

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.

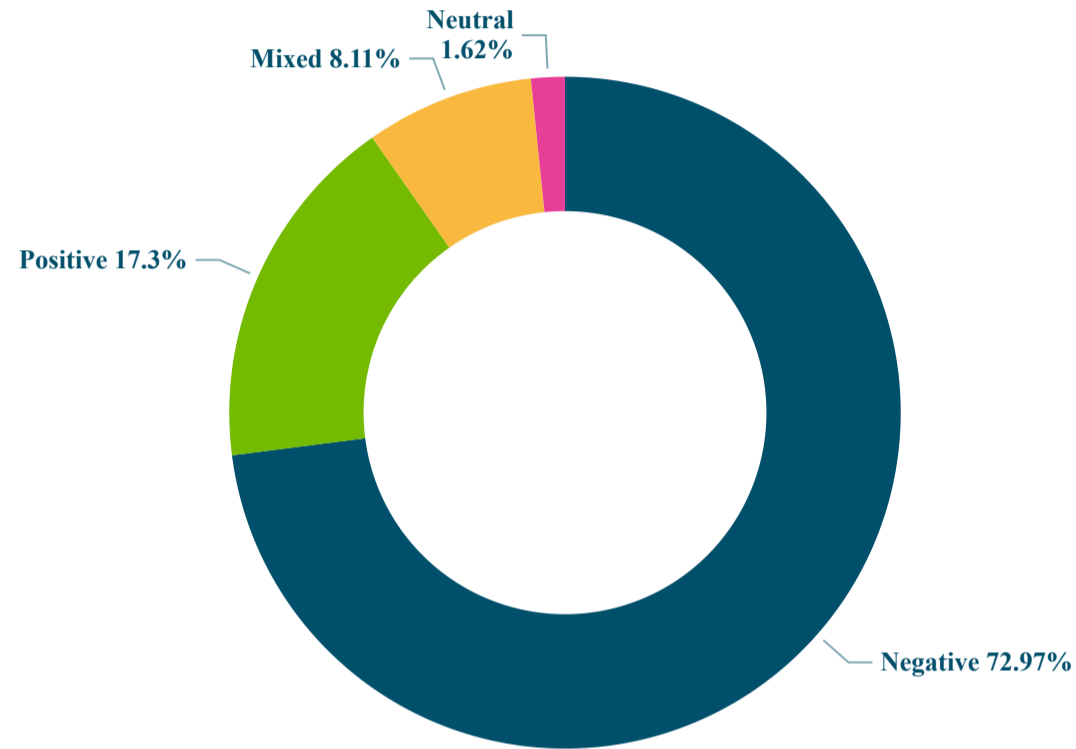
All our public contacts are offered guidance and information related to advocacy or on complaint options. Our staff and volunteers' knowledge of the health and care landscape help people to make informed choices about their care, and those of their loved ones. From July 2023, these reports can be provided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



