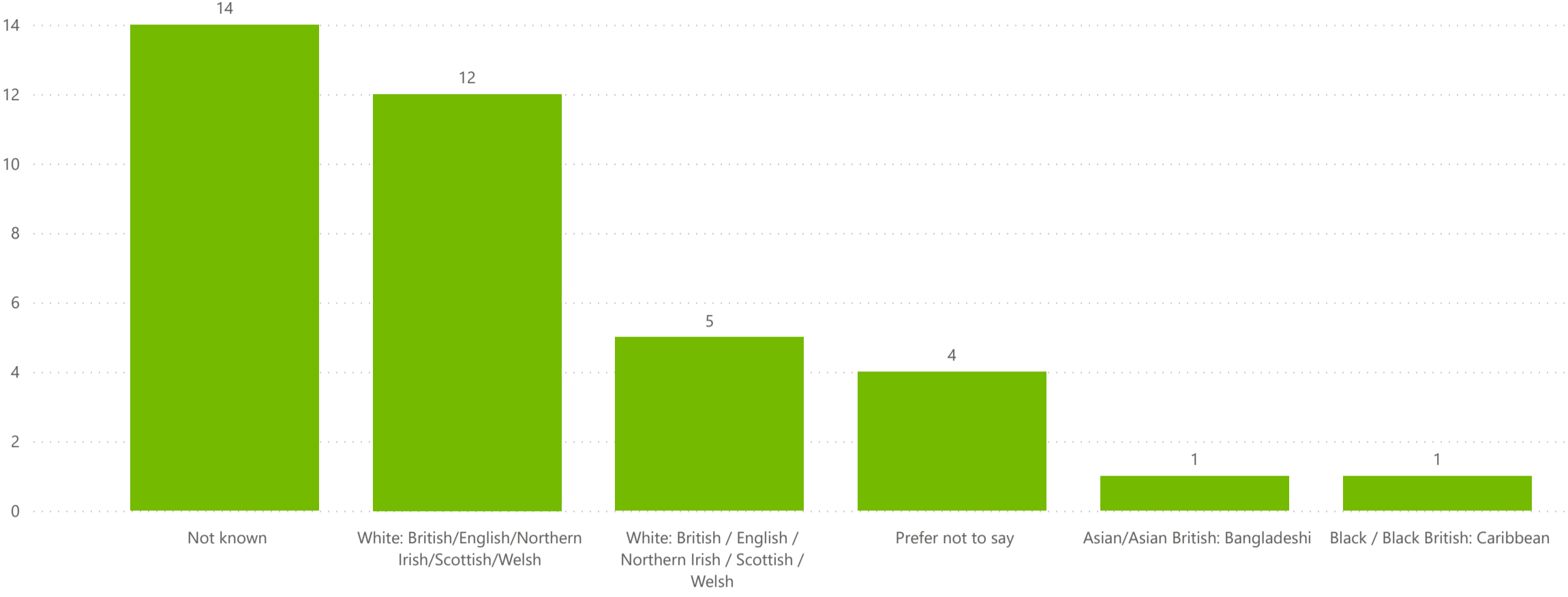
Age Band



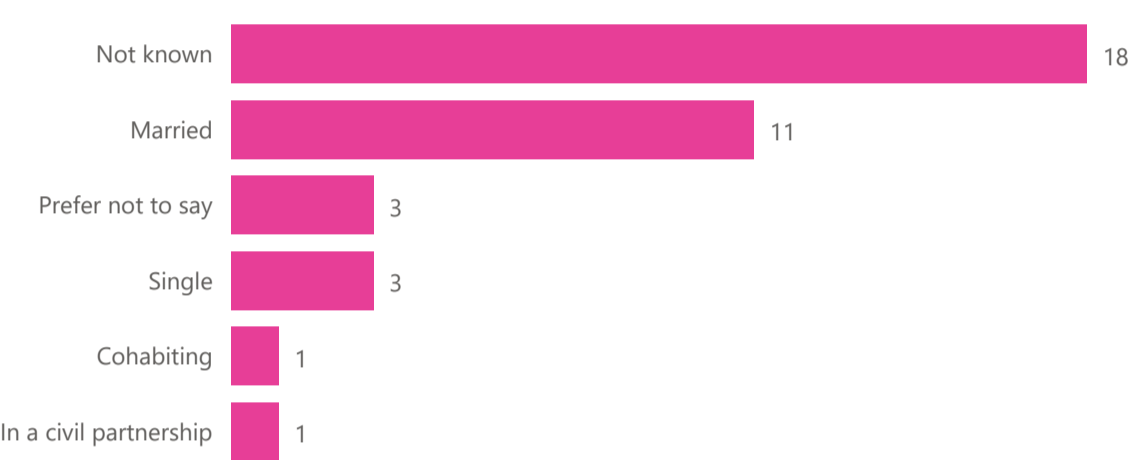
Gender



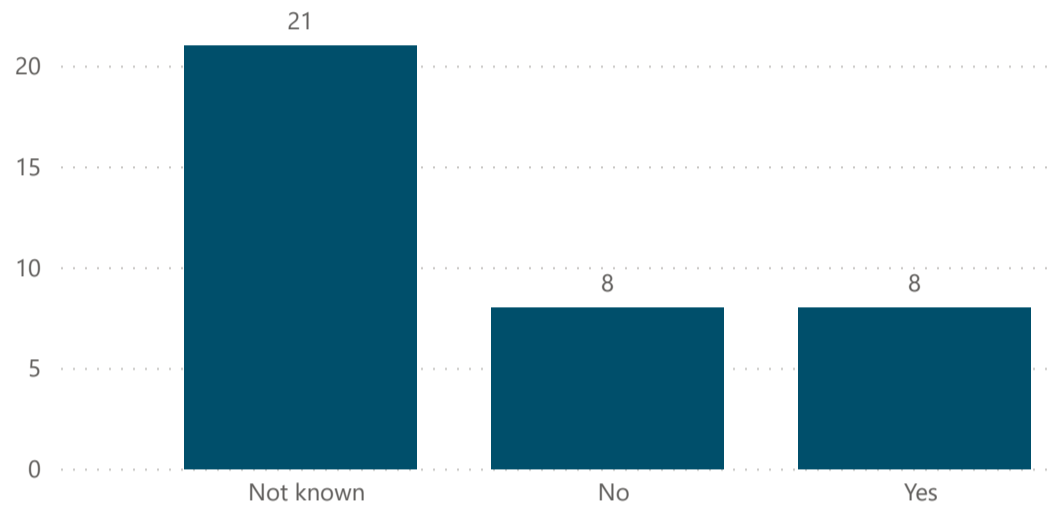
Ethnicity



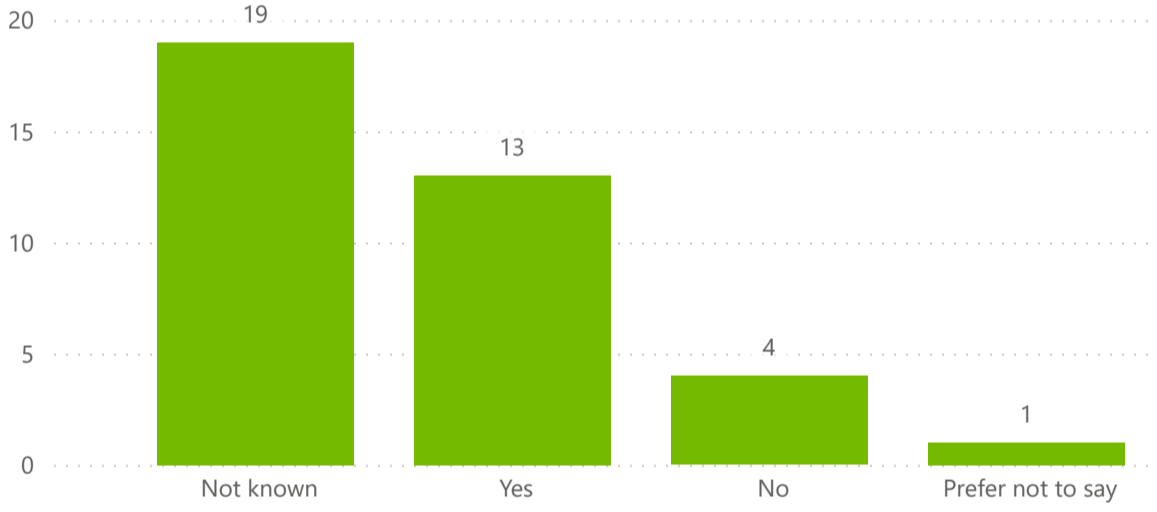
