

# Local Voices

### Quarter 1: April - June 2023

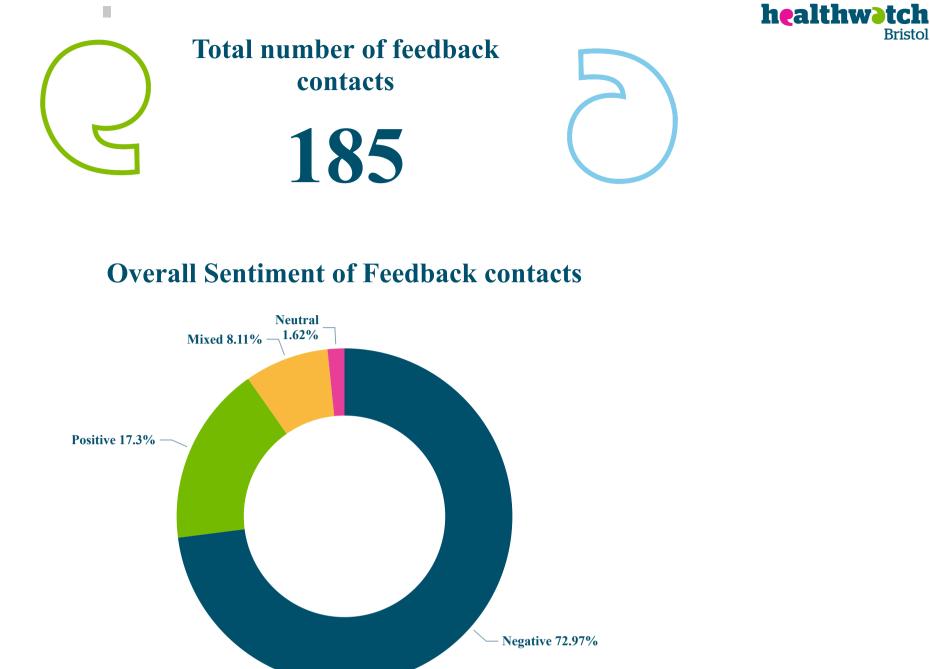
Local Voices reports are a collation of public experiences of health and social care. These stories build a picture of how services work well or can be improved for communities across Bristol, North Somerset and South Gloucestershire, and this is especially important for those people with the poorest 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.

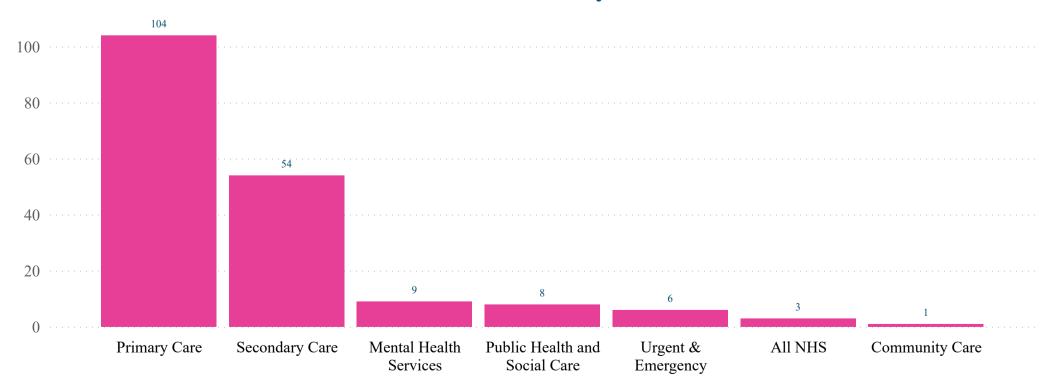
All our public contacts are offered guidance and information related to advocacy or on complaint options. Our staff and volunteers' knowledge of the health and care landscape help people to make informed choices about their care, and those of their loved ones. From July 2023, these reports can be provided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



Healthwatch Bristol North Somerset & South Glos, Unit 21 Union Gallery, middle level, The Galleries, Bristol, BS1 3XD Registered charity 1158487 and company limited by guarantee.



### Feedback contact by sector



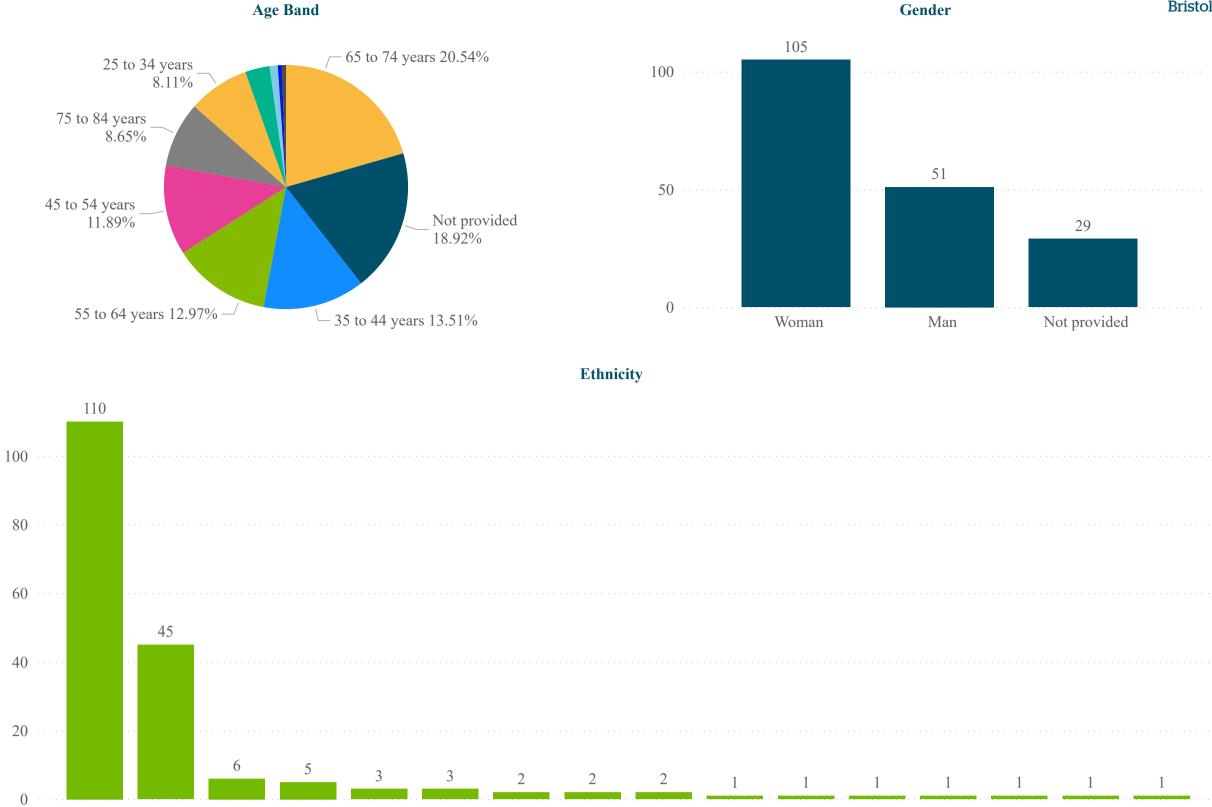
### **Headline Figures**

**Bristol** 

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healthwatch

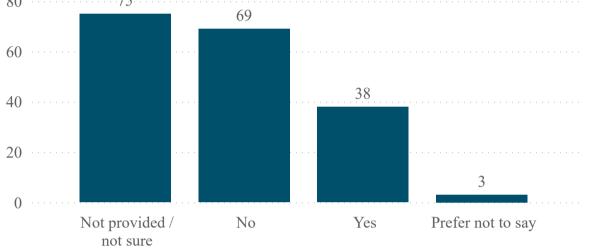
### **Demographics**

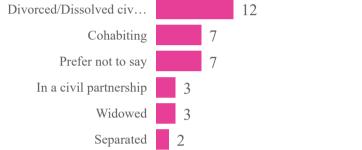


White: British/En Irish/Scotti	Black/Black British: African	British:	Asian/Asian British: Bangladeshi	other White	Asian/Asian British: Pakistani	Black/Black British: Any Other	Asian/Asian British: Chinese	Asian/Asian British: Indian	Mixed/Mu ethnic groups: Any Other	Mixed/Mu ethnic groups: Asian and White	Mixed/Mu ethnic groups: Black Caribbean and White	Sri Lankan	White: Irish

Identifies as having a disability / being disabled

Civil Status
80 ······
75····
Not provided
65
66
Married
Single
42
40 ·····
40 ·····





 Identifies as having a long term health condition

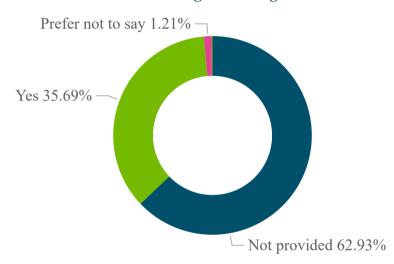
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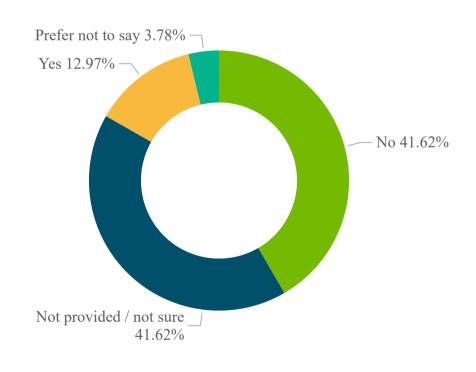
 40 1 1 