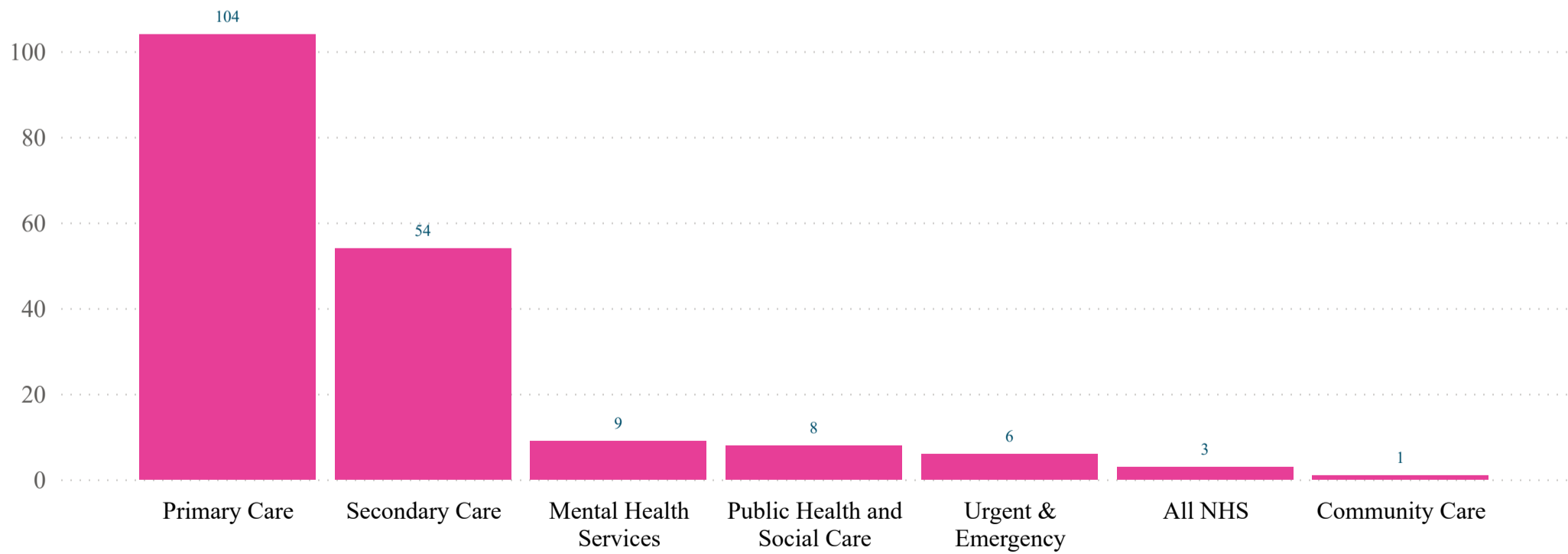
Headline Figures



Overall Sentiment of Feedback contacts

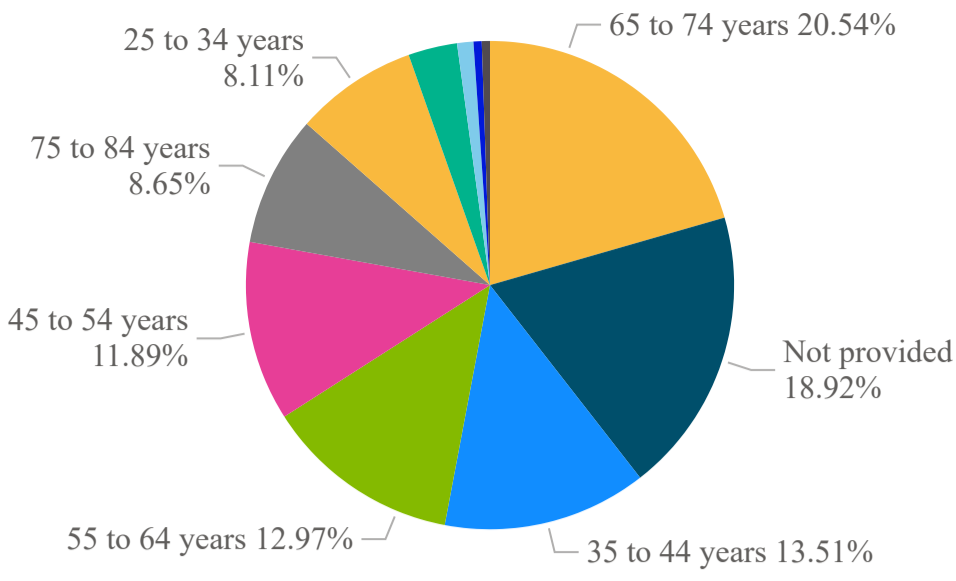


Feedback contact by sector