Civil Status



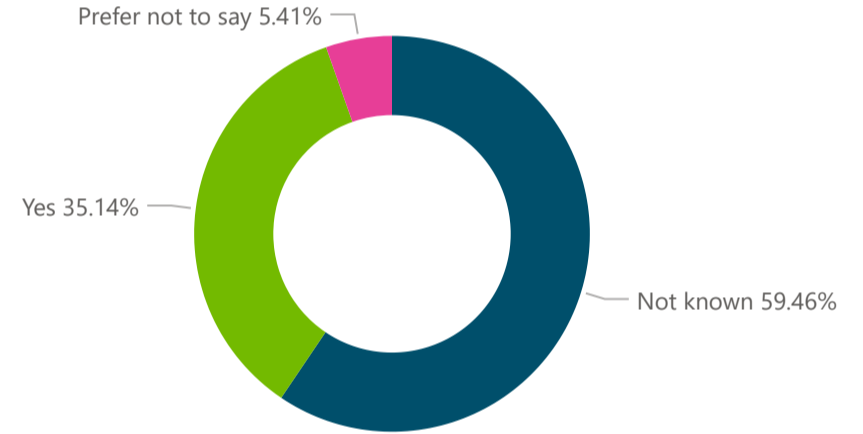
Identifies as having a Disability



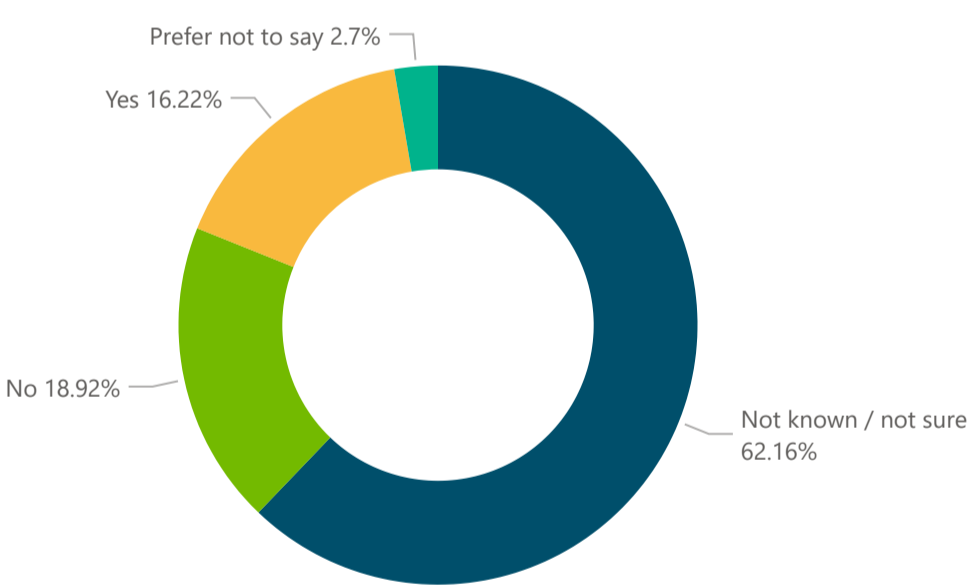
Identifies as having a Long Term Health Condition