 20 Yes Not provided / No
 Prefer not to say not sure

Identifies with the gender assigned at birth

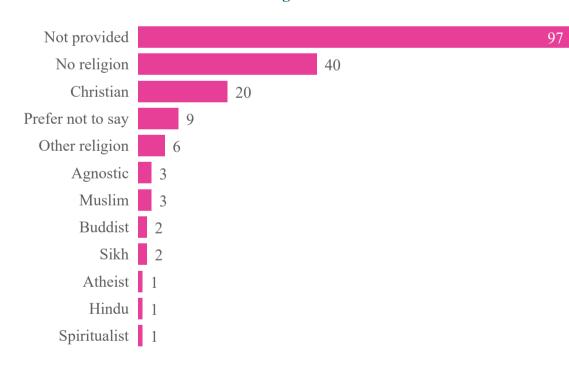


Identifies as being a carer



**Pregnancy/Maternity** 

**Religion/Belief** 

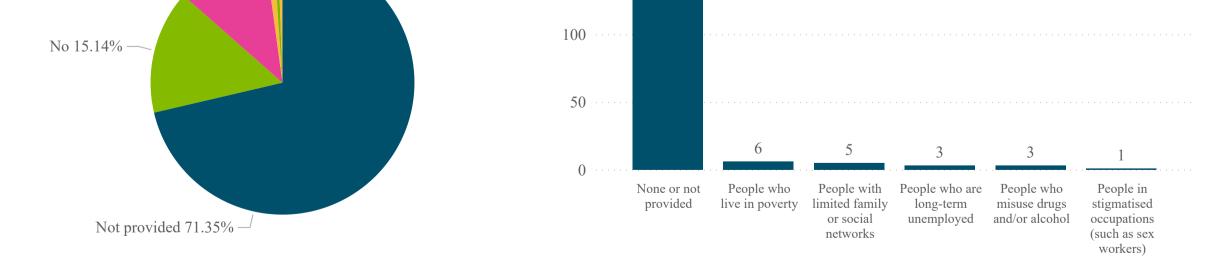


**Health Inclusion Group Category** 

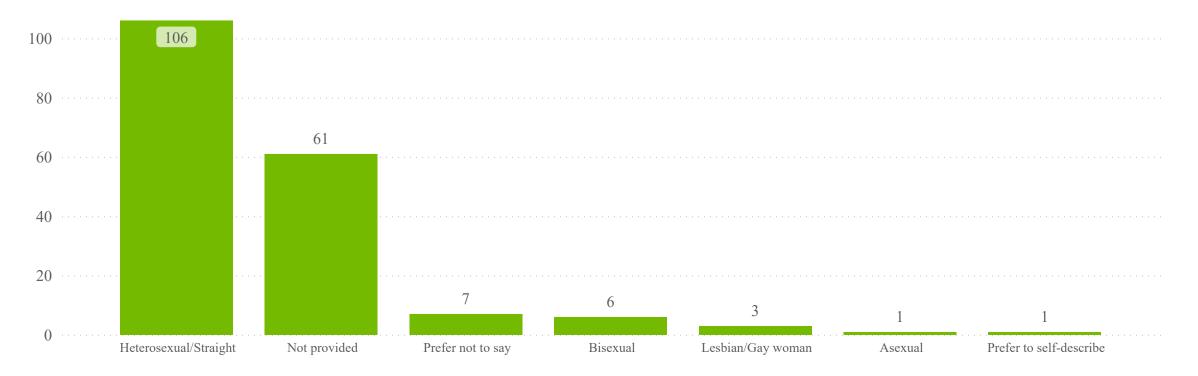
Not applicable 11.35% –



167



#### **Sexual Orientation**



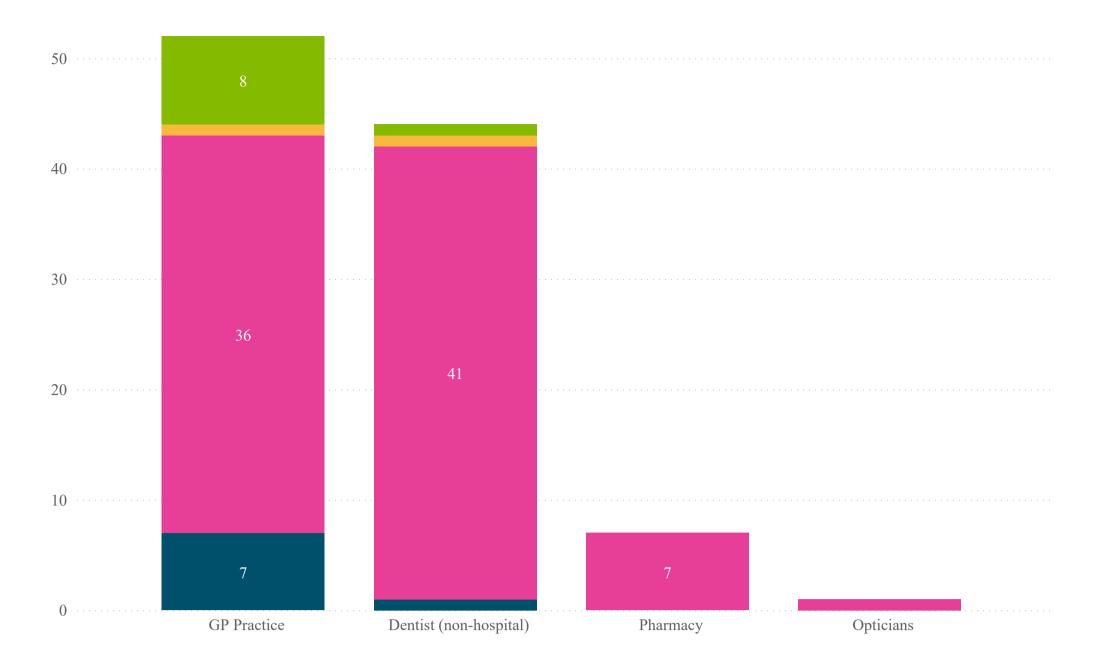
# **Primary Care Feedback**



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### Number of feedback contacts by service type with sentiment

**Sentiment** • Mixed • Negative • Neutral • Positive





Signposting for Primary Care Feedback

25

Ma	in Theme	Mixed	Negative	Neutral	Positive	Total
	Access to Services		45		1	46
_			2		•	2
	Access to NHS Dentist		33		1	34
	Accessibility and reasonable adjustments		3		1	3
	Conveniance/Distance to Travel		2			2
	Remote appointments and digital services		1			1
	See my own GP		3			3
	Service organisation, delivery change and closure		1			1
	Administration	1	28		5	34
	Admission Procedure	•	1		5	1
	Appointment Availability	1	13		2	16
	Appointment Avaliability Appointment Cancellation	1	13		۷	10
	Booking Appointments		6		1	7
	Management of Service		1		1	1
	Provision of services		1			1
			1		1	
	Quality of appointment		2		1	1
	Telephone Waiting times for an appointment to be available		2		1	2
	Waiting times for an appointment to be availableWaiting times, punctuality and queuing on arrival		1		1	2
	Communication					
	Communication		8	2		10
			1			1
	General		2	1		3
	Interpreter Services		1			1
	Involvement & Engagement		1			1
	Lack of		2			2
_	Written information, guidance and publicity		1	1		2
	Continuity and Integration of Care		3			3
	Follow on treatment and continuity of care		2			2
	Integration of services and communication between professionals		1			1
Ξ	Diagnosis/Assessment		3			3
	Availability of		2			2
	Quality of		1			1
Ξ	Facilities & Surroundings		1			1
	Buildings & Infrastructure		1			1
Ξ	Finance		3			3
	Cost and funding of services		3			3
Ξ	Making a Complaint		3			3
	Complaints Management		2			2
	General		1			1
	Medication, prescriptions and dispensing		_			10
	Wedication, prescriptions and dispensing		10			-
			1			1
	Cost		1			1
	General		1			1
	Medicines Management		1			1
	Pharmacy Services		2			2
	Prescription/Repeat Prescriptions		4			4
	Referrals		1		3	4
	Availability of		1			1
	General				1	1
-	Timeliness				2	2
	Staff		1	1	6	8
	Caring, kindness, respect and dignity		1	1	4	6
	Quality & Effectiveness				2	2
	Treatment & Care		5		6	11
	Coordination of Services		1			1
	Effectiveness		1		2	3
	Experience		2		3	5
	*	1			-	-
	Quality		1		1	2

#### Themes and Sub-Themes with Sentiment for Primary Care Feedback

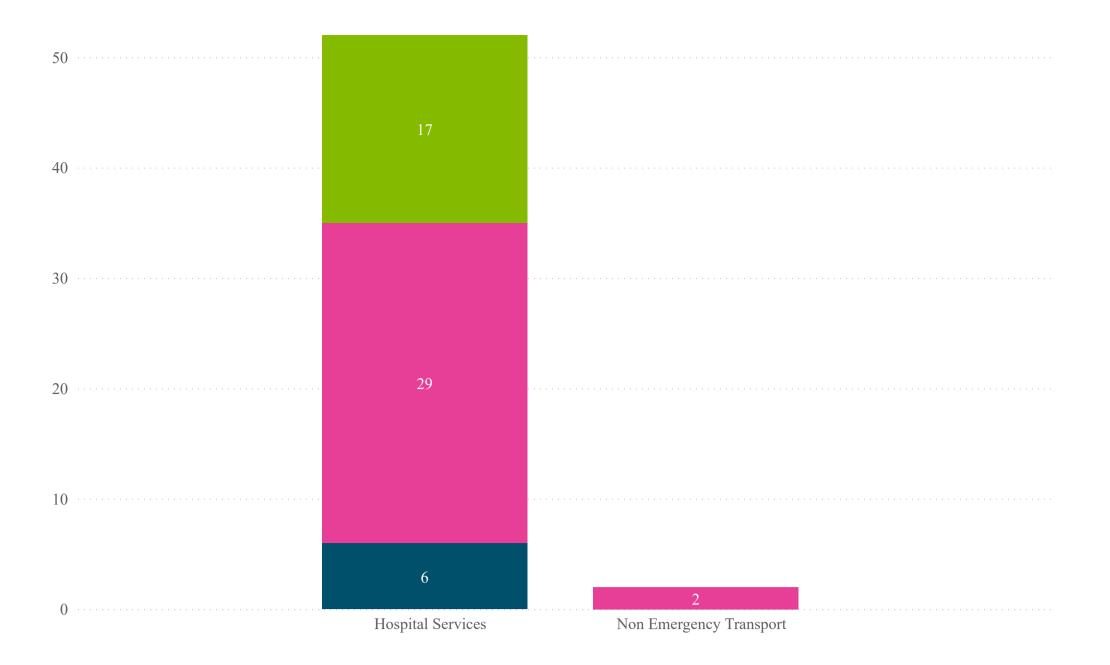
# **Secondary Care Feedback**



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### Number of feedback contacts by service type with sentiment

Sentiment • Mixed • Negative • Positive



#### Secondary Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Positive	Total
All Services			1	1
Audiology		1		1
Cardiology		3	1	4
Critical care, Acute care or High Dependency		1		1
Dentist			1	1
Dermatology		1		1
Diabetic Care		1		1
Diagnostic/Screening Service	1	1	2	4
Gastroenterology		1		1
GP Practice	1			1
Hospice Services		1		1
Hospital Inpatient		1	2	3
Hospital Outpatient		1	1	2
Hospital Services (not stated)		1		1
Infectious and Tropical Diseases		1		1
Maternity care	1	3	1	5
Neurology and stroke care		1		1
Not Specified	1	3	2	6
Oncology	1	3	2	6
Ophthalmology		2	2	4
Orthotics			1	1
Other	1	1		2
Patient Transport		2		2
Phlebotomy/blood tests		1		1
Physiotherapy		1	1	2
Total	6	31	17	54



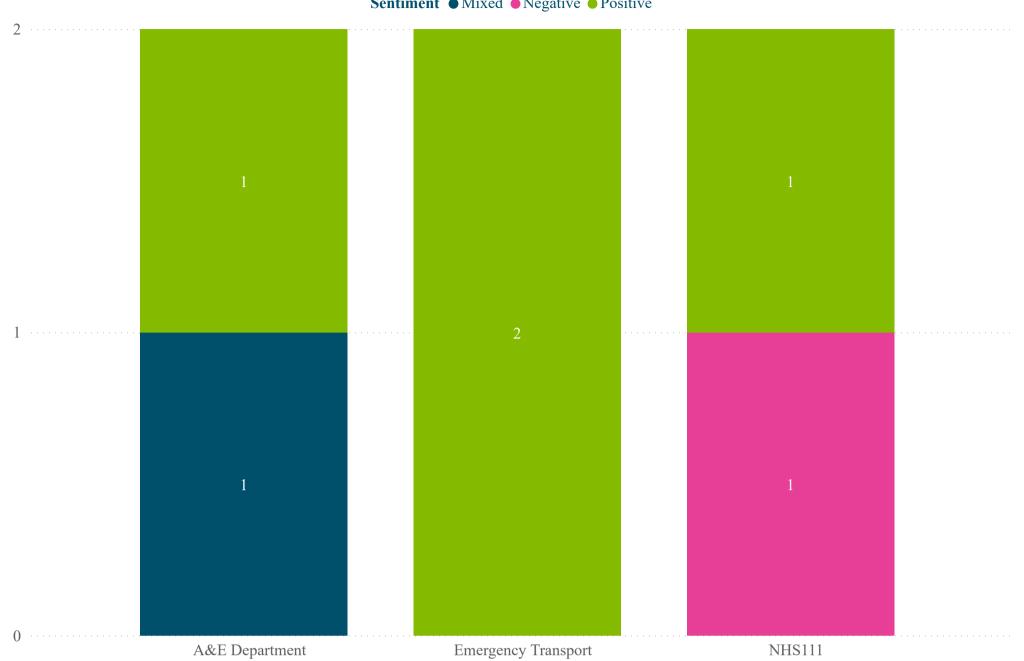
Signposting for Secondary Care Feedback

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#### Themes and Sub-Themes with Sentiment for Secondary Care Feedback

Ma	in Theme	Mixed	Negative	Positive	Unclear	Total
	Access to Services		6			6
			1			1
	Accessibility and reasonable adjustments		1			1
	Inequality		2			2
	Remote appointments and digital services		1			2 1
	See my own GP		1			1
	Administration					7
Ξ			6	1		1
	Admission Procedure			1		1
	Booking Appointments		1			1
	Incident Reporting		1			1
	Management of Service		1			1
	Medical Records		1			1
	Waiting times for an appointment to be available		2			2
	Communication		9	1		10
	Communication between staff and patients			1		1
	General		1			1
	Interpreter Services		1			1
	Lack of		4			4
	Written information, guidance and publicity		3			3
	Continuity and Integration of Care		2			2
	Follow on treatment and continuity of care		1			1
	Integration of services and communication between professionals		1			1
Ξ	Diagnosis/Assessment		2	1		3
	Availability of		1	•		1
	Quality of		1			1
	Tests/Results		1	1		1
Ξ	Finance		2	1		3
			3			
	Cost and funding of services		3			3
	Lifestyle and wellbeing				1	1
	Help with				1	1
—	Making a Complaint		2			2
			1			1
	Complaints Management		1			1
	Medication, prescriptions and dispensing		1			1
	Medicines Management		1			1
Ξ	Referrals		1	1		2
	Timeliness		1	1		2
Ξ	Staff					12
			6	6		12
	Capacity		1	2		1
	Caring, kindness, respect and dignity		2	3		5
	Communication between professionals		1	4		1
	Communication between staff and patients		2	1		3
	General			1		1
_	Quality & Effectiveness			1		1
Ξ	Transport		3			3
	Availability		3			3
$\Box$	Treatment & Care	1	5	15		21
	Coordination of Services		1			1
	Effectiveness			2		2
	Experience	1	1	9		11
	General			1		1
	Lack of		1			1
	Pain Relief		1			1
	Pain Relief       Quality		1	3		1