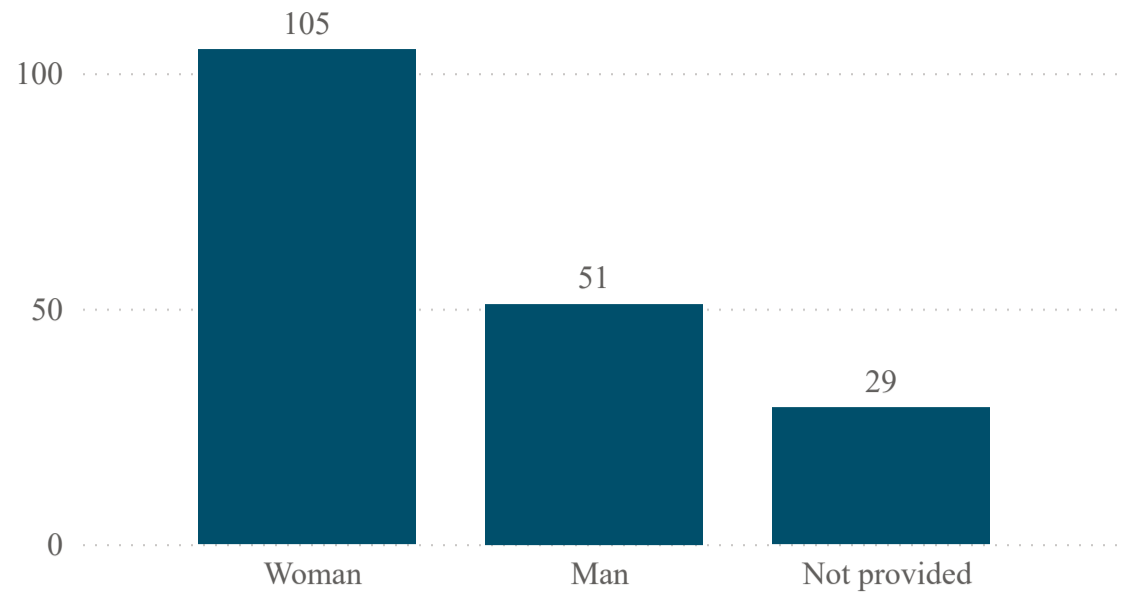


Demographics

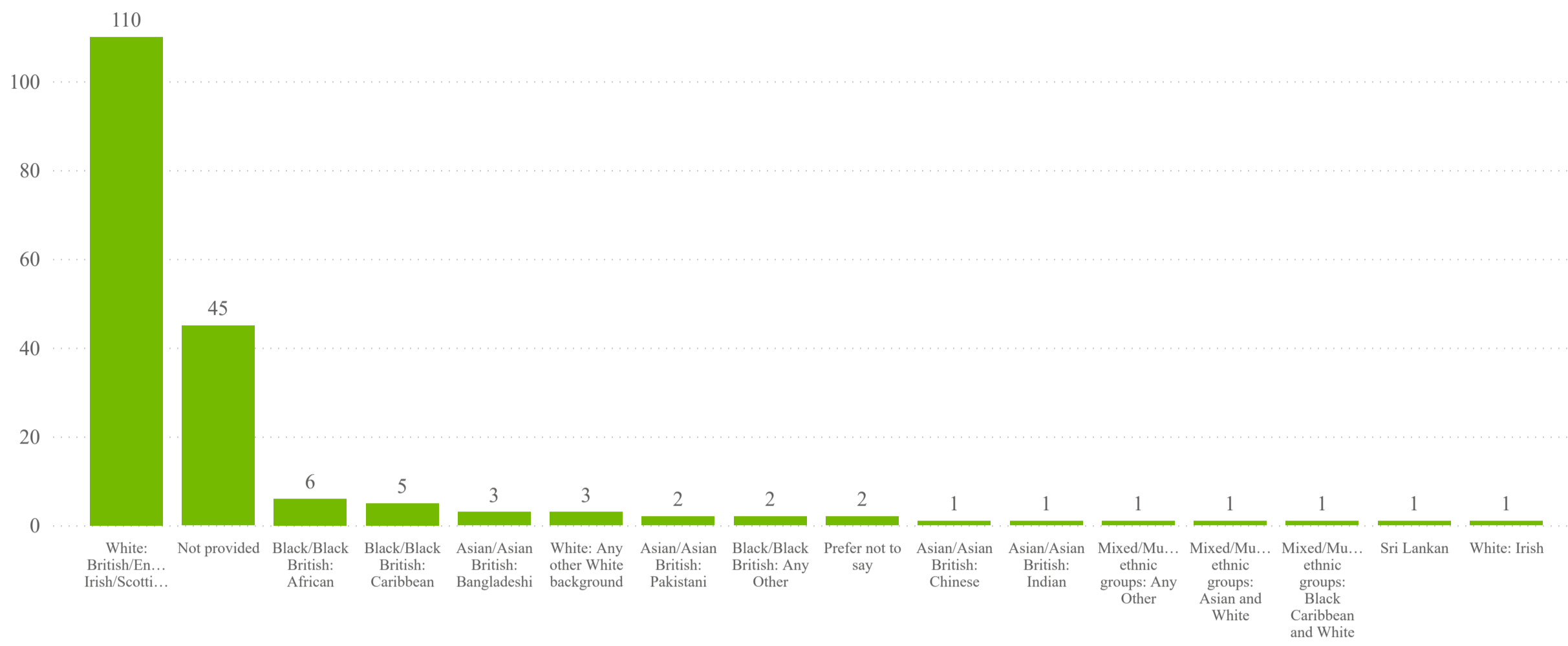
Age Band



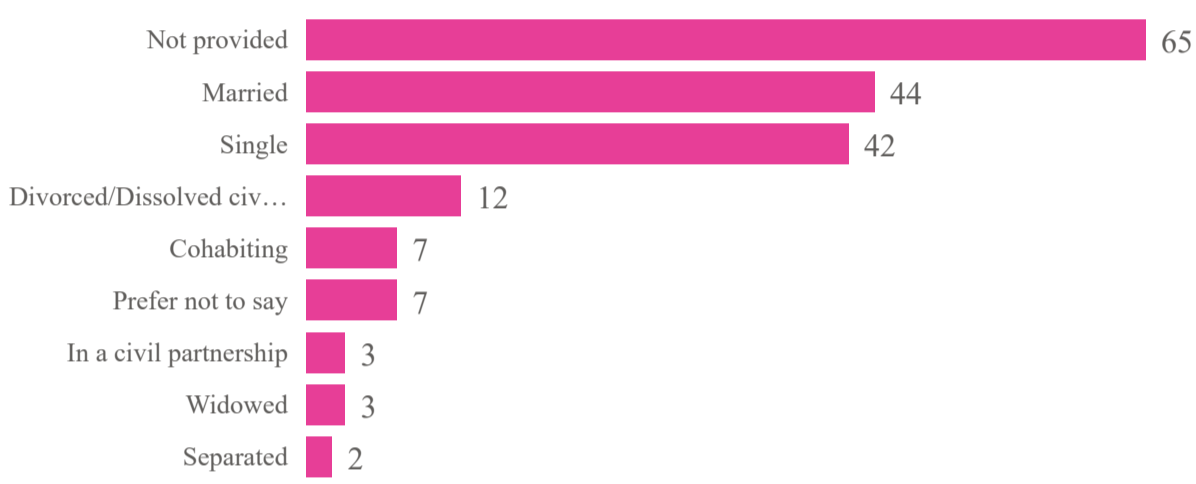
Gender



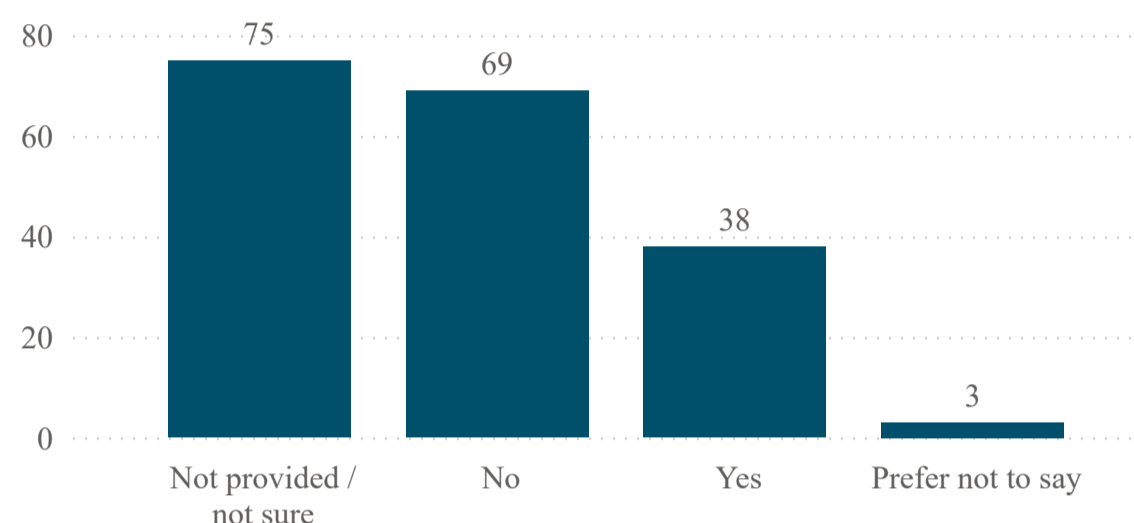