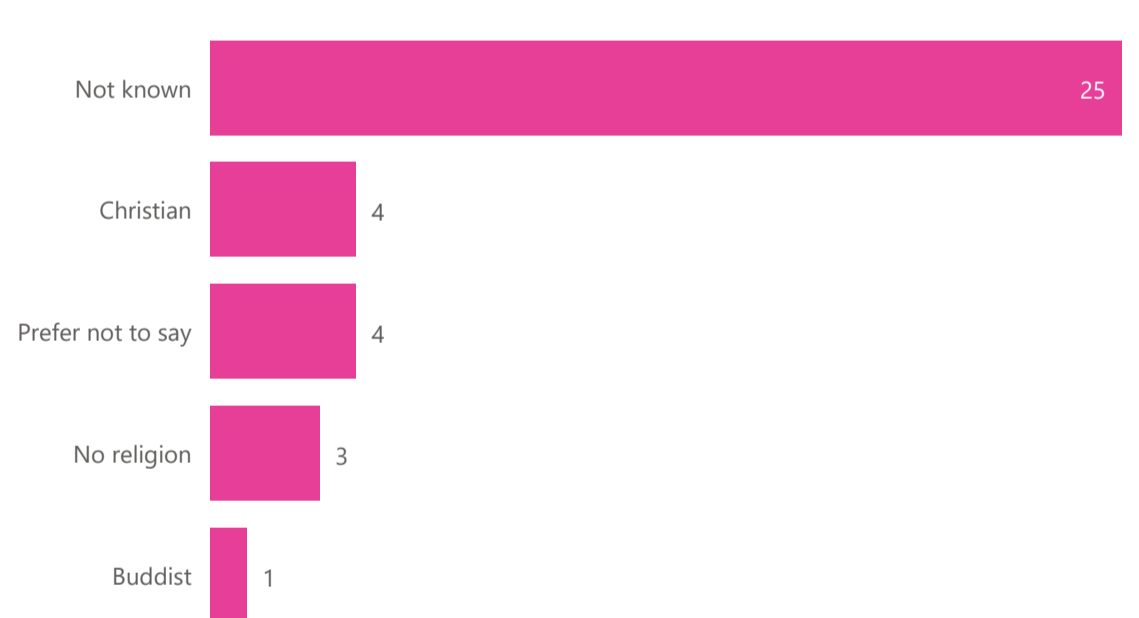
Identifies with the Gender Assigned at Birth