# **Urgent & Emergency Feedback**



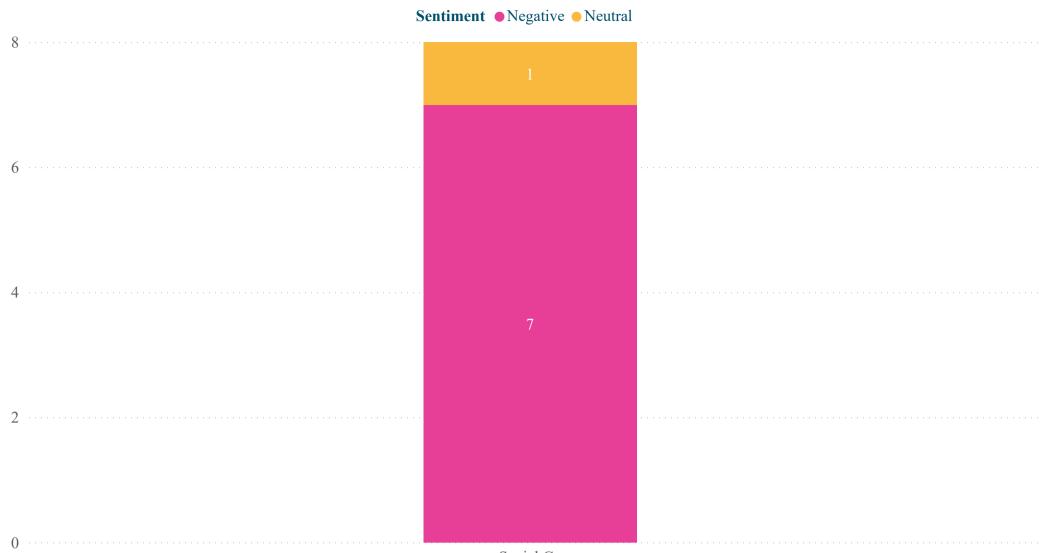
### Number of feedback contacts by service type with sentiment

**Sentiment** • Mixed • Negative • Positive

Main Theme	Negative	Positive	Total
□ Access to Services	1	1	2
Accessibility and reasonable adjustments		1	1
Remote appointments and digital services	1		1
Diagnosis/Assessment	1		1
Availability of	1		1
Dignity & Respect	1		1
Consent, choice, user involvement and being listened to	1		1
□ Staff		2	2
Caring, kindness, respect and dignity		2	2
Transport		1	1
Availability		1	1
Treatment & Care		2	2
Effectiveness		1	1
Experience		1	1
Total	3	6	9



### **Public Health and Social Care Feedback**



### Number of feedback contacts by service type with sentiment

Social Care

#### Public Health and Social Care Feedback Sentiment by Service Level

Service Level	Negative	Neutral	Total
CAMHS	1		1
Care Home	2		2
Childrens Social Care Services	1		1
Not Specified	2		2
Services for people with learning difficulties	1		1
Social Prescribing		1	1
Total	7	1	8

**Bristol** 

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Main Theme	Negative	Neutral	Total
Administration	1		1
Waiting times for an appointment to be available	1		1
🖂 Care Home Management	1		1
Communication	1		1
□ Communication	2	1	3
		1	1
General	1		1
Lack of	1		1
Dignity & Respect	1		1
Confidentiality/Privacy	1		1
□ Safety/Safeguarding/Abuse	1		1
	1		1
□ Staff	1		1
Training	1		1
Transport	1		1
Availability	1		1
Total	8	1	9

#### Themes and Sub-Themes with Sentiment for Public Health and Social Care Feedback

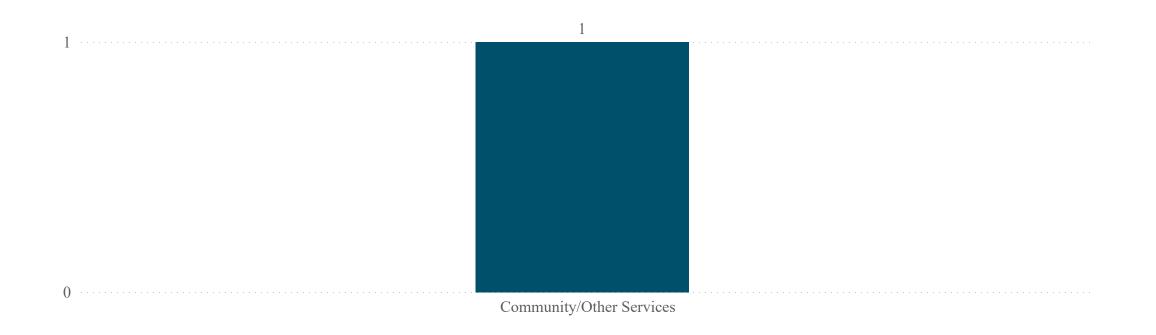
### **Community Care Feedback**



### Number of feedback contacts by service type with sentiment

**Sentiment** • Positive

2



#### **Community Care Feedback Sentiment by Service Level**

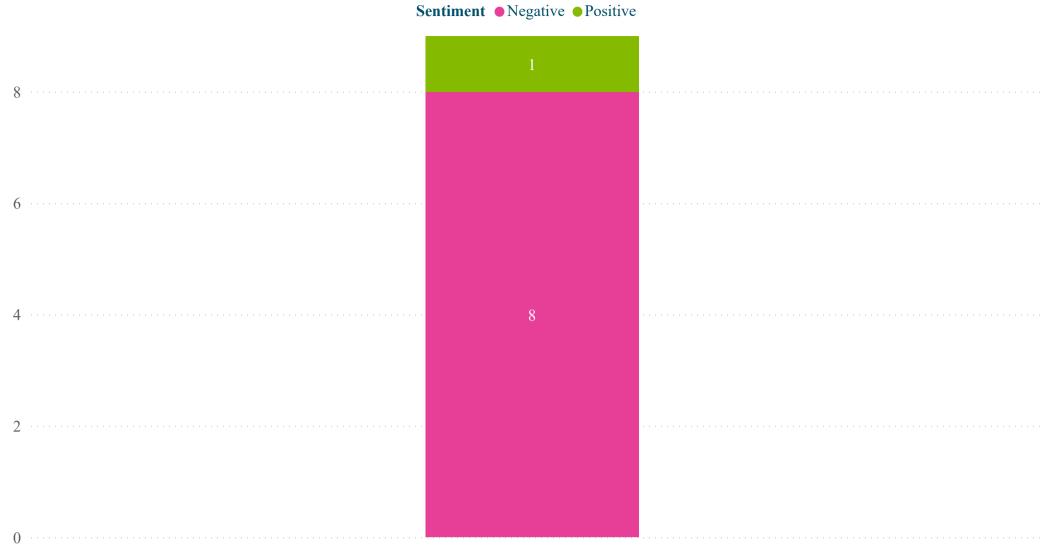
Service Level	Positive	Total
Physiotherapy	1	1
Total	1	1

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

Main Theme	Positive	Total
Diagnosis/Assessment	1	1
Availability of	1	1
Total	1	1

### **Mental Health Services Feedback**





### Number of feedback contacts by service type with sentiment

Mental Health Services

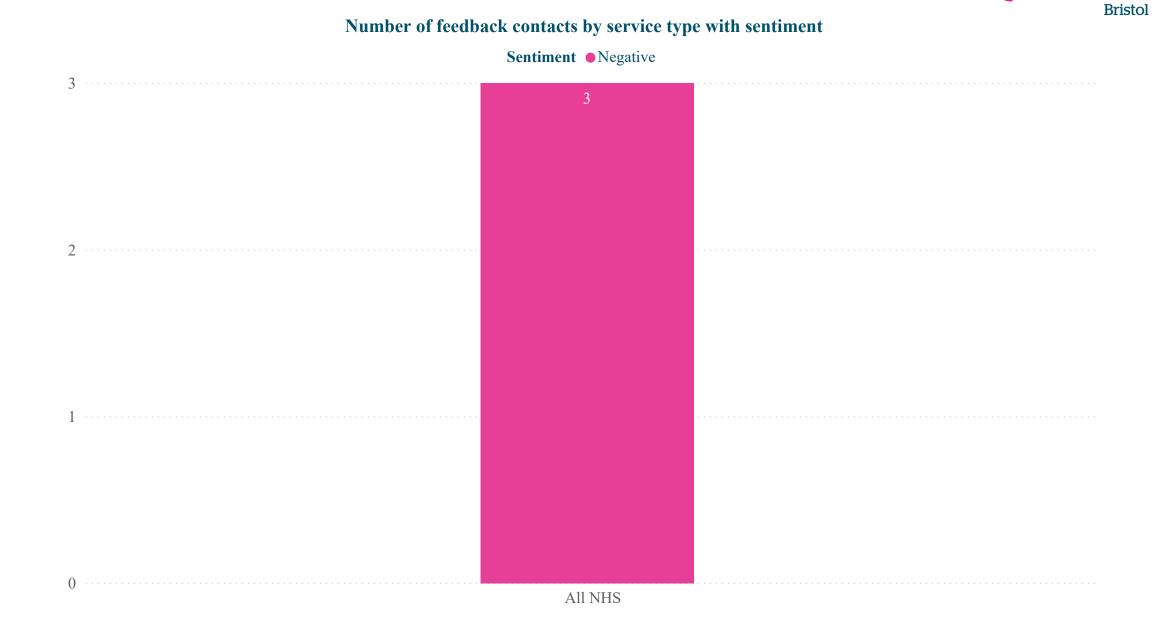
#### Mental Health Services Feedback Sentiment by Service Level

Service Level	Negative	Positive	Total
Community Mental Health Team (CMHT)	1		1
Mental Health Crisis Service	1		1
Mental Health Services (other services)	6	1	7
Total	8	1	9

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

Main Theme	Negative	Positive	Total
Administration	2		2
Appointment Availability	1		1
Appointment Waiting Times	1		1
Care Home Management	1		1
Caring, kindness, respect and dignity	1		1
Diagnosis/Assessment	1		1
Timing of	1		1
Dignity & Respect	1		1
Death of a Service User (Mental Health)	1		1
☐ Facilities & Surroundings		1	1
General		1	1
<b>Finance</b>	1		1
Cost and funding of services	1		1
Making a Complaint	2		2
Complaints Management	1		1
General	1		1
□ Staff	1		1
Caring, kindness, respect and dignity	1		1
Treatment & Care	1		1
Experience	1		1
Total	10	1	11

### **General All NHS Feedback**



#### General All NHS Feedback Sentiment by Service Level

Service Level	Negative	Total
All Services	2	2
Other	1	1
Total	3	3

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

Main Theme	Negative	Total
⊟ Access to Services	1	1
Patient Choice	1	1
□ Communication	1	1
Interpreter Services	1	1
☐ Facilities & Surroundings	1	1
General	1	1
Total	3	3

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### **All Themes and Sub-themes with Feedback Sentiment**