Ethnicity



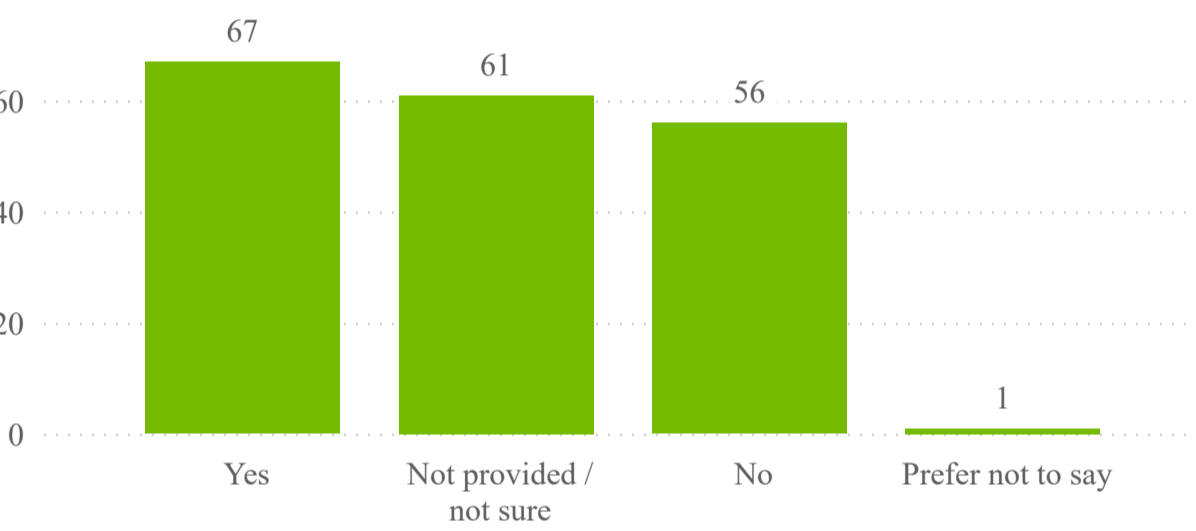
Civil Status



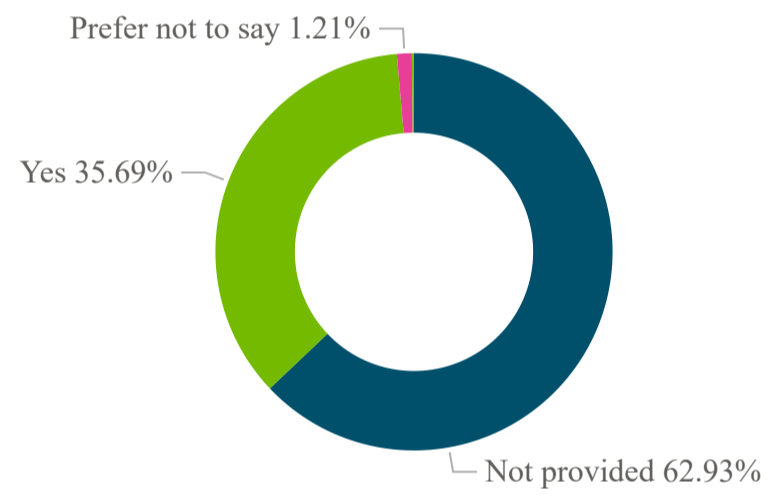
Identifies as having a disability / being disabled