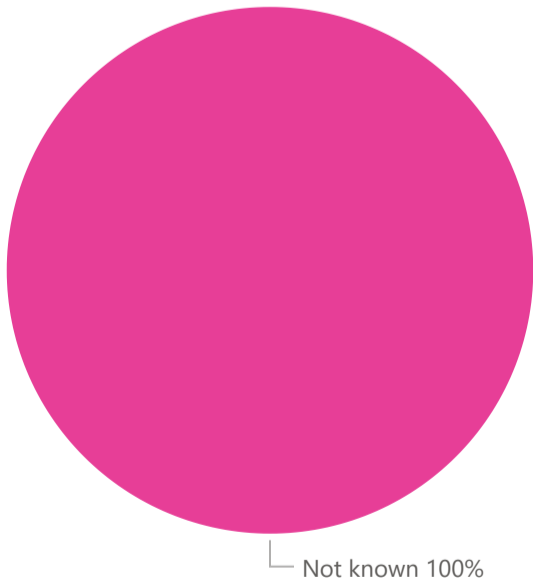
Identifies as being a Carer



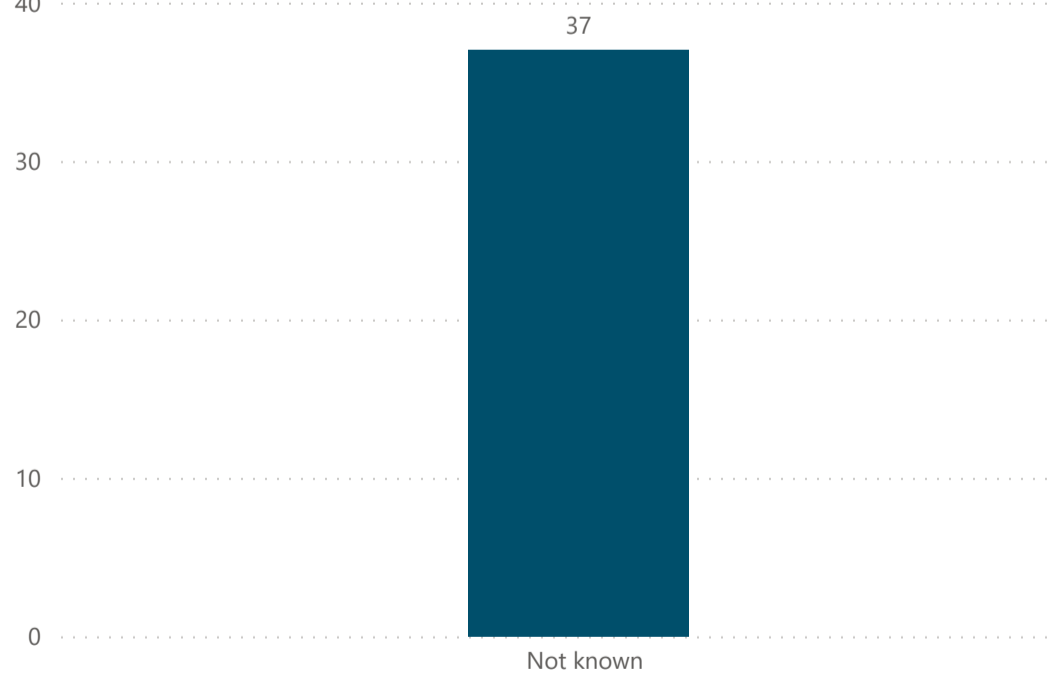
Religion/Belief



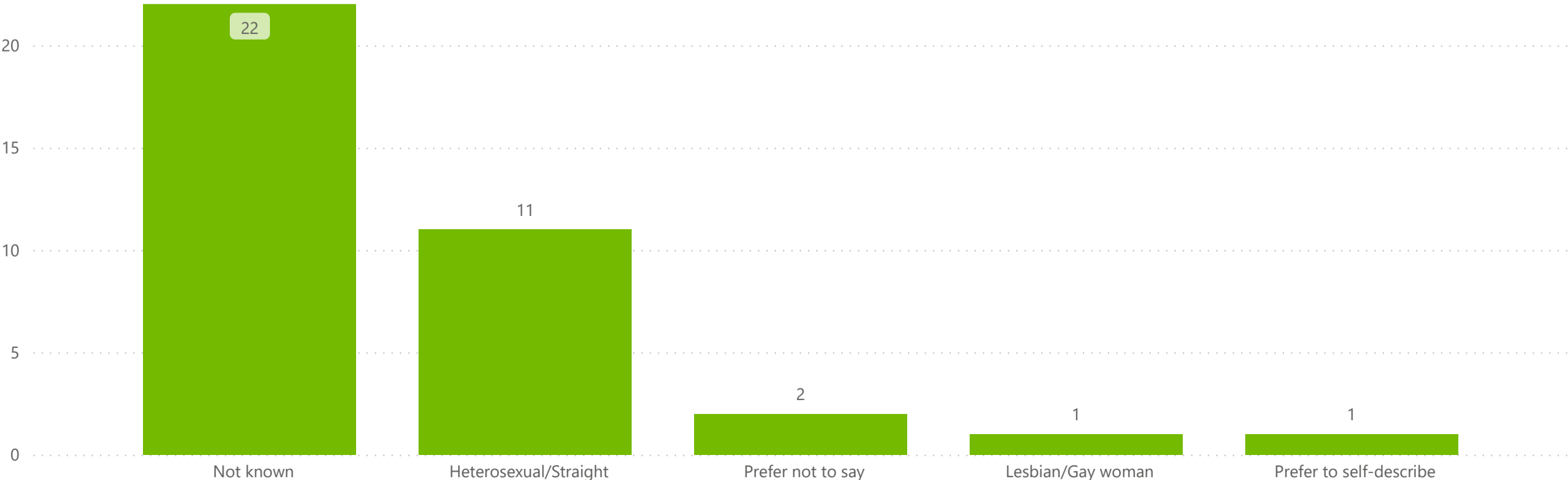
Pregnancy/Maternity



Seldom Heard Category



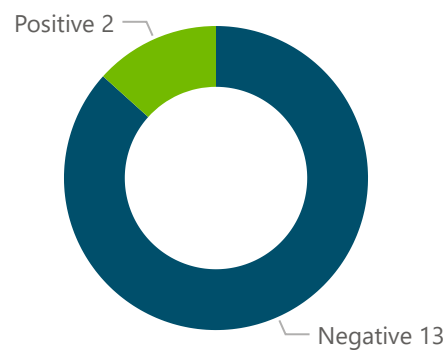
Sexual Orientation



No of contacts about GP Practices

15

Overall Sentiment of Feedback about GP Practices



No of contacts about Dentists

7

Overall Sentiment of Feedback about Dentists



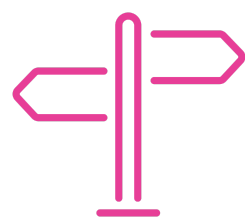
No of contacts about Opticians

Overall Sentiment of Feedback about Opticians

No of contacts about Pharmacies

2

Overall Sentiment about Feedback for Pharmacies



Signposting for Primary Care Feedback

6

Themes and Sub-Themes with Sentiment for Primary Care Feedback

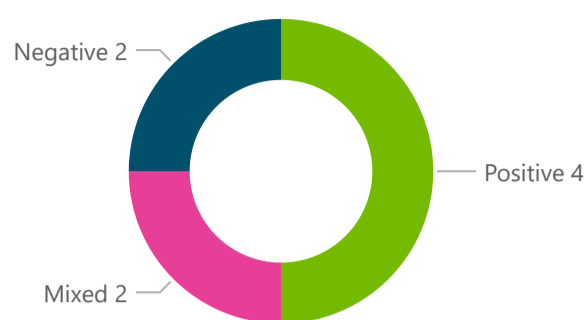
Main Theme	Mixed	Negative	Positive	Total
Access to Services		15		15
Access to NHS Dentist		7		7
Cost and funding of services		1		1
General		1		1
Inequality		1		1
Lack of access		1		1
Remote appointments and digital services		1		1
See my own GP		2		2
Waiting Times		1		1
Administration		8	1	9
Appointment Availability		1	1	2
Booking Appointments		3		3
Quality of appointment		2		2
Telephone		2		2
Communication		1		1
Lack of		1		1
Continuity and Integration of Care		1		1
Follow on treatment and continuity of care		1		1
Diagnosis/Assessment		2		2
Mis		2		2
Making a Complaint		1		1
Complaints Management		1		1
Medication, prescriptions and dispensing		1		1
Prescription/Repeat Prescriptions		1		1
Referrals			1	1
Timeliness			1	1
Staff	1	6	1	8
Attitudes		1		1
Caring, kindness, respect and dignity	1	1		2
Communication between professionals		1		1
Communication between staff and patients		2		2
General			1	1
Quality & Effectiveness		1		1
Treatment & Care		1		1
Effectiveness		1		1
Total	1	36	3	40

No of contacts about Hospital Services

8

No of contacts about Non-Emergency Transport

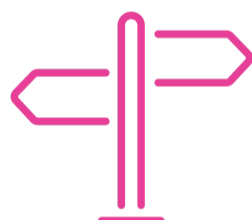
Overall Sentiment about Feedback for Hospital Services



Overall Sentiment of Feedback about Non-Emergency Transport

Secondary Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Positive	Total
All Services		1		1
Dentist			2	2
Ear Nose and Throat (ENT)			1	1
Oncology	2			2
Physiotherapy		1		1
Rheumatology			1	1
Total	2	2	4	8



Signposting for Secondary Care Feedback

Themes and Sub-Themes with Sentiment for Secondary Care Feedback