Main Theme	Mixed	Negative	Neutral	Positive	Unclear	Total
Access to Services		53		2		55
		3				3
Access to NHS Dentist		33		1		34
Accessibility and reasonable adjustments		4		1		5
Conveniance/Distance to Travel		2				2
Inequality		2				2
Patient Choice		1				
Remote appointments and digital services		3				3
See my own GP		4				4
Service organisation, delivery change and closure           Administration		1		-		44
—	1	37		6		
Admission Procedure	1	1 1 4		1		2
Appointment Availability	1	14		2		17
Appointment Cancellation		1				1
Appointment Waiting Times		1		1		
Booking Appointments           Incident Reporting		7		1		
Management of Service		2				-
Management of Service Medical Records		2				
Provision of services		1				
Quality of appointment		1		1		
Telephone		2		1		
-				1		
Waiting times for an appointment to be available Waiting times punctuality and queuing on arrival		4		1		:
Waiting times, punctuality and queuing on arrival						
Care Home Management		2				2
Caring, kindness, respect and dignity		1				]
Communication		1				
Communication		20	3	1		24
		1	1			2
Communication between staff and patients				1		1
General		4	1			4
Interpreter Services		3				
Involvement & Engagement		1				1
Lack of		7				
Written information, guidance and publicity		4	1			4
Continuity and Integration of Care		5				4
Follow on treatment and continuity of care		3				í.
Integration of services and communication between professionals		2				
Diagnosis/Assessment		7		2		9
Availability of		4		1		4
Quality of		2				2
Tests/Results				1		1
Timing of		1				1
Dignity & Respect		3				3
Confidentiality/Privacy		1				1
Consent, choice, user involvement and being listened to		1				1
Death of a Service User (Mental Health)		1				1
E Facilities & Surroundings		2		1		
Buildings & Infrastructure		1		•		1
General		1		1		
□ Finance		1		1		,
—		7				,
Cost and funding of services Lifestyle and wellbeing		/				
					1	
Help with					1	
Making a Complaint		7				
		1				
Complaints Management		4				
General		2				
Medication, prescriptions and dispensing		11				1
		1				
Cost		1				
General		1				]
Medicines Management		2				
Pharmacy Services		2				
Prescription/Repeat Prescriptions		4				2
Referrals		2		4		(
Availability of		1				
General				1		
Timeliness		1		3		4
		1		-		
		9	1	14		24
—		9	I	14		2
Capacity Caring kindness respect and dignity		4	1	9		14
Caring, kindness, respect and dignity		4	1	9		
Communication between professionals		1		1		-
Communication between staff and patients General		2		1		
				1		-
		1		3		•
Quality & Effectiveness Training		1		-		
Training		4		1		4
Training Transport				1		
Training          Transport         Availability		4				3:
Training         Transport         Availability         Treatment & Care	1	11		23		
Training Transport Availability Treatment & Care Coordination of Services	1					
Training         Transport         Availability         Treatment & Care         Coordination of Services         Effectiveness	1	<b>11</b> 2 1		5		(
Training         Transport         Availability         Treatment & Care         Coordination of Services	1 1	<b>11</b> 2				2 ( 18
Training         Transport         Availability         Treatment & Care         Coordination of Services         Effectiveness	1 1	<b>11</b> 2 1		5		( 18
Training         Transport         Availability         Treatment & Care         Coordination of Services         Effectiveness         Experience	1 1	<b>11</b> 2 1		5 13		(
Training         Transport         Availability         Treatment & Care         Coordination of Services         Effectiveness         Experience         General	1 1	11 2 1 4 1 1		5 13		18
Training Training Transport Availability Treatment & Care Coordination of Services Effectiveness Effectiveness Experience General Lack of	1 1	11 2 1 4 1		5 13		18