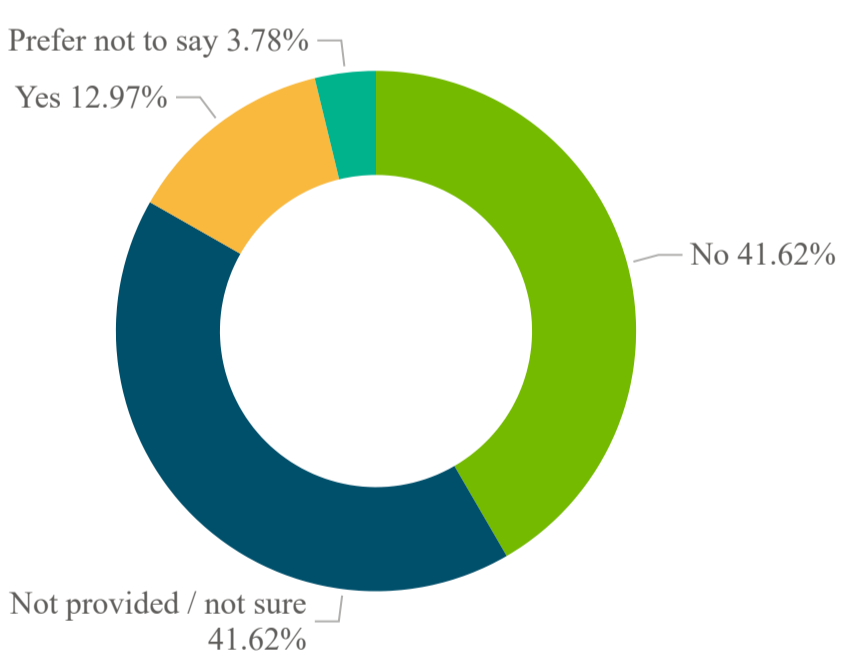
Identifies as having a long term health condition



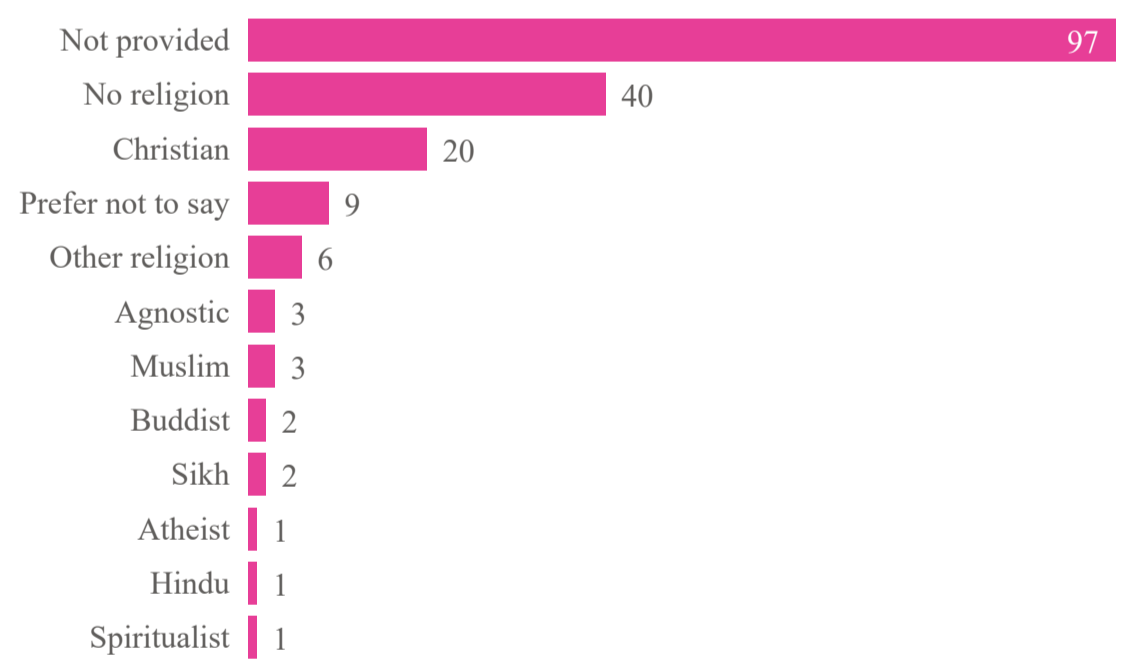
Identifies with the gender assigned at birth