Main Theme	Mixed	Negative	Positive	Total
Access to Services		1	1	2
Access to NHS Dentist			1	1
Lack of access		1		1
Administration		1	1	2
Admission Procedure			1	1
Management of Service		1		1
Making a Complaint		1		1
Complaints Management		1		1
Referrals			1	1
Timeliness			1	1
Staff			3	3
Attitudes			1	1
Caring, kindness, respect and dignity			1	1
Communication between staff and patients			1	1
Treatment & Care	2		2	4
Effectiveness			1	1
Experience			1	1
Quality	2			2
Total	2	3	8	13

Urgent & Emergency Feedback

Number of contacts about A&E Departments

Number of contacts about GP Practice Out of Hours

Sentiment of Feedback about A&E Departments

Sentiment of Feedback about GP Practice Out of Hours

Number of contacts about NHS111

Number of contacts about Urgent Treatment Centres

Sentiment of Feedback about NHS111

Sentiment of Feedback about Urgent Treatment Centres

Number of contacts about Emergency Transport

Sentiment of Feedback about Emergency Transport

Themes and Sub-Themes with Sentiment for Urgent & Emergency Feedback

Main Theme	Total
Total	

No of contacts about Community/Other Services

3

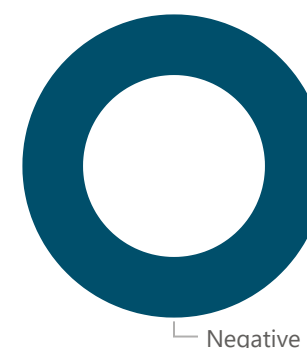
Overall Sentiment of Feedback about Community/Other Services



No of contacts about Social Care

1

Overall Sentiment of Feedback about Social Care



Community and Social Care Feedback Sentiment by Service Level

Service Level	Negative	Total
Maternity care	2	2
Mental Health Services (other services)	1	1
Services for people with Autism	1	1
Total	4	4

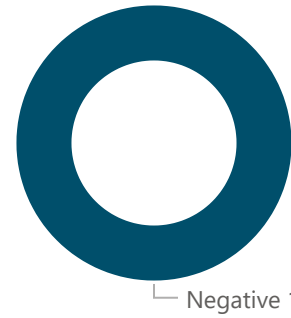
Themes and Sub-Themes with Sentiment for Community and Social Care Feedback

Main Theme	Negative	Total
Access to Services	2	2
Lack of access	2	2
Diagnosis/Assessment	1	1
Lack of	1	1
Public Consultation and Engagement	2	2
Service organisation, delivery change and closure	2	2
Referrals	1	1
Lack of	1	1
Total	6	6

No of contacts about Mental Health Services

1

Overall Sentiment of Feedback about Mental Health Services



Mental Health Services Feedback Sentiment by Service Level

Service Level	Negative	Total
Mental Health Services (other services)	1	1
Total	1	1

Themes and Sub-Themes with Sentiment for Mental Health Services Feedback

Main Theme	Negative	Total
Discharge	2	2
Safety	1	1
Timing of	1	1
Making a Complaint	1	1
Complaints Management	1	1
Total	3	3