# **Primary Care Feedback Comments by Provider A-N**

healthwatch Bristol

Page 11	mary Care Feedback Comments by Provider A-IN
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				healthwotch Bristol
	Theme Access to Services, Access to NHS Dentist	Sentiment Negative	Feedback The individual had the same dentist for 20 years but the dentist have now left. They are finding it difficult to find replacement and register with NHS dentist.	ALL NHS DENTAL
172	Access to Services,	Negative	This individual gave feedback about BUPA St Paul's Dental Practice, Bristol, being earmarked for closure on 30th Summer. The practice, which treats NHS patients, cares for 14000 patients in an area of considerable social and economic deprivation; most of these patients would not be able to afford private dentist fees and will therefore need either to find another NHS dentist or be without dental care. The nearest alternative dental practice currently accepting NHS adult	ALL NHS DENTAL
245	Access to Services, Access to	Negative	patients is in Paulton, about 12 miles away. Travelling such a distance would be impractical for many patients living in St Paul's and surrounding areas of Bristol. This individual gave feedback on behalf of her granddaughter who is 17 years old. Her mum is a single mum on Universal	ALL NHS DENTAL
264	NHS Dentist Access to Services, Access to NHS Dentist	Negative	Credit, and they can't afford to have private dental treatment. They have been trying and trying to get an NHS dentist to no avail. She has painful teeth and gums. The granddaughter did have braces, but she now needs a dentist not an orthodontist. This individual gave feedback that he has been trying to find a dentist for over a year and has called several repeatedly across the city . He has registered on several waiting lists but each dentist says they do not know how long the wait will be	ALL NHS DENTAL
294	Access to Services, Access to	Negative	and some are accepting only private patients. He has visited the dental hospital after being advised to do so by NHS111 because he had an abscess and his mouth was swollen and painful, they removed the tooth and drained the abscess but there was no follow on support and since then he has not seen a dentist. This individual gave feedback that he has registered on over 15 NHS dental waiting lists but many have said the wait is at	ALL NHS DENTAL
	NHS Dentist Access to Services, Access to NHS Dentist	Negative	least two years and suggested he try elsewhere or go private, He says they all have private vacancies but will not see him as an NHS patient. This individual gave feedback that he's been trying to get an appointment with an NHS dentist for 3 months. He's got a broken tooth and is in a lot of pain. He was registered with a dentist but was out the UK for 2 years because of covid and	ALL NHS DENTAL
364	Access to Services, Lack of access	Negative	vacation. When he came back they said they'd taken him off their list. He's phoned several dentists locally to get an appointment with no luck. This individual gave feedback that it is impossible to find an NHS dentist in Bristol.	ALL NHS DENTAL
	Communication, General Access to Services, Access to	Neutral	This individual gave feedback that it would good if the NHS dental website was updated to show which practices were accepting NHS patients. This individual gave feedback that that it is impossible to find an NHS dentist in Bristol although he has repeatedly tried	ALL NHS DENTAL
334	NHS Dentist Finance, Cost and funding of services	Negative	and feels his only option will now be to go private but is concerned that he will not be able to afford this if he needs treatment after a check up. This individual gave feedback that their NHS dentist wants to charge over £800 for a crown. They are unable to afford this as they're on pension credit. The nerve pain is starting to be constant and they're afraid it's going to get worse. It's very scary	ALL NHS DENTAL
	Access to Services, Access to NHS Dentist	Negative	and they are worried. This individual gave feedback that there are no dentists in Bristol accepting NHS patients and they really desperately need to go to the dentist but cannot afford to go private.	ALL NHS DENTAL
	Access to Services, Access to NHS Dentist Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are a student in Bristol and have been trying for several months to access NHS dental care but are having no luck. Due to some pain which is gradually worsening this is now becoming urgent. This individual gave feedback that they are entitled to free dental treatment as their take home pay is zero however they've tried nearly every dentist in Bristol and surrounding areas and cannot find one accepting NHS or adults entitled to free	ALL NHS DENTAL
145	Access to Services, Conveniance/Distance to Travel	Negative	dental treatment. This individual gave feedback that they are having dental problems and their GP is not contacting the dentist. They say that the 111 services is not manageable to reach. The call list is long. They have been offered an appointment but this is only reachable by bus which is expensive - it is outside Bristol and it's an early appointment. She needs to travel after 9am as she	ALL NHS DENTAL
495	Access to Services, Access to	Negative	has a bus pass. She has arthritis and a disability after a neck injury - these are physical limitations for travelling. The 111 service provided the appointment. After moving from Southville to Fishponds during COVID, she didn't change her dentist and now no dentist is registering or enrolling new patients. This individual gave feedback that they are not registered to an NHS dentist because they were covered by their mums	ALL NHS DENTAL
	NHS Dentist; Finance, Cost and funding of services		private dentist healthcare until they were 18. Now they cannot afford private treatment but cannot find an NHS dentist in the whole of Bristol accepting NHS patients. They are in severe pain from their wisdom teeth. They need them removed, but to have this done privately would be over £3,000 which they could not afford even though they are desperate. They have tried calling 111 and was on hold for 2 hours until they gave up.	
496	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they cannot find any dentists in Bristol that are accepting new NHS patients. They have called more than a dozen. According to the Dental Choices website, the nearest practices accepting new NHS patients are in Worcester, Oxford and Birmingham. This person does not own a car, so it would be difficult for them to travel back and forth to several appointments in these places.	ALL NHS DENTAL
	Access to Services, Access to NHS Dentist Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they can't afford a private dentist but that they can't get an NHS dentist. This individual gave feedback that they have not been able to register with any NHS dental surgery within a 40-mile radius. They are not able to pay for private healthcare.	ALL NHS DENTAL ALL NHS DENTAL
194	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they moved to the area 2 years ago and since then been unable to find a dentist taking on NHS patients. This hasn't been an issue when she has no problems with her teeth (although they've missed out in check ups) however she now needing to see a dentist about wisdom tooth pain and can't get any appointment without going private, which is hugely expensive.	ALL NHS DENTAL
	Access to Services, Access to NHS Dentist Access to Services, Access to	Negative Negative	This individual gave feedback that they needs to have teeth put back in but cannot find dentist and has tried 111. This individual was working through Covid and lost his place at his dentist. This individual gave feedback they have been trying to find a dentist taking on new NHS patients for over a year now since	ALL NHS DENTAL ALL NHS DENTAL
149	NHS Dentist Access to Services, Access to	Negative		ALL NHS DENTAL
	NHS Dentist Access to Services, Access to NHS Dentist	Negative	accepting NHS patients in Bristol.	ALL NHS DENTAL
332	Access to Services, Access to Services, Access to NHS Dentist Access to Services, Access to	Negative Negative	This individual moved to Bristol 5 years ago and has never found a dentist. They are loosing teeth and in lots of pain. This individual wants to find an NHS dentist. This individual was with his dentist as NHS patient but the dentist he was under has decided to leave practice. Although he	ALL NHS DENTAL ALL NHS DENTAL ALL NHS DENTAL
_	Access to Services, Access to NHS Dentist Access to Services, Access to NHS Dentist	Negative	This individual was with his dentist as NHS patient but the dentist he was under has decided to leave practice. Although he has asked to go on the NHS patient register at the practice, they will not add patients to the NHS list even though he has been there for 53 years. This person has been unable to find an NHS dentist although he has a swollen cheek and needs care. He has reported extreme sensitivity of the tooth to several dentists but no surgery will register him and now it has become swollen and	ALL NHS DENTAL
502	NHS Dentist Access to Services, Access to NHS Dentist	Negative	permanently painful . He despairs of ever finding a dentist even though he is prepared to travel. This person is unable to find an NHS dentist and needs root canal treatment . This is an expensive treatment to have undertaken privately and she has just moved into her first home and cannot afford this. She has tried several NHS dentists	ALL NHS DENTAL
520	Access to Services, Access to NHS Dentist	Negative	but none are taking on new patients and she is in mild pain and beginning to feel desperate. This person wanted to share his concerns regarding NHS dentistry and costs. He has recently had an abscess and apart from finding it very difficult to get help, when he did find treatment it still cost quite a bit even though it is NHS care. He feels people on a fixed budget are just being left to suffer and that those who make decisions do not understand that you cannot just marie f25 or f70 out of thin air	ALL NHS DENTAL
181	Medication, prescriptions and dispensing, Prescription/Repeat Prescriptions: Medication	Negative	just magic £25 or £70 out of thin air. This individual gave feedback that they have repeatedly had difficulty in finding a pharmacy stocking their HRT. This includes calling and visiting different pharmacies. Their GP tried to prescribe a different HRT but only a few patches so they did not collect the prescription as it was too expensive. This individual has waited for the HRT prepayment certificate and is going to try again	ALL PHARMACY SERVICES
434	Prescriptions; Medication, prescriptions and dispensing, Cost Administration, Booking	Negative	and is going to try again. This individual gave feedback that she has multiple health issues. Making an appointment is very difficult. She explained	Avonmouth Medical Centre
	Appointments Access to Services, Accessibility and reasonable adjustments	Negative	that, because of her various medical conditions, problems can mount up. It is hard to get through the system. This individual gave feedback that since COVID it has been difficult to get an appointment and that there is a poor relationship with the GP as they are less visible as they can only get phone appointments, and then it is not the same GP that follows you up. This individual finds it frustrating that a non medical practitioner triages the calls and is confused as to	Bedminster Family Practice
300	Facilities & Surroundings, Buildings & Infrastructure	Negative	what services he should use. He says that he does not understand why is it so difficult to see GP as the demand is the same. This individual has been on blood pressure tablets and would like to understand the baseline but the GP does not follow up. Individual has mobility issues and struggles to wait in line at the pharmacy which is a hilly region and often has queues.	Bedminster Pharmacy, ,
403	Medication, prescriptions and dispensing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that it has been impossible to get there full HRT prescription from the pharmacy (and alternative pharmacies are in short supply now). Utrogestan is never in stock and they have had to call around pharmacies and travel by car across the city to get hold of it.	Bedminster Pharmacy, ,
196	Medication, prescriptions and dispensing, Pharmacy Services	Negative	This individual gave feedback that the pharmacy has stopped providing a dosette box (pill sorting box) for patients who have trouble remembering which pills they need to take at what time of the day for days of the week. They said that they will only provide these boxes for people who already use them but not for new patients or people for whom it becomes necessary.	Bedminster Pharmacy, ,
515	Administration, Booking Appointments; Access to Services, Accessibility and reasonable adjustments;	Negative	This individual gave feedback that they find it very frustrating trying to get an appointment. You need to phone at 8am for triage to determine if it's urgent, if it's not urgent, you are told to phone back the next day. You can't get an advance appointment. This person used to be able to make appointments on the Patient Access App but the surgery cancelled this so they can't use it. The staff are very friendly but don't always give the correct information. This individual had a problem	Bradgate Surgery
518	Medication, prescriptions and dispensing, Administration, Appointment	Mixed	with their repeat prescription, one of her repeat meds was missed off the repeat prescription and she had to phone $4-5$ times to get it sorted. This caused her lots of stress and anxiety. They won't let her bring her service dog into the surgery, even though she is legally entitled to do so the staff at the surgery are misunderstanding the law. This individual gave feedback that they found it hard to get an appointment. When they phoned, they didn't have any	Bradgate Surgery
	Availability Diagnosis/Assessment, Lack of	Negative	appointments available and they had to phone the next day. they got one then, so that was OK. This individual gave feedback that they've been a patient at the Bradgate practice since they first opened. However they feel let down and disappointed after their most recent experience. For over 2 years they've been attending appointments, complaining of stomach problems. In Autumn 2022 they attended Southmead Hospital, to have a camera inspection of their	
			throat and upper stomach area. The results came back negative, although the problem continued and worsened. In Spring 2023 they had the same complaint. They attended an appointment and were given a sample bag. The pain became so bad that they went to A&E. It was quickly confirmed that their appendix had burst, due to a gangrenous colon. Surgery quickly. This individual wonders why their GP didn't make a full diagnosis, especially given the time span and same complaint.	
	Administration, Appointment Availability Administration, Waiting times,	Positive	They feel that not getting a scan referral has nearly cost them their life. This individual says that the overall experience of the surgery has been good, she has been a patient there since she was born. There is no problem getting appointments and all the maternity services good. This individual gave feedback that they had a scheduled/pre-booked appointment with the pharmacy and had to wait 35	Bradgate Surgery Bradley Stoke Pharmacy, ,
201	punctuality and queuing on arrival	Negative	minutes just to get to the desk which was being manned by 1 person, to let them know that they had arrived. People were queueing out of the door. There were not enough staff at the desk, even though there were some staff elsewhere in the pharmacy. This individual was then seen 50 minutes after their scheduled appointment time. People were still queuing out of the door at 5.30pm when this person left.	Brauley Stoke Finannacy, ,
	Administration, Appointment Availability Administration, Appointment	Negative Negative	The individual found it difficult to make an appointment for a leg ulceration. Their carer did finally manage to make an appointment but the ulceration had spread to the toes due to the delay. This individual feels the waiting time is increasing for appointments. They have thought about calling NHS111 for support.	Bridge View Medical Bridge View Medical
310	Waiting Times Administration, Booking Appointments	Negative	The prescription team at the surgery is hard to contact and this is affecting their health, they have COPD. This individual gave feedback that getting an appointment is very difficult. They have tried e-consult which does not cover the relevant health area that the patient needed and does not offer an alternative box to explain their needs. You cannot request an appointment this way. The phone line rings and rings and by the time you get through, all appointments are gone. The enhancement of the patient needed have been appointed by the time you get through and appointments are gone.	Bridge View Medical
458	Treatment & Care, Quality;	Positive	The only way to get an appointment is to physically walk down to the surgery at 8am. They do not offer appointments more than a day in advance. E.g. you couldn't ring at 3pm for an appointment for the following week, they only offer a 48 hour window for appointments and these fill up very fast. The receptionists are helpful and friendly, they just don't have the appointments available. Once you get an appointment the staff (doctors, nurses) are excellent. This individual gave feedback that he was seen by the doctor as an urgent same day appointment. The care and attention by	Bridge View Medical
	Administration, Quality of appointment; Staff, Quality & Effectiveness Access to Services, Lack of	Mixed	This individual gave feedback that she struggled to get GP appointments despite voicing that she was suicidal. It took 4	Bridge View Medical
	access; Staff, Quality & Effectiveness Administration, Appointment Availability	Positive	months for the GP to make a referral to the secondary services. At one point the GP forgot to call her back despite her state. She feels that she is being bounced between services. Once she was in the system the crisis team were efficient. This individual gave feedback that she was pleased with the service at the practice in Marksbury Road, Bedminster. She got an appointment with the GP really quickly and she went into the surgery to make the appointment. She was seen within a	Bridge View Medical
195	Access to Services, Conveniance/Distance to Travel; Access to Services,	Negative	couple of days. This individual gave feedback that the GP Practice have re-organised the patient lists to give every patient their own named GP, but they haven't matched the doctors to where the patients live, rather, which doctor they saw most recently or frequently. This individual says that it's not working and not practical, as some people have to travel right across the area	Bridge View Medical
156	See my own GP Communication, Interpretation Services	Negative	and the bus provision is poor. Some areas have no bus service at all and it's affected a lot of older people. This individual gave feedback that they find it frustrating to go to GP appointments as they are deaf and do not have an interpreter and appointments are only 10-15 minutes. Due to this difficulty the individual is at times unwilling to go for appointments.	Bridge View Medical
374	Administration, Appointment Availability; Access to Services, Information and Advice;	Negative	This individual gave feedback that no medical appointments are available for her.	Broadmead Medical Centre
410	Diagnosis/Assessment, Lack of Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that prior to Covid they were very proactive about booking 6 monthly dental check-ups. During Covid the dental practice changed policy and everyone was considered a new patient again and they had no more	Bupa Dental Care St Pauls
207	Access to Services, Access to NHS Dentist	Negative	patient slots. Bupa is know closing down this dental surgery. This individual gave feedback that she is horrified and anxious on receiving the news that this practice is to close. Her dentist left there two years ago, leaving her unable to access treatment unless it was an emergency. She complained to BUPA who said they were recruiting. This individual is worried for herself and others, and particularly young children. She	Bupa Dental Care St Pauls
187	Access to Services, Access to NHS Dentist	Negative	says that one of the most disadvantaged neighbourhoods in the city will be left without dental treatment access, and issues with dental conditions can lead to wider health issues. This individual gave feedback that since their dentist practice is closing down they have been trying to find a dentist. They have called so many practices to find a dentist but no one is accepting NHS patients. They can't afford to pay for a private	Bupa Dental Care St Pauls
406	Access to Services, Access to NHS Dentist	Negative	dentist. This individual gave feedback that they are very concerned about the imminent closure of the dental practice due to take place on 30 Summer 2023. They are extremely concerned about the detrimental impact this closure will have on local residents seeking NHS dental treatment. This person has been informed by their dentist that she is moving to Keynsham and	Bupa Dental Care St Pauls
			they could be transferred to that practice which is some distance away! This option would not be available to all patients and it would be difficult for many people to travel that far for dental treatment. This individual has contacted the BUPA practice on Gloucester Road and they are only taking private patients at the cost of £100.00 for the first visit and £70.00 for each visit thereafter not including treatment. As many people who are registered at the practice that is closing live on low	
_	Administration, Appointment Availability	Negative	incomes this would not be affordable. This individual gave feedback that he cares for his elderly grandmother. She has diabetes, high blood pressure and had a mini stroke. Her foot became swollen a couple of months ago and they had to wait 1 month for an x-ray. The delays caused her a lot of distress and were very difficult for her, especially as she already has poor health.	Charlotte Keel Medical Practice
281	Administration, Appointment Availability	Negative	This individual gave feedback the her son-in-law needs weekly blood tests to ensure his heart medication is effective . Every week he needs to make a fresh appointment as the surgery won't book him in for a regular test time, this means waiting in a long telephone queue at 8am, being triaged by a receptionist who demands personal data and then being told there are no appointments available. Recently new homes have been built locally and thousands of new residents have moved in the individual feels this will make the waiting times far worse.	Coniston Medical Practice (Mendip Vale)
219	Making a Complaint, Complaints Management	Negative	moved in, the individual feels this will make the waiting times far worse. This individual gave feedback that they have made multiple complaints to the GP Practice but the practice does not acknowledge their complaints and repeatedly hangs up the phone on them. This individual says that they feel like they are being treating like an inconvenience. They was told that they would have a summary care record prepared for another clinic and be called back to be updated but when they rang the practice for an update they had the phone put down on them.	Crest Family Practice
	Medication, prescriptions and dispensing, Pharmacy Services	Negative	This individual gave feedback that they experienced bad customer service. The pharmacy worker was not listening when the service user was talking to them and was also rude. There was a long queue for prescriptions and they have now changed pharmacy.	Day Lewis Pharmacy, 5 Arnside Road, Bristol
	Access to Services, Lack of access Continuity and Integration of Care, Follow on treatment and	Negative Negative	This individual gave feedback that when it was just Willow it took three days for a prescription, now it takes a week. Trying to get an appointment at the surgery is difficult, it's easier to go to surgery and ask the receptionist to book an appointment. This individual wanted to leave feedback over concerns about their sisters care - their sister has now passed away and this was due to her becoming very poorly. She had a history of heart problems and had regular health checks at home. When she	Downend Health Group Downend Health Group
151	Continuity of care Treatment & Care, Experience	Negative	<ul><li>was very poorly she was not given a health visit by the surgery. She was given medication over the phone instead. and when a nurse did visit she was told to go to hospital and ended up passing away shortly after.</li><li>This individual has had depression and PTSD for many years. She went to the dentist and was told she'd have to have an extraction. She experienced stress and trauma and could not proceed. She did not feel supported by the dentist and cannot</li></ul>	East Street Dental Centre
476	Medication, prescriptions and dispensing, Prescription/Repeat	Negative	face going there again. This individual gave feedback that local chemist is messing up repeating prescriptions next door to the health centre. They got a text saying prescription would be ready but wasn't ready, additionally it is hard to get doctor's appointment and community transport is awful - people with disabilities have no where to sit.	Eastville Pharmacy, ,
309	Prescriptions; Access to Services, General Access to Services, See my own GP	Negative	This individual gave feedback that she is a carer for her husband and reports that the practice does not give same day appointments which are important for the wellbeing of both the carer and the person being cared for.	Fishponds Family Practice
308	Communication, General; Dignity & Respect, Involvement & Engagement; Treatment & Care,	Negative	This individual gave feedback for her husband for whom she is a carer. She has difficulty in getting hold of a GP. She also reports that the communication between practice and pharmacy is problematic, for example it is hard to organise a dossette box as communication is poor. One of the doctors called her husband fat a few years ago and it made him not want to go to see a doctor. Trust was lost and it is difficult/impossible to get a doctor to do a home visit any more. It feels like the GPs	Grange Road Surgery
	Coordination of Services         Access to Services, General         Referrals, Timeliness	Positive Positive	make her husband feel worse. She has tried and failed to speak to the practice manager. This individual gave feedback that the service from this GP Practice has been excellent. This individual gave feedback that they were really impressed with the GP with how quickly he was referred to Physio.	Grange Road Surgery Greenway Community Practice Grevstoke Avenue
189	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that the Dental Practice changed hands during Covid and that this individual feels that they used Covid as an excuse to remove NHS patients. This individual cannot find a replacement. They need treatment, and had a 5 minute consultation for £66 the results being a potential bill of £3000. This individual lost their ich during Covid and	Practice, Greystoke Avenue, Bristol Hanham High Street Dental Practice
497	Administration, Appointment	Negative	<ul> <li>a 5 minute consultation for £66. the results being a potential bill of £3000. This individual lost their job during Covid and have no income, their savings have almost gone and they refuse to claim benefits. They say that people can't afford dental care anymore and that no one will take NHS patients.</li> <li>This individual gave feedback that their son had developed a lesion on his thigh, which we were concerned about as it</li> </ul>	Leap Valley Surgery
	Availability; Referrals, Lack of		seemed to be getting larger. After multiple attempts to call to get an appointment to be seen (20+ attempts over 3 weeks), they went into the surgery to book an appointment. There were no face to face appointments, they were offered a telephone consultation several weeks later, or a push doctor appointment. The push doctor appointment was cancelled by the service short notice. They then attended the surgery (after again being unable to get through on the phone) and the receptionist reluctantly changed his telephone consultation to a face to face appointment. Their son was referred for a scan but the	
327	Administration, Telephone	Negative	reluctantly changed his telephone consultation to a face to face appointment. Their son was referred for a scan but the referral was not done correctly and had to be redone 2 weeks later. The error only came to light when they followed up themselves, indicating that the surgery itself does not have adequate robust systems in place to ensure that referrals are made correctly. They say that if they had trusted the system the error Spring never have been discovered. This individual gave feedback about a poor experience their husband had when he rang the surgery. He was number 1 in	Lennard Surgery
	Administration, Telephone Administration, Telephone;	Negative	This individual gave feedback about a poor experience their husband had when he rang the surgery. He was number 1 in queue and then was told he had rung the emergency line and to call back . He rang straight back to be 30th in queue. They checked, and there is no emergency number. This individual gave feedback that it is a struggle to get through via phone to the GP practice. They say that the reception	Lennard Surgery
	Administration, Telephone; Staff, Attitudes Administration, General	Mixed	This individual gave feedback that it is a struggle to get through via phone to the GP practice. They say that the reception staff are not helpful and usually tell you try again tomorrow. E-consult is good when it is working and so is the online appointment page when it's working as now you can't book in person. Doctors and nurse are brilliant when you actually get to see them and they give lots of self help group information or send you links for self help. This individual gave feedback that they are struggling to access free NHS health checks for over 70's.	Lennard Surgery Lennard Surgery
279	Staff, Caring, kindness, respect and dignity; Staff, Attitudes	Mixed	This individual gave feedback that they feel that the receptionists are rude and don't have compassion. You ring for an appointment and wait in a queue to be told all appointments are gone. The receptionists want to know what's wrong to see if you warrant an appointment with a doctor.	Lennard Surgery
	Treatment & Care, Omission	Negative	This individual gave feedback that her daughter and family are going on holiday to Kenya in Summer and need to get necessary vaccinations (polio. tetanus, diphtheria; typhoid and hepatitis A. The surgery said they can't administer the vaccine as they have no one trained to do this and suggested going private at a cost of £80. After raising it with the practice manager an appointment was made then cancelled. The delay is causing daughter and family a great deal of distress.	Merrywood Practice
	Medication, prescriptions and dispensing, Prescription/Repeat Prescriptions	Negative	Individual rang wanting help for making a complaint against the surgery. This individual suffers from seizures and has not had medication in the past 10 days, meaning he is having seizures.	Montpelier Health Centre
	Administration, Appointment Availability	Negative	This individual gave feedback that it is very difficult to secure an appointment at the Health Centre. The phone lines get so busy that they don't even ring and put you in a queue. Last time this individual went into the Health Centre in person to secure an appointment, the receptionist wrote it down but when the individual went back the next week for the appointment, they did not have her on the list that day.	Montpelier Health Centre
	Access to Services, Lack of access Access to Services, Access to	Negative Mixed	This individual gave feedback that she has had a bad experience with this surgery over a number of years. She was refused appointments with them for over a year despite being housebound and having chronic lung problems. She had to go to see a private GP and pay high fees to get treatment. She was eventually seen when the private GP wrote to the health centre. This individual gave feedback that this dental practice has no NHS dentists despite having a NHS sign. This individual is a	Montpelier Health Centre Mydentist - Filton Road -
	NHS Dentist; Treatment & Care, Experience		patient and have had their appointment for a check up cancelled for 2 years. They resorted to seeing their own dentist privately. It was an excellent service. They have no complaints. Their concern is that NHS dentists are almost obsolete. They say that we have a generation who have never had a dental check-up and are not likely to have one.	Horfield
409	Access to Services, Access to NHS Dentist; Administration, Appointment Cancellation	Negative	This individual gave feedback that he had a pain in his tooth and his dentist said he would have to have a filling back in 2020. Covid hit and his appointment was cancelled and they advised that he wait for them to contact him. They never did and he reached back out in Winter 2022 to find out that they had de-registered him without notifying him. With some pushing over the next several months they agreed to re-register him and he was finally given an appointment for Winter 2023. However they then called him to cancel as the NHS dentist had left the practice and they advised him to call back in	Mydentist - Gloucester Road North - Bristol
307	Treatment & Care, Quality; Making a Complaint, General	Negative	2023. However they then called him to cancel as the NHS dentist had left the practice and they advised him to call back in another 6 months. This individual gave feedback that a veneer was fitted by her NHS dentist at a cost of £330. This fell out after 3 days. This person tried to complain due to how expensive the procedure was. She is a carer for her mum and is not working and also needs a dentist for her children but the nearest is in Bath. She does not drive.	Mydentist - High Street - Kingswood