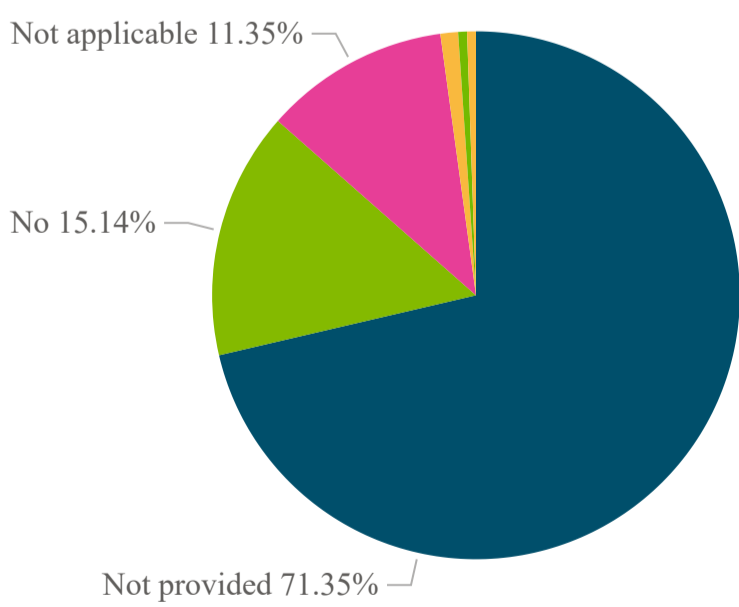
Identifies as being a carer



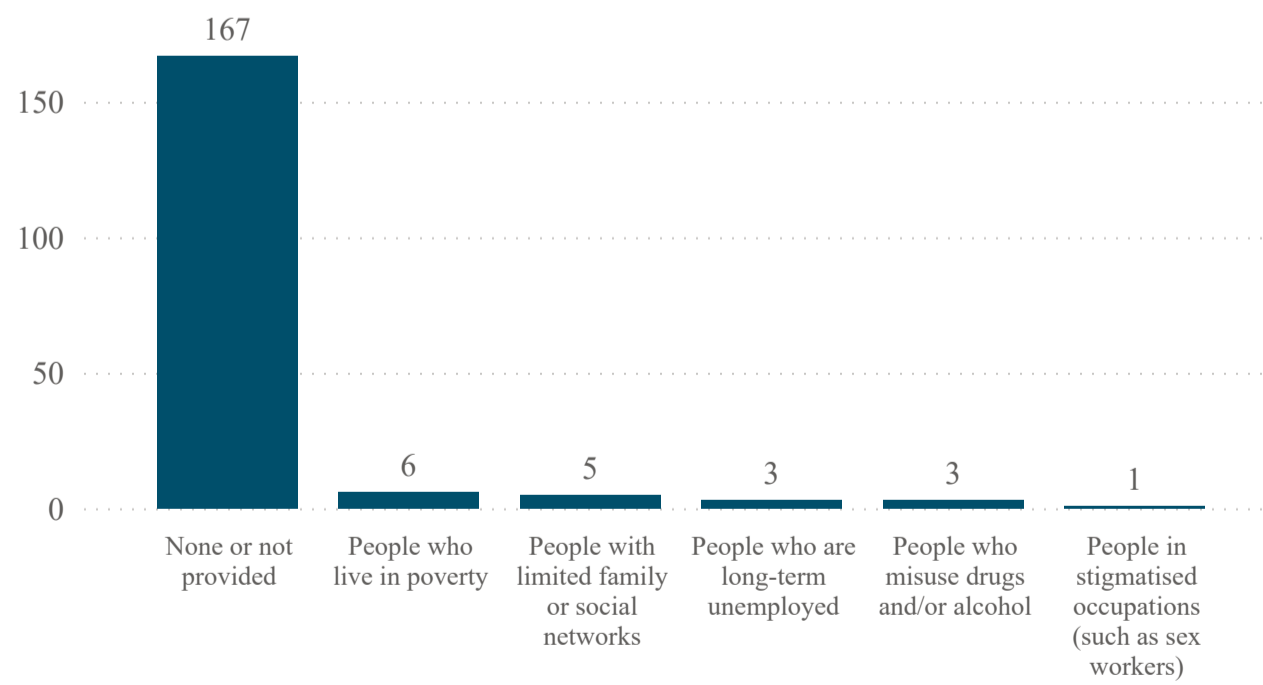
Religion/Belief



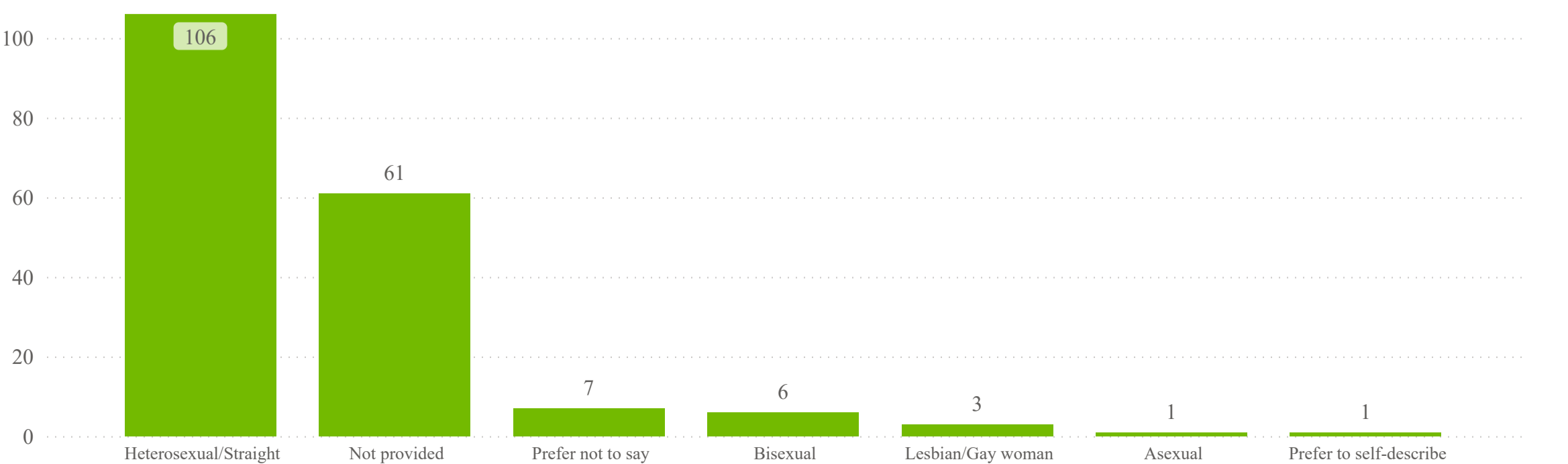