No of contacts about General All NHS Services

Overall Sentiment of Feedback about General All NHS Services

General All NHS Feedback Sentiment by Service Level

Service Level	Total
Total	

Themes and Sub-Themes with Sentiment for General All NHS Feedback

Main Theme	Total
Total	

All Themes and Sub-themes with Feedback Sentiment



Main Theme ▲	Mixed	Negative	Positive	Total
☐ Access to Services		18	1	19
Access to NHS Dentist		7	1	8
Cost and funding of services		1		1
General		1		1
Inequality		1		1
Lack of access		4		4
Remote appointments and digital services		1		1
See my own GP		2		2
Waiting Times		1		1
☐ Administration		9	2	11
Admission Procedure			1	1
Appointment Availability		1	1	2
Booking Appointments		3		3
Management of Service		1		1
Quality of appointment		2		2
Telephone		2		2
☐ Communication		1		1
Lack of		1		1
☐ Continuity and Integration of Care		1		1
Follow on treatment and continuity of care		1		1
☐ Diagnosis/Assessment		3		3
Lack of		1		1
Mis		2		2
☐ Discharge		2		2
Safety		1		1
Timing of		1		1
☐ Making a Complaint		3		3
Complaints Management		3		3
☐ Medication, prescriptions and dispensing		1		1
Prescription/Repeat Prescriptions		1		1
☐ Public Consultation and Engagement		2		2
Service organisation, delivery change and closure		2		2
☐ Referrals		1	2	3
Lack of		1		1
Timeliness			2	2
☐ Staff	1	6	4	11
Attitudes		1	1	2
Caring, kindness, respect and dignity	1	1	1	3
Communication between professionals		1		1
Communication between staff and patients		2	1	3
General			1	1
Quality & Effectiveness		1		1
☐ Treatment & Care	2	1	2	5
Effectiveness		1	1	2
Experience			1	1
Quality	2			2
Total	3	48	11	62