# **Primary Care Feedback Comments by Provider O-Z**

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### healthwatch Bristol

ID	Theme	Sentiment	Feedback	Service Provider
368	Access to Services, Service organisation, delivery change and closure	Negative	This individual gave feedback that it is difficult to get an appointment at the practice. He reports that the practice insist that you can only make an appointment by telephone at 8am and then you Spring be 47th in a queue. You have no hope of an appointment and when you do get one its usually 3-4 weeks away. There seems to be a lack of GP appointments. If you turn up in person to make an appointment they send you away.	Orchard Medical Centre
519	Administration, Appointment Availability; Access to Services, See my own GP	Negative	This individual gave feedback that they had chest pain and tried to get an appointment at all the surgeries in the group but had to wait 3 days to get an appointment. She had no option but to go into the surgery to book an appointment in person and had to take time off work to do this. She was stressed and anxious already because of the chest pain. The surgery prefers if you see the same GP but sometimes you have to wait for ages, up to 2 weeks to get an appointment and that's too long.	Pioneer Medical Group
286	Administration, Appointment Availability; Continuity and Integration of Care, Follow on treatment and continuity of care; Staff, Attitudes	Mixed	This individual gave feedback that the GP asked them to come back to a follow up appointment but that they struggling to make one. They tell you to call at 8am and you finally get through 2 hours later. The staff are lovely though. This individual is a high risk cancer patient but the surgery have stopped three yearly colonoscopies despite the individual being uncomfortable about this.	Priory Surgery
266	Finance, Cost and funding of services	Negative	This individual is registered as disabled and has severe ADHD. The dental practice refused him treatment as he was not going to pay for his treatment, despite him having an NHS exemption certificate. He felt the receptionist handled the situation badly and made him feel uncomfortable. He feels he has been discriminated against and is finding the situation of not being able to find a dentist extremely stressful.	Promenade Dental Practice
433	Administration, Appointment Waiting Times	Positive	This individual gave feedback that he moved to Bristol in Summer 2022 and joined the GP Practice. Had a health assessment very quickly. He was on a waiting list but didn't have to wait more than a week for a referral. Had a liver scan within 6 weeks. Very good. This GP surgery is very good $-5$ stars.	Ridingleaze Health Hub
	Administration, Waiting times, punctuality and queuing on arrival; Administration, Booking Appointments; Treatment & Care, Experience	Mixed	This individual gave feedback that he was told he would have a phone consultation with the Practice's mental health service. He was given a time, but they phoned him 50 minutes late, so he missed the appointment. He had another appointment scheduled and did manage to take the call but again, the call was 25 minutes late. Generally – he can get an appointment within a few days and can get his meds very quickly and all the GPs are good but sometimes getting access can be an issue, you have to phone at 8am and it's a first come, first served basis.	Ridingleaze Health Hub
432	Administration, Booking Appointments; Staff, Attitudes	Mixed	This individual gave feedback that it is very difficult to get an appointment with a GP, but once they have managed to get an appointment, the service is good.	Ridingleaze Health Hub
435	Administration, Appointment Availability; Staff, Caring, kindness, respect and dignity	Mixed	This individual gave feedback that they had a really good service when she saw the same doctor each time. The practice was great when her husband died of cancer, the GP even came to see her. After that she didn't have such a good experience. She found that there were constant waiting lists and was having to make numerous phone calls to try and make an appointment, and she can't pre-book one. She has now got access to a bereavement counsellor. She had a telephone appointment in Spring but is now on the waiting list again.	Ridingleaze Health Hub
482	Diagnosis/Assessment, Mis; Making a Complaint, Complaints Management	Negative	This individual gave feedback that on behalf of her brother, who has dementia. He had a rash covering his whole body. She phoned the GP and asked for someone would visit him because she was really worried about his health and she arranged for a carer to be present. The GP attended briefly and said it was an allergy. Her brothers condition continued to get worse, then another GP said it was eczema, but it wasn't. Then a GP phoned and said he was scabies. Not once did any of the doctors do a blood test. Eventually she spoke to a doctor who said that he could see that her brother was ill and it turned out he had dermatitis. She wrote a letter of complaint and has only had an acknowledgement so far, she's still waiting for an actual response to her complaint.	Sea Mills Surgery
275	Communication, Lack of	Negative	This individual suffers from eczema and has cream to apply to his leg but feels this doesn't work. He suffers from persistent burning and itching of lower limbs this then causes poor sleep, depression, social isolation and anxiety as well as poor pain management. He feels his GP doesn't listen, that his problems aren't heard and this leads to him feeling neglected.	Southmead and Henbury Family Practice
198	Medication, prescriptions and dispensing, General	Negative	This individual gave feedback that the Opticians got the prescription for her glasses wrong 3 times.	Specs Savers, Bedminster
243	Administration, Booking Appointments; Referrals, Timeliness; Staff, Attitudes	Positive	This individual gave feedback that the Practice delivers a fantastic service. All requests are dealt with promptly and effectively. The nurses are really helpful and kind. The referral system is a quick process to physio and other services. The GPs are sympathetic. The appointment system is good and this individual never struggles to get an appointment. They also get prescriptions without any problems.	Wells Road Surgery
190	Access to Services, General; Referrals, General	Positive	This individual gave feedback that she's had a very good service from her GP and she's very happy with them. The GP has been very good at picking up when she needs treatment or a referral and has done so very quickly.	Wellspring Surgery
480	Administration, Management of Service	Negative	This feedback was sent by a service provider (Pause Bristol), asking a query about GPs on behalf of a service user. The individual leaving the feedback wanted to register a woman who has recently moved to the area. When dropping off the registration forms to the surgery, the receptionist said that ID was required to register the patient. The individual had read online that the surgery "request photo identification to arrange online access", however the individual explained that the prospective patient did not want online access, so this should not be a barrier to registering. The receptionist went to check about this with someone else, and returned to say that the patient still needed ID, regardless of if they want online access. The individual leaving the feedback has made a direct complaint about this through the surgery's website, as the prospective patient cannot afford to pay for an ID and some Spring not know how to acquire an ID. The individual leaving feedback feels this can also delay the prospective patient from seeking health care that they need. The individual leaving feedback also feels that surgery should be challenged on their ID policy	Westbury on Trym Primary Care Centre
391	Medication, prescriptions and dispensing, Medicines Management	Negative	This individual gave feedback that in her experience it is much too difficult to acquire tranquilisers from the GP. She has suffered anxiety and sleep disorders for a number of years and believes that Valium and sleeping tablets should be more readily prescribed so that people could self medicate. Her GP has been very slow in prescribing her treatment although she was able to get some medication prior to an eye operation when she was most anxious.	Westbury on Trym Primary Care Centre
333	Communication,	Negative	This individual had a baby in Winter. The baby was born unwell and the individual is now worried this is has something to do with when the individual went to the dentist for checkup. The dentist suggested they had a filler. Those working in the dental practice said it was okay to have the filler, but the individual feels the injection that was administered did not feel okay to her and Spring have caused the baby's illness.	White Dental Practice