Pregnancy/Maternity



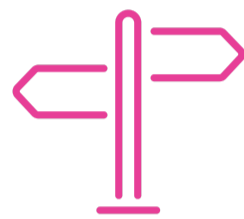
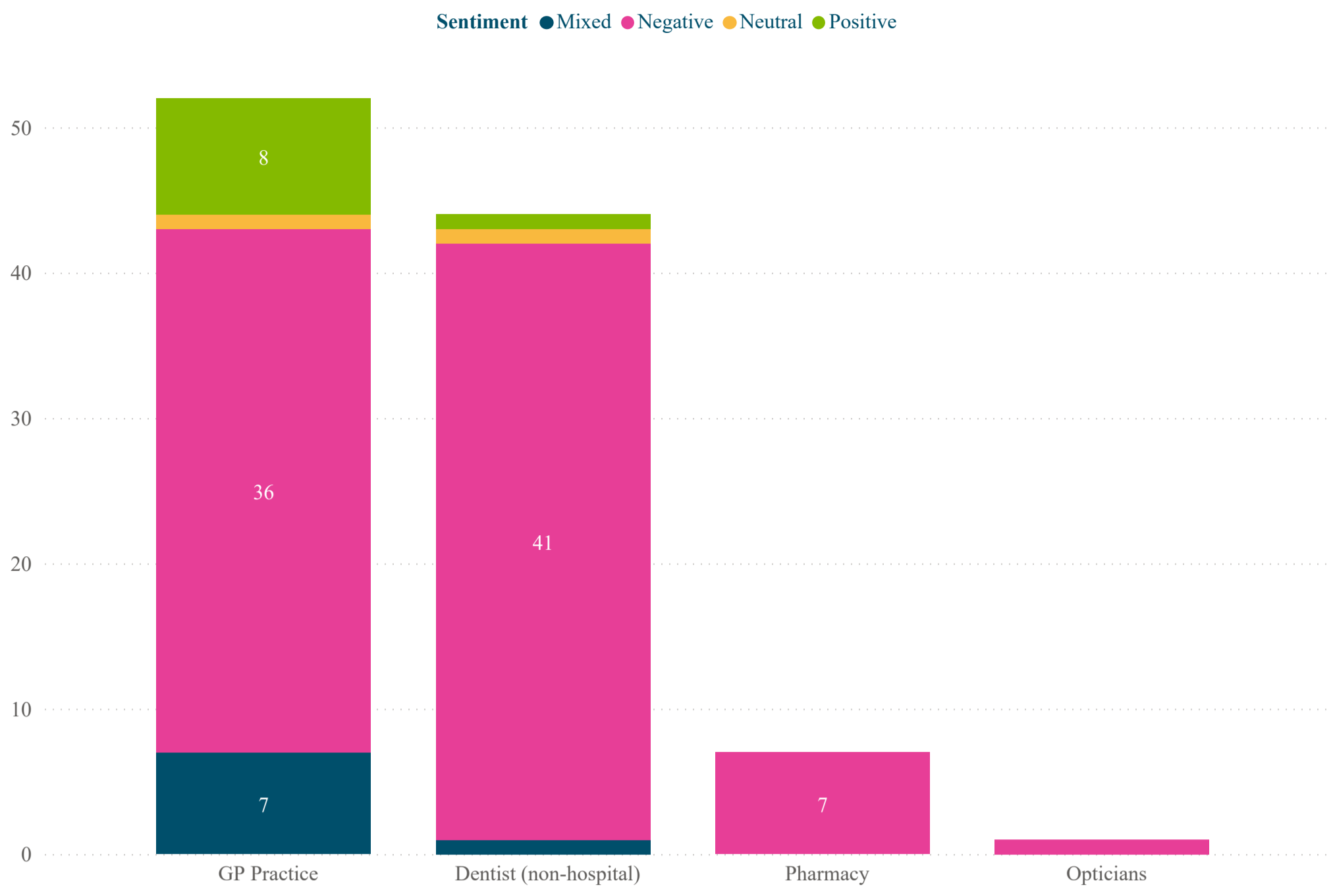
Health Inclusion Group Category