Primary Care Feedback Comments by Provider

ID	Theme	Sentiment	Feedback	Service Provider
1376	Access to Services, Access to NHS Dentist	Negative	Individual cannot find NHS dentist. Individual is struggling and having to take pain killers as their teeth are so bad.	ALL NHS DENTAL
1371	Access to Services, Access to NHS Dentist	Negative	The individual says they have no chance of finding an NHS dentist locally and have 5 teeth broken off at gums and 4 loose teeth.	ALL NHS DENTAL
1379	Access to Services, Cost and funding of services; Access to Services, Access to NHS Dentist	Negative	The person states that he regularly visited his dentist for treatment four times a year until the pandemic, when they closed the practice and the new owner no longer accepted NHS patients. He continued with the new dentist for a loose tooth and was charged £250. He has tried to contact the local list of dentists but found that all of them no longer accepted NHS patients. As a pensioner he cannot afford the treatment required and a false set of teeth to replace them. Therefore he contacted his GP who said that they cannot refer him to a dentist still operating within the NHS, and he cannot afford to pay privately	ALL NHS DENTAL
113	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that NHS dental care is no longer accessible. They are only interested in seeing you privately which costs a fortune.	ALL NHS DENTAL
111	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they think that NHS dentistry no longer exists	ALL NHS DENTAL
6	Access to Services, Access to NHS Dentist	Negative	This individual has tried for 3 years to find an NHS dentist for themselves and their 2 children. Eventually they were forced to register 70 miles away. They cannot afford to pay privately.	ALL NHS DENTAL
1342	Access to Services, Access to NHS Dentist	Negative	This individual's dentist retired during lockdown, and they have since have been ringing around different dentists in Bristol to see which dentist is accepting new patients. They have had no luck so far, and she is concerned for herself and son as they have not seen a dentist in so long.	ALL NHS DENTAL
47	Access to Services, Remote appointments and digital services; Access to Services, Waiting Times	Negative	This individual gave feedback that that every time they ring the GP they have to wait for 30 minutes in the queue and then instead of getting a face to face appointment with the doctor, they get a ring-back. They say that it is easier in an face to face appointment to explain the issue and that sometimes there is a language barrier.	Bradley Stoke Surgery
452	Access to Services, See my own GP; Staff, Communication between professionals	Negative	This individual had skin cancer, and went through treatment for this. Since chemotherapy, her face has begun to swell. She has been to her GP practice about this on different occasions, however each occasion she is given a different doctor and has had multiple (4) X-rays and (2) CT scans. She is worried about the impact the radiation from each scan will have on her health, and is unhappy about seeing a new doctor each time. She feels that there is a lack of communication between the doctors, as notes on each scan are not shared between them.	Concord Medical Centre
56	Referrals, Timeliness	Positive	This individual gave feedback that they were referred to have an emergency push button installed in their home by their GP. It was installed quickly and easily and has worked perfectly the one time they had to use it when the ambulance service was there within 30 minutes.	Courtside Surgery
114	Administration, Booking Appointments	Negative	This individual gave feedback that trying to get an appointment is a nightmare. After battling for an appointment you can expect to wait weeks. The doctor and nurse were professional and caring when they got to see them. The process of dealing with the receptionist is very stressful. It shouldn't be like this. They now go into the medical centre on their day off work to book an appointment. This doesn't always work but at least they can argue their case in person. They needed an appointment to discuss the results of an colonoscopy and the doctor at hospital told them to see their GP. After walking out without an appointment, they rang saying they found a telephone appointment in 3 weeks, which they feel is a very long time to wait. This person says that they are sure the receptionists aren't being difficult on purpose but everyone must be frustrated with the system which is seriously broken.	Emersons Green Medical Centre
1402	Communication, Lack of	Negative	The resident booked an appointment with Kingswood Practice. When they arrived they were told they had come to the wrong Fireclay Health Centre and should have gone to the Redland Fireclay Health Centre close by it never occurred to them that you would have several health care centres close to each other with the same name.	Fireclay Health
55	Treatment & Care, Effectiveness	Negative	This individual gave feedback that they have a son with complex needs and the GP Practice kept sending him to hospital for minor reasons because they didn't have the resources to handle his needs (severe sensory issues). This prompted this individual to move to West Walk who are better equipped to meet his needs.	Kennedy Way Surgery
45	Administration, Appointment Availability; Staff, General	Positive	This individual gave feedback that they have a very good GP and are nearly always able to get same day appointments.	Kennedy Way Surgery
58	Staff, Quality & Effectiveness	Negative	This individual gave feedback that they have mental health issues and that when they called the Health Centre's access line multiple times when they were feeling suicidal they were constantly told to "do something relaxing". The individual says that they were in crisis and this was not helpful at all. No solutions or action plans were put into place. This feedback was part of a group session and another person also sad that a relative of theirs had the same thing said to them when they called too.	Kingswood Health Centre
116	Continuity and Integration of Care, Follow on treatment and continuity of care; Access to Services, General	Negative	This individual gave feedback that they have not had a great experience, particularly with ongoing care and support for the elderly or disabled. A clear lack of resources and time to keep contact with patients or provide the support that they need most.	Mendip Vale Medical Practice
112	Access to Services, Lack of access	Negative	This individual gave feedback that due to all Lloyds pharmacy's closing in Sainsburys, the queue in their local Boots was 30min long, and they don't provide pharmacy services on a Sunday.	Not specified
61	Access to Services, See my own GP; Administration, Quality of appointment	Negative	This individual gave feedback that there is no consistency or continuity to the doctors that they see so it means that most appointments are half-wasted having to explain the same things over and over again because they say that no doctor appears to either make comprehensive notes or bother to read them beforehand.	Not specified
62	Administration, Telephone; Administration, Quality of appointment	Negative	This individual gave feedback that they think that GPs are resorting too quickly to telephone appointments for things which are just not suited. They gave an example of a friend who was referred to a telephone appointment for physio.	Not specified
110	Staff, Communication between staff and patients	Negative	This individual gave feedback that they think the service is utterly dreadful. Slow, rude and they never have the prescription ready. They are rude to the elderly customers and keep people waiting an inordinate amount of time whilst they happily chat and mooch about behind the counter.	Shaunak's Pharmacy Yate, Yate,
1368	Access to Services, Inequality; Diagnosis/Assessment, Mis; Making a Complaint, Complaints Management; Medication, prescriptions and dispensing, Prescription/Repeat Prescriptions; Staff, Attitudes; Staff, Caring, kindness, respect and dignity; Staff, Communication between staff and patients	Negative	This individual wanted to report increasingly poor service over the past 5 years from the practice following a kidney transplant back in 2018. Patient was wrongfully diagnosed diabetic in 2021 and prescribed metformin. Had a bad reaction but the nurse would not listen or believe the patients concerns before she ended up in hospital. Prescription staff made 19 medical errors, including wrong dosage, changing medication without telling her and not having medication ready. Reception staff have been consistently rude and shared her diabetic diagnosis over the phone with her in a flippant manner without consulting a clinician about it. She has complained several times to the practice manager but says that he has refuted her complaint, saying that she has been aggressive and confrontational towards his staff. The Patient says that she admits that she has felt anxious and frightened and in pain at times and has acted in that way but that her behaviour has never warranted the treatment she receives. Her complaints go nowhere and the few apologies she has managed to obtain are hollow and full of excuses. She believes the treatment is racially discriminatory and that if she wasn't an outspoken black woman, there's no way she would be labelled as such. She referred to a time when she was in the GP surgery and a young white man started going ballistic at the receptionist staff and they bent over backwards to appease him and calm him down. She believes her record at the surgery has now been noted as she can't even express minor frustration without receptionist staff threatening to put the phone down on her for being aggressive. She believes the practice manager has labelled her negatively to disempower her. In the process of making her complaint she requested information from the surgery: copies of her notes, recorded calls where she was apparently acting aggressive.	Stoke Gifford Medical Centre
57	Administration, Appointment Availability; Diagnosis/Assessment, Mis	Negative	This individual gave feedback that there is only 1 doctor for the whole practice. They say that they needed an appointment for a chesty cough which was getting steadily worse. They tried twice to get seen in person but were continually advised to take cough medicine. Their condition worsened and they ended up in hospital with severe bronchitis.	Wellington Road Family Practice (Cadbury Heath)
53	Administration, Booking Appointments	Negative	This individual gave feedback that it took 6 months to get an appointment with the mental health nurse as they only have one and she's always off sick.	West Walk Surgery
54	Administration, Booking Appointments; Administration, Telephone	Negative	This individual gave feedback that there is no paediatrician available onsite so they always book in for a phone appointment with just doesn't work with a small child.	West Walk Surgery