# **Secondary Care Feedback Comments by Provider**

# healthwatch

ID	Theme	Sentiment	Feedback	Service Provider
267	Treatment & Care, Experience	Positive	This individual is really pleased with the care and treatment they've been able to provide.	Bristol Dental Hospital
291	Referrals, Timeliness	Positive	This individual gave feedback that about a referral which was made by their GP. They were very pleased with how quickly it came through and felt listened to and heard.	Bristol Eye Hospital
390	Communication, Lack of; Treatment & Care, Effectiveness	Mixed	This individual gave feedback that it took several months to get an appointment for an eye scan then they had it in Spring but they can't get any feedback at all. They have another appointment for a regular macular degeneration injection at end of Spring but that isn't about this scan and their eyesight is deteriorating. They have no one at all to discuss it with. The scan itself was very thorough and the people very impressive and informative and supportive but nothing has happened since and this person can't get through to anyone on	Bristol Eye Hospital
365	Communication, Communication between staff and patients	Positive	the phone. This individual gave feedback that reception staff were friendly and helpful. They called her name in a loud voice so she could her. All staff explained procedures and came up with a positive treatment plan. All round	Bristol Eye Hospital
490	Access to Services, Information and Advice	Negative	experience was excellent. This individual gave feedback that she has seen a rolling digital poster about eye assessments but said it was really difficult to see what it said or to find any details especially as people who want to see it , like herself,	Bristol Eye Hospital
135	Making a Complaint,	Negative	probably have eye problems. It seemed badly planned and the hospital were unable to provide any information when she asked. After cancer diagnosis, this individual felt that the Oncology department of BRI did not provide support and	Bristol Royal
	Access to Services, Information and Advice	Negative	there was no further treatment option as they dismissed any alternative treatment options. This individual fed back that after being referred to the unit they were diagnosed with a blocked artery but	Infirmary, BRI Bristol Bristol Royal
192	Treatment & Care, Quality	Positive	no further action or advice has been given and there has been no follow up with GP . The individual feels abandoned and ignored. This individual gave feedback that that she's had a very good experience at the BRI, she only had a short	Infirmary,BRI Bristol Bristol Royal
134	Treatment & Care, Experience	Positive	wait for her procedure to be carried – a colonoscopy and a liver scan. She felt that they were really efficient in treating her and she very much appreciated the whole experience. This individual gave feedback that the treatment for fluid around his heart was great in the intensive care	Infirmary,BRI Bristol Bristol Royal
166	Access to Services, Cost and funding of	Negative	unit. His discharge letter said 6 - 8 weeks for a follow up, but when he called he was told it could be 45 weeks. This individual gave feedback that they attended Healthwatch last week as had concerns that BRI were	Infirmary, BRI Bristol Bristol Royal
	services	gant		Infirmary,BRI Bristol
143	Diagnosis/Assessment, Lack of	Negative	This individual gave feedback that they had their first scan in Southmead Hospital in Nov 2022 where they confirmed that they had cancer. The individual's file was transferred to Bristol Royal Infirmary for treatment. He was contacted only in Spring for a lymph drainage procedure. The individual felt that the doctors were not helpful as even after the cancer diagnosis, no treatment options were provided. Now the individual Spring have to have their leg amputated in the future if no urgent medical attention is provided. The doctors at BRI say the patients records from Southmead Hospital never reached them, but the nurse staff has shown the individual the records. The individual has filed an official complaint against the Oncology Dept of BRI.	Bristol Royal Infirmary,BRI Bristol
248	Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that they have always found the staff, nurses and consultants, to be always sympathetic and empathetic. They have made appointments as pleasant as possible with ongoing treatment.	Bristol Royal Infirmary,BRI Bristol
280	Staff, Attitudes	Positive	This individual gave feedback that they have only praise and gratitude for the staff at the Oncology Unit. They are unfailingly sympathetic and empathetic on each visit and this person has come to look forward to seeing the staff. The consultants are friendly and helpful and keep them informed about their treatment.	Bristol Royal Infirmary,BRI Bristol
202	Treatment & Care, Quality	Positive	This individual gave feedback that they were referred from the Esophagogastric surgical unit after a hernia. They had repeat visits to a good fit for a truss, they tried 3 types before the best fitting one was found.	Bristol Royal Infirmary,BRI Bristol
142	Access to Services, Cost and funding of services	Negative	This individual has a skin tag very near his eye. BRI say because it is not malignant they will not remove it. It isn't painful but it is a nuisance when he blinks and reads. A private consultation is £225 before any treatment and he can not afford it.	Bristol Royal Infirmary,BRI Bristol
282	Staff, Capacity	Negative	This individual said he had recently been to an appointment and he was saddened that the staff seemed less happy than they used to be . He said that it felt like morale was really low and when he talked to a staff member they agreed and said many staff were leaving the profession over pay and conditions and this placed further pressure on those who remained with the health service	Bristol Royal Infirmary,BRI Bristol
305	Treatment & Care, Experience	Positive	The individual gave feedback that during their time at the leg clinic they felt the nurses took good care of them and managed the difficult dressing well.	Cossham Hospital, Bristol,
500	Treatment & Care, Experience	Positive	This individual gave feedback that this was an excellent service, he was seen very quickly with leg pain and it was explained clearly what the condition was and he was given some really good leg exercises.	Cossham Hospital, Bristol,
_	Transport, Availability	Negative	This individual gave feedback that they used E-zec in the past to go to medical appointments. When booking for their last appointment they were questioned by E-zec whether they would be taking their wheelchair. The individual told E-zec that they would be taking his crutches, but that their mobility was still not great. They were told they do not qualify for E-zec services. The Manager of E-zec refused to discuss this and just said that the individual does not fit the criteria. The individual does not feel they should be questioned about this and feels discriminated against.	E-zec Medical Transport - Bristol,
	Transport, Availability Access to Services, Information and Advice;	Negative	This individual had an appointment for Cardiac Testing had transport booked with E-zec. E-zec did not pick this patient up and did not phone him to tell him this, resulting in the individual missing his appointment. This individual gave feedback that they found the Central appointments/call centre to be awful and	E-zec Medical Transport - Bristol, North Bristol NHS Trust
	Medication, prescriptions and dispensing, Medicines Management		confusing, and that she ended up having to run around to get her pre-op meds and collect them herself. She says that her medication never arrived in the post.	
	Access to Services, General	Positive	This individual gave feedback that the service was excellent.	Prime Endoscopy (Bristol) Limited, Unit 2 and 3,Bristol
	Administration, General; Communication, Interpretation Services	Mixed	Negative - This individual gave feedback that receptionists at the surgery struggle to communicate with the deaf community and that it is hard to book interpreters for appointment. They also gave feedback to say that the surgery is always quick to help and send test results quickly.	Priory Surgery
249	Administration, Booking Appointments	Negative	This individual gave feedback that they had a heart check-up in 2021 but hasn't had one since then and he's supposed to have one every year. He's not been called for this check-up in 2022 or 2023 (so far). He doesn't know why he hasn't had an appointment yet.	South Bristol NHS Community Hospital, Hengrove Promenade,Bristol
303	Treatment & Care, Experience	Positive	The individual gave feedback that during their treatment at the burns unit their attending consultant went above and beyond their duty to help.	Southmead Hospital, Bristol,
394	Treatment & Care, Coordination of Services; Administration, Admission Procedure	Mixed	The individual though the overall care quality of the hospital was good but faced an issue with the nurses which did not punctually providing assistance even after multiple buzzer calls. The individual was distressed and anxious after the nurses failed to arrange a urine test.	Southmead Hospital, Bristol,
164	Access to Services, ; Making a Complaint, Complaints Management	Negative	This feedback was from the parents of a male in his 30s with high-functioning autism who began having seizures in Autumn 2020. Prior to this he had been under the care of a consultant for Tourette's and when the seizures started the parents expected that the consultant would take over his care for this as well. Their son has been extremely distressed, depressed and suicidal since his seizures started happening and he started taking prescribed medication. His GP, the Bristol Autistic Society and the neurologist who conducted his physical tests have all recommended he start psychotherapy but the consultant who is in charge of his care, refuses to administer it. They have also consistently refused to recommend alternative routes or reasons for why they think psychotherapy won't work on him. They have also blocked several attempts to secure a second opinion. The parents filed a formal complaint in Autumn 2022 with Southmead and have sought help from advocacy services but the hospital have not yet responded. They keep pushing the date back for a resolution. The hospital will not give them an idea of what stage the complaint is at or how long it will take to resolve.	Southmead Hospital, Bristol,
452	Referrals, Timeliness	Negative	This individual is from a an NHS staff member. They observed that when someone is referred to the Same Day Emergency Care for a laparoscopic cholecystectomy for an inflamed gall bladder, the team have to refer back to the GP who then has to refer them back to the team. It is the same surgeon to the same GP then back to surgeon. The communication is circular and is wasting time.	Southmead Hospital, Bristol,
158	Staff, Communication between staff and patients	Negative	This individual gave feedback that consultants refuse to take their masks off when he requests it as he is hard of hearing. This has happened 3 times this year.	Southmead Hospital, Bristol,
210	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that her GP has referred her to the hospital surgical/dermatology team. She has had a letter telling her to book an appointment on the website, which then says that there are no appointments available. This person feels that this is a poor system.	Southmead Hospital, Bristol,
191	Administration, Medical Records	Negative	This individual gave feedback that her medical records are inaccurate, and she has been trying to get them amended so her medical information is correct. She's been trying to sort this out for many years but the situation is ongoing.	Southmead Hospital, Bristol,
361	Treatment & Care, Pain Relief; Dignity & Respect, General	Negative	This individual gave feedback that his wife was pregnant, and admitted to the delivery suite. Nurse in charge of the shift did not respond to her pain or show any compassion. Felt neglected and overlooked.	Southmead Hospital, Bristol,
	Treatment & Care, Experience	Positive	This individual gave feedback that most of the time the care has been terrific at the hospital. The one occasion when a negative comment was made to him he later received an apology.	Southmead Hospital, Bristol,
	Treatment & Care, Experience Treatment & Care, Experience	Positive	This individual gave feedback that she has an 8 month old baby boy and she had a good experience at the hospital despite needing an emergency C section. This individual gave feedback that the care provided post partum was not the same as provided previously.	Southmead Hospital, Bristol, Southmead Hospital,
			The hospital sent her home the day after internal surgery even though she was in a lot of pain. Feels like NHS shortage of beds rushed her experience. The midwives were helpful however and looked after the child while she underwent surgery.	Bristol,
373	Transport, Availability; Staff, Communication between staff and patients; Administration, Management of Service	Negative	This individual gave feedback that the hospital overlooked information of emergency contact person details. They did not inform the individual (the main carer) during his partner's hospital stay and surgery and forgot to arrange the transport they requested.	Southmead Hospital, Bristol,
	Staff, Quality & Effectiveness Communication, Lack of; Access to Services,	Positive	This individual gave feedback that the staff have exceptional knowledge and are very quick. They feel lucky to live in Bristol. This individual gave feedback that their daughter-in-law went in for an induction at 4.30pm. At 8pm she	Southmead Hospital, Bristol, Southmead Hospital,
	Inequality; Treatment & Care, Experience	Negative	This individual gave feedback that their daughter-in-law went in for an induction at 4.30pm. At 8pm she was told that the induction would not take place that day because of staff shortages. They told this persons son and daughter- in-law that the induction process would start at 8am the following day but by midday still nothing had happened. Their daughter-in-law suffers with her mental health and this has caused a huge amount of stress and anxiety and this individual doesn't think the service they have received is acceptable. Their daughter-in-law is recovering from a drug addiction and they feel that she is being treated this way because she is a Methadone user.	Southmead Hospital, Bristol, Southmead Hospital,
			really well and the care her mother received was excellent. The staff really looked after her and the daughter couldn't find any fault with the care her mother received.	Bristol,
503	Access to Services, Lack of access; Treatment & Care, Lack of; Treatment & Care, General	Mixed	This individual gave feedback that they are awaiting treatment for breast implants due to disfigured breasts from a young age. Currently no funding for this within the NHS. The hospital has been as supportive as they can be. This issue is now causing this lady to take time off work and is affecting her emotionally as well as physically. She speaks highly of the care received at the hospital.	Southmead Hospital, Bristol,
		Negative	This individual gave feedback that they are trying to get a copy of an incident report from the hospital for an accident their father had whilst an inpatient prior to his death a few days later on the ward.	Southmead Hospital, Bristol,
329	Staff, Communication between staff and patients	Positive	This individual gave feedback that they had a pre-operative assessment and the two nurses that carried it out were absolutely fabulous. They were told what was going to happen every step of the way. They explained each of the procedures before they did them and checked that the person was okay with being touched and then afterwards they asked if they were okay and had any questions. The language was clear and concise, and not in the least bit ambiguous. It was a good appointment. This person cared about.	Southmead Hospital, Bristol,
439	Treatment & Care, Quality	Positive	This individual gave feedback that they wanted to compliment the hospital and the whole of the NHS for the wonderful work that they do and felt that the care at the hospital was first class.	Southmead Hospital, Bristol,
218	Staff, Attitudes; Treatment & Care, Quality	Negative	This individual gave feedback that they were referred to the tropical and infectious diseases unit for a surgical removal of parasitic worms from a Myiasis wound. These are located mainly at the back of her legs, which she cannot reach herself and is distressing and too painful to deal with alone. After being referred for the surgical removal of the worms, she was sent home and told to put Vaseline on the sores and to remove them herself. As the sores are at the back of her legs this was quite distressing to have to do by herself with no assistance. This individual has had to go off work with stress and has received a second medical opinion, of which the medical expert was appalled that she was being asked to self treat in such a manner. She has had to drive to the hospital from Bath multiple times and has paid more than £50 in parking and has lost 4 days of income from cancelled client meetings. This individual has had to arrange for another doctor from Shrewsbury Royal to conduct the surgical removal, which means driving from Bath to Shrewsbury, staying in a hotel and taking further time away from work. This individual gave feedback that this has been an ordeal and that she is very unhappy	Southmead Hospital, Bristol,
153			with the lack of care and the treatment given. She says that she is appalled by the behaviour of the doctor	
	Access to Services, General; Communication,	Negative	who dismissed her stress and heightened emotion and told her that she'll be able to cope. She is now seeking legal advice. This individual gave feedback that when she went to Physio at Southmead for a swollen painful knee and	Southmead Hospital,
	Access to Services, General; Communication, General	Negative	who dismissed her stress and heightened emotion and told her that she'll be able to cope. She is now seeking legal advice.	Southmead Hospital, Bristol,
160		Negative Unclear	who dismissed her stress and heightened emotion and told her that she'll be able to cope. She is now seeking legal advice. This individual gave feedback that when she went to Physio at Southmead for a swollen painful knee and ankle after an accident she felt that they didn't believe that she was in pain, and she felt that this was due to her ethnicity. As a result she was upset, distressed and anxious. They wouldn't treat the knee and ankle at the same time and this individual feels that it's important to treat the whole person. They gave feedback that	· ·
	General		<ul> <li>who dismissed her stress and heightened emotion and told her that she'll be able to cope. She is now seeking legal advice.</li> <li>This individual gave feedback that when she went to Physio at Southmead for a swollen painful knee and ankle after an accident she felt that they didn't believe that she was in pain, and she felt that this was due to her ethnicity. As a result she was upset, distressed and anxious. They wouldn't treat the knee and ankle at the same time and this individual feels that it's important to treat the whole person. They gave feedback that they paid and went to India for treatment and that this, together with private physio at the Spire has helped.</li> <li>This individual had a stroke and was given information about what food they should and shouldn't eat. They feel that the information was not accessible enough and that pictural resources should also be available. They say that they are still not sure if they are eating the right things.</li> <li>This individuals father was admitted to the hospital for a routine bladder operation. Whilst there he fell out of bed but a doctor wasn't called. He had a cut on the back of his head and needed 22 stitches and there was a lot of bruising. It was not clear what actually happened to cause him to fall out of bed and sustain the injury. He went downhill from that incident. The hospital investigated the incident, but this individual still</li> </ul>	Bristol, Southmead Hospital,
270	General Lifestyle and wellbeing, Help with	Unclear	who dismissed her stress and heightened emotion and told her that she'll be able to cope. She is now seeking legal advice. This individual gave feedback that when she went to Physio at Southmead for a swollen painful knee and ankle after an accident she felt that they didn't believe that she was in pain, and she felt that this was due to her ethnicity. As a result she was upset, distressed and anxious. They wouldn't treat the knee and ankle at the same time and this individual feels that it's important to treat the whole person. They gave feedback that they paid and went to India for treatment and that this, together with private physio at the Spire has helped. This individual had a stroke and was given information about what food they should and shouldn't eat. They feel that the information was not accessible enough and that pictural resources should also be available. They say that they are still not sure if they are eating the right things. This individuals father was admitted to the hospital for a routine bladder operation. Whilst there he fell out of bed but a doctor wasn't called. He had a cut on the back of his head and needed 22 stitches and there was a lot of bruising. It was not clear what actually happened to cause him to fall out of bed and sustain the injury. He went downhill from that incident. The hospital investigated the incident, but this individual still hasn't received the report of the outcome of the investigation. Her father, sadly, died of a brain haemorrhage. This person was sent a letter which referred to "plastic surgery"; he had recently had a leg amputated. He waited for an hour for his appointment, and it turns out it was to change his dressing, but he doesn't have a	Bristol, Southmead Hospital, Bristol, Southmead Hospital,
270 464	General Lifestyle and wellbeing, Help with Communication, Lack of	Unclear Negative	who dismissed her stress and heightened emotion and told her that she'll be able to cope. She is now seeking legal advice. This individual gave feedback that when she went to Physio at Southmead for a swollen painful knee and ankle after an accident she felt that they didn't believe that she was in pain, and she felt that this was due to her ethnicity. As a result she was upset, distressed and anxious. They wouldn't treat the knee and ankle at the same time and this individual feels that it's important to treat the whole person. They gave feedback that they paid and went to India for treatment and that this, together with private physio at the Spire has helped. This individual had a stroke and was given information about what food they should and shouldn't eat. They feel that the information was not accessible enough and that pictural resources should also be available. They say that they are still not sure if they are eating the right things. This individuals father was admitted to the hospital for a routine bladder operation. Whilst there he fell out of bed but a doctor wasn't called. He had a cut on the back of his head and needed 22 stitches and there was a lot of bruising. It was not clear what actually happened to cause him to fall out of bed and sustain the injury. He went downhill from that incident. The hospital investigated the incident, but this individual still hasn't received the report of the outcome of the investigation. Her father, sadly, died of a brain haemorrhage.	Bristol, Southmead Hospital, Bristol, Southmead Hospital, Bristol,

# **Urgent & Emergency Feedback Comments by Provider**



ID	Theme	Sentiment	Feedback	Service Provider
205	Access to Services, Remote appointments and digital services; Diagnosis/Assessment, General; Treatment & Care, Effectiveness	Mixed	This individual gave feedback that after falling and hurting her arm/shoulder she was taken to A&E by ambulance. She was seen very quickly by the nurses and doctor and had an x-ray. She didn't have a break, but a sprain and they paid for her taxi home. They were very helpful. Excellent care. The only thing that she wasn't happy about was the after care. She was given any exercises to do and was told she's have a text physio appt which she doesn't think is adequate.	Bristol Royal Infirmary A&E
375	Diagnosis/Assessment, Lack of; Dignity & Respect, Consent, choice, user involvement and being listened to	Negative	This individual gave feedback that the call receiver of NHS 111 did not ask the individual's symptoms and just gave the person different contact numbers for assistance.	NHS 111
163	Access to Services, Accessibility and reasonable adjustments	Positive	This individual gave feedback that they had used NHS 111. They were very distressed by vertigo associated with sinusitis and the treatment they had been given earlier in the week was just not working. My own GP practice is very good and would certainly have helped me on a normal day but this was a day when they were not open. The help, kindness and efficiency of NHS 111 were impeccable. It was busy but someone from NHS111 rang while they waited to speak to a doctor to make sure that they was ok and to reassure them. The doctor was really kind and sent a prescription to an accessible pharmacy which their son picked up. This person says that they are very thankful to NHS111 for helping me so kindly and professionally.	NHS 111
437	Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that he was taken to A&E department in an ambulance in a heavily drunken state . He was cared for in the ambulance and given plenty of water and tea and some sandwiches and he wanted to commend the staff on their kindness and care for him. He has learning difficulties and was anxious and cannot remember very much but felt supported.	South West Ambulance Service (SWAST)
204	Transport, Availability	Positive	This individual gave feedback that she fell and hurt her arm/shoulder. The ambulance service came in about 20 mins and took her straight to A&E.	South West Ambulance Service (SWAST)
438	Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that he attended the A&E department. He felt the nurses were very good and he was supported well with his learning disability by kind and caring staff.	Southmead Hospital A&E

# Public Health and Social Care Feedback Comments by Provider



ID	Theme	Sentiment	Feedback	Service Provider
328	Staff, Training; Safety/Safeguarding/Abuse,	Negative	This individual gave feedback that residents with criminal records are living with those that are vulnerable that haven't. Residents are shouted at and treated like they have misbehaved before they've done anything wrong. Physical restraint is not used inline with protocols. New staff are not given proper inductions and are left alone with violent residents, having no adequate training or access to alarm calls. New staff are not reading care plans and are being allowed to take residents that are high risk to the safety of others into the community without being made aware of this.	Bradbury House, 14 Fairway, Bristol
366	Communication, Lack of	Negative	This individual gave feedback about a lack of accessibility regarding information for children with SEN. These children Spring struggle to read and interpret information. Possible solution suggested was that the schools are aware of prospective appointments so that they can help families schedule and keep these appointments .	Bristol City Council
212	Access to Services, Lack of access	Negative	This individual gave feedback that the waiting list for ADHD services is too long, her children have been waiting 2-3 years for a test/assessment.	Bristol City Council
477	Transport, Availability	Negative	This individual gave feedback that they can't get to social carer appointments as Stapleton has had all buses taken away. Many of the population have learning disabilities so they cannot get around.	Bristol City Council
273	Dignity & Respect, Confidentiality/Privacy	Negative	This individual gave feedback that he has been experiencing mental health issues for 30 years or so. He used to use Bristol Drugs Project but he now believes that these charities are exerting coercive control over him whenever he leaves the house.	Bristol Drugs Project

### **Community Care Feedback Comments by Provider**





ID	Theme	Sentiment	Feedback	Service Provider
138	Diagnosis/Assessment, Lack of	Positive	This individual gave feedback that they have been referred to a group run by physios and occupational therapists every two weeks. They have a range of breathing difficulties. This service has provided an explanation and how to manage breathing difficulties and do circuit training. The physio saw that their ankles were swollen and told them to get a GP appointment.	Sirona Community Services

### **Mental Health Services Feedback Comments by Provider**

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ID	Theme	Sentiment	Feedback	Service Provider
289	Access to Services, Lack of access; Dignity & Respect, Death of a Service User (Mental Health)	Negative	This individual gave feedback about how she felt her daughter (21) was failed by the AWP (Avon Wiltshire Partnership) around her mental health which resulted in her suicide. Her daughter was diagnosed with mild depression a couple of years ago. Things got considerably worse for her last year and she was referred by her GP to the crisis team under AWP. She was supposed to receive four face to face sessions but these sessions were delayed and delayed again for months. Her mother pleaded directly with the AWP to section her daughter as things were getting progressively worse, with instances of self-harm with intent to end her own life. In Autumn 2022 the patient had a telephone consultation with a nurse who made the decision to further delay her face to face treatment until the new year. That month she took her own life. Since then her mother feels that the AWP has 'closed ranks' against her and her family. They have not involved her at all in their inquest or given her sufficient information on their processes. she believes that they are trying to shirk the blame for their part in her daughter's death. The mother explained that her daughter felt she had enough 'inside knowledge' of the NHS, being a medical student, to know that they would do nothing to help her and her mental health because she was 'functioning'. This compounded her despair and sense of hopelessness and then the mental health services who were supposed to be supporting her confirmed those fears by delaying her treatment, despite the clear message from her daughter and her family that she was unwell.	Avon and Wiltshire Mental Health Partnership (AWP)
511	Diagnosis/Assessment, Late	Negative	This individual gave feedback that they have been waiting to hear back on an ADHD diagnosis so they can finally get the medication they desperately need to get their life in order however they're been waiting for almost 3 years. They say that they have got dramatically worse and that they feel unable to cope most days because of not being able to get the right support. They were told it would be 6 months and then when they called back they were told another 6 months.	Avon and Wiltshire Mental Health Partnership (AWP)
171	Making a Complaint, Complaints Management	Negative	This individual wanted to make a complaint against the North Bristol recovery team (under AWP) about being treated rudely on the phone by the team. Senior staff were reluctant to give out information about the complaints information.	Avon and Wiltshire Mental Health Partnership (AWP)
139	Facilities & Surroundings, General	Positive	.This individual works at the hospital as a care assistant and wanted to feedback about what a positive place it is to work and how well the team support each other. She stated it has really improved recently but is really busy	Callington Road Hospital, Bristol
402	Treatment & Care, Experience; Staff, Attitudes	Negative	This individual gave feedback that they feel that the hospital needs investigating. They feel that the staff need basic training and that they are rude to inpatients and visitors to the ward. They say that the first point of call from the consultant is to give an anti psychotic drug, and that there is no support for people with mental health. They feel that the doctors do not care.	Callington Road Hospital, Bristol
136	Making a Complaint, General	Negative	This individual gave feedback that they have had depression since 2014, and they hear voices. They see a psychiatrist but they have concerns about their medication. When they had a relapse in Winter the Crisis Team were good.	Second Step
396	Care Home Management, Caring, kindness, respect and dignity	Negative	The individual felt that they had a shocking experience and has expressed the service provided by the staff as unethical as they do not adhere to care act assessment plan, they do not provide services in the given	The Maples Community Care,

kindness, respect and dignity

as unethical as they do not adhere to care act assessment plan, they do not provide services in the given hours, the staff is biased and they gossip. The clients are abusive towards each other and the staff does not take any action to prevent this. The staff covers up deaths and dislike people who speak up against the management.

Community Care,

### **General NHS Services Feedback Comments**



ID	Theme	Sentiment	Feedback	Service Provider
159	Communication, Interpretation Services	Negative	This individual feels that there should be more support in place in the NHS for the deaf community. Vitaminds have an interpreter but generally there is not awareness of deafness and no continuity of care.	All NHS
246	Access to Services, Lack of access	Negative	This individual gave feedback that she is unhappy about the removal of homeopathy from the NHS. She has used it for years and has, in the past, had a bad reaction to some heart medication. Homeopathy works for her but she can't afford to pay for the services and medications herself anymore. She could get free prescriptions on the NHS but not for homeopathic remedies or medications.	All NHS
284	Facilities & Surroundings, General	Negative	This individual gave feedback that there is a lot of waste in NHS and they are constantly emptying bins.	All NHS

### **Provider Responses about the Previous Quarter's Report**



Wellspring Surgery Comment:

'I am sorry you experienced delays on the Wellspring telephone system. We have installed a new telephone system which at peak call times, allows the patient to request a ring back. This keeps the same space in the calling queue and means you will not need to wait. I hope this improves your experience of contact the surgery.