Secondary Care Feedback Comments by Provider

ID	Theme	Sentiment	Feedback	Service Provider
1374	Administration, Management of Service; Making a Complaint, Complaints Management	Negative	<p>The Individual feels that the Freedom Of Information department are misusing information and bullying service users. They state that if you choose the confidential option when phoning the service this is later ignored and your email is shared with another team.</p> <p>The person states that any complaint is dealt with in this fashion and they believe it is in order for the service to gain more funding whilst showing great disrespect to the customer. The two different departments then make matters very difficult and the service user has no control over how the information is used. The person adds that the service seems set up to benefit staff and not service users and to make their jobs easier. They ensure they meet their targets but after seven weeks still fail to address the issue , they respond with a non confidential email, give you no contact options and break promises they have made</p>	BNSSG ICB
59	Referrals, Timeliness	Positive	This individual gave feedback that the Dental hospital were brilliant. The referral went through from Westwalk quickly and they got an appointment for the next week for x-rays. This individual has minor surgery scheduled for April 2023 making an 8 week turnaround if nothing happens in between.	Bristol Dental Hospital
1387	Treatment & Care, Experience	Positive	Resident says Rheumatology at BRI are wonderful.	Bristol Royal Infirmary,BRI Bristol
1383	Administration, Admission Procedure; Staff, Attitudes; Staff, Caring, kindness, respect and dignity; Staff, Communication between staff and patients	Positive	<p>The person states that the department seem to be working on time.</p> <p>He says that reception helpful, precise and friendly. He praised the medical staff and equipment and said when compared with service from the private sector which his wife gets , they are excellent. They were thorough, helpful and careful explaining everything. They have been superb on batteries for hearing devices</p>	Bristol Royal Infirmary,BRI Bristol
43	Treatment & Care, Quality	Mixed	This individual gave feedback on behalf of their husband who has been having cancer treatment at Bristol Royal Infirmary and Southmead for the past 6 years. Apart from a very bad experience at A&E the attention that they have had has been good. They have had bowel, liver and brain surgery and chemo.	Bristol Royal Infirmary,BRI Bristol
1403	Access to Services, Access to NHS Dentist; Treatment & Care, Effectiveness	Positive	Individual says that the Bristol dentist hospital been great. There are three good hospitals in Bristol for dental care. Dental hospital in Southmead had improved patients hearing, has improved life and stops them feeling isolated.	Southmead Hospital, Bristol,
32	Access to Services, Lack of access	Negative	This individual gave feedback about accessing physiotherapy after a two week inpatient stay in Southmead Hospital Major Trauma Unit in November 2022. They had a fractured vertebrae and ribs after a fall. This individual says that they have been trying to get an appointment but still remain on the waiting list and are unable to find out how long the wait is. (This individual contacted us in March 2023 to say that they have had an appointment with the consultant who will chase up the physio appointment).	Southmead Hospital, Bristol,
44	Treatment & Care, Quality	Mixed	This individual gave feedback on behalf of their husband who has been having cancer treatment at Bristol Royal Infirmary and Southmead for the past 6 years. Apart from a very bad experience at A&E the attention that they have had has been good. They have had bowel, liver and brain surgery and chemo.	Southmead Hospital, Bristol,

Urgent & Emergency Feedback Comments by Provider

ID Theme Sentiment Feedback

Service Provider



Community and Social Care Feedback Comments by Provider

ID	Theme	Sentiment	Feedback	Service Provider
102	Access to Services, Lack of access; Diagnosis/Assessment, Lack of	Negative	The client is complaining that her daughter who has complex special needs has been on the waiting list for more than 2 years. In the meantime the autism hub has changed its referral criteria and now have very narrow acceptance, resulting in an even longer wait for her daughter. Very poor communication from the service, and access to help and support was reported as very difficult, resulting in a very poor experience.	Autism Hub South Gloucestershire
1380	Public Consultation and Engagement, Service organisation, delivery change and closure	Negative	The individual is concerned to hear about South Gloucestershire Councils decision to end the breastfeeding support services provided by Barnardo's. To herself and her family this service was extremely important . It helped her in the early days of feeding her three children. She gained friends from this group and feels that her children's and her own health has benefited from being able to be part of the group. A petition about the issue on the South Gloucestershire Council website has gained over 700 signatures in the first few hours. They say that this shows just how much this service means to families in South Gloucestershire.	Barnardo'S Breastfeeding Peer Support Service
1381	Public Consultation and Engagement, Service organisation, delivery change and closure	Negative	The person is concerned after hearing about a service closure for breastfeeding there's anywhere she can forward her query about it being cut for women in South Glos - she adds that the service cut really does not seem fair	Barnardo'S Breastfeeding Peer Support Service
60	Access to Services, Lack of access; Referrals, Lack of	Negative	This individual gave feedback that there is an 8 month waiting list to be assigned a support worker under adult social care, meanwhile the individual is left struggling to cope. They say that they barely have the mental capacity to know when their tablets need taking or renewing some days and that they feel that they are unable to look after themselves or their children on these days, and have to rely on neighbours and friends.	Not specified

Mental Health Services Feedback Comments by Provider



ID	Theme	Sentiment	Feedback	Service Provider
1357	Discharge, Safety; Discharge, Timing of ; Making a Complaint, Complaints Management	Negative	Individual wanted to find information about how to leave a complaint about VitaMinds, has left direct complaint but nothing has happened. Feels Vitamins is mediocre, discharged from the service for being too high risk although this individual feels the risk has not changed. Also was referred to another service whilst using VitaMinds, so was discharged from VitaMinds for this.	Vitaminds / IAPT

General NHS Services Feedback Comments



ID Theme Sentiment Feedback

Service Provider



Feedback about Weston General Hospital

The caller was admitted to the hospital 8 weeks ago and diagnosed with type 2 diabetes. He was really pleased with the care he received from the hospital staff and cannot praise them enough. He added that the doctors and nurses and his GP call or text him regularly to check in and seek how is he doing and make sure that he is managing his treatment properly. He felt that the support is excellent UHBW Weston General Hospital

Response

Thank you for sharing this feedback with us. I am delighted that the behaviours of our staff and the quality of care at Weston General Hospital have been recognised in this way. I will share your feedback with my colleagues in the hospital.