Sexual Orientation



Number of feedback contacts by service type with sentiment



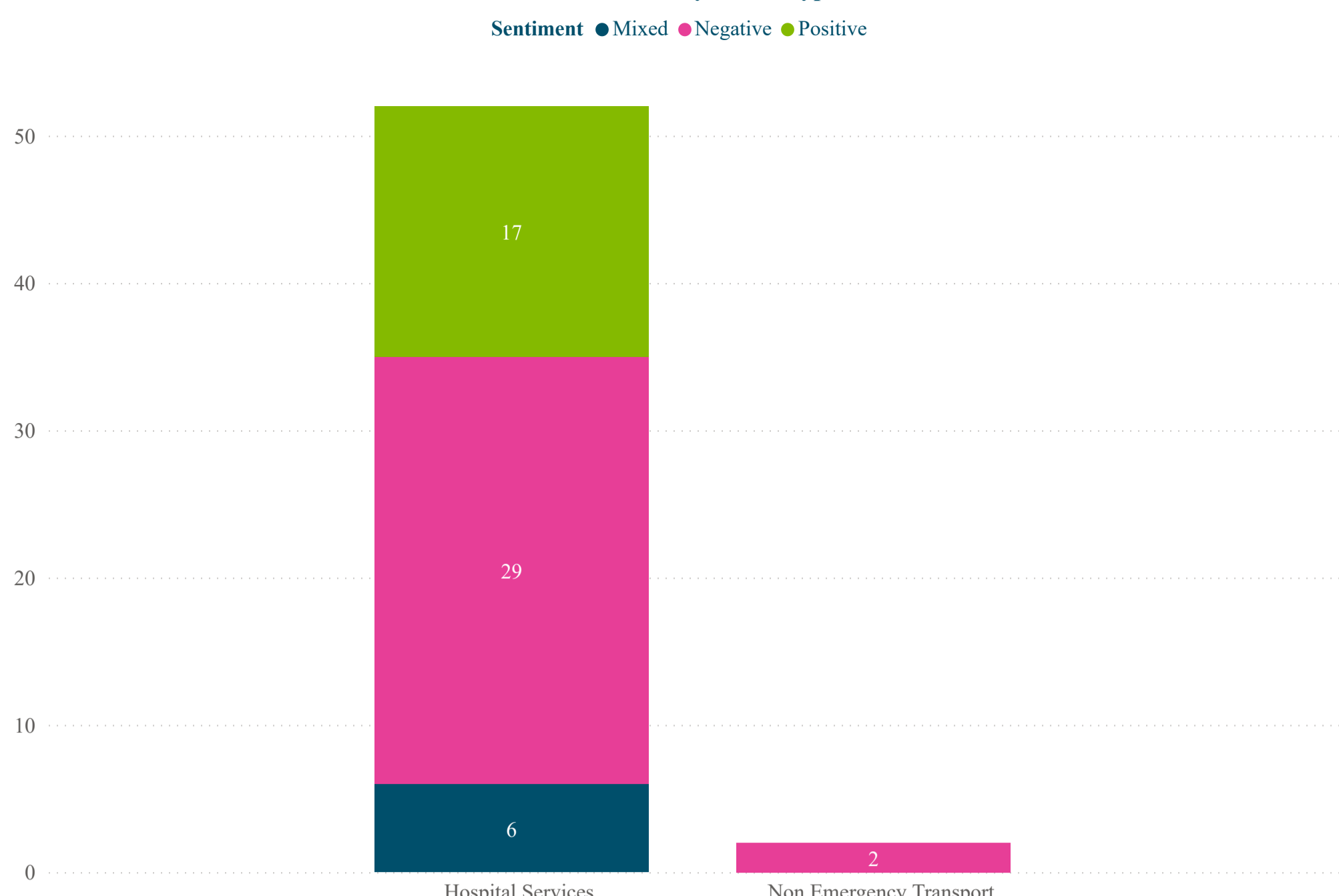
Signposting for Primary Care Feedback

25

Themes and Sub-Themes with Sentiment for Primary Care Feedback

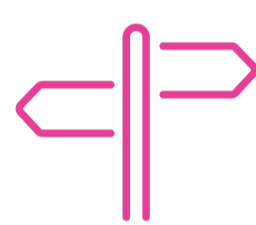
Main Theme	Mixed	Negative	Neutral	Positive	Total
Access to Services		45		1	46
Access to NHS Dentist		33		1	34
Accessibility and reasonable adjustments		3			3
Convenience/Distance to Travel		2			2
Remote appointments and digital services		1			1
See my own GP		3			3
Service organisation, delivery change and closure		1			1
Administration	1	28		5	34
Admission Procedure		1			1
Appointment Availability	1	13		2	16
Appointment Cancellation		1			1
Booking Appointments		6		1	7
Management of Service		1			1
Provision of services		1			1
Quality of appointment				1	1
Telephone		2			2
Waiting times for an appointment to be available		1		1	2
Waiting times, punctuality and queuing on arrival		2			2
Communication		8	2		10
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
Diagnosis/Assessment		3			3
Availability of		2			2
Quality of		1			1
Facilities & Surroundings		1			1
Buildings & Infrastructure		1			1
Finance		3			3
Cost and funding of services		3			3
Making a Complaint		3			3
Complaints Management		2			2
General		1			1
Medication, prescriptions and dispensing		10			10
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
Quality		1		1	2
Total	1	111	3	21	136

Number of feedback contacts by service type with sentiment



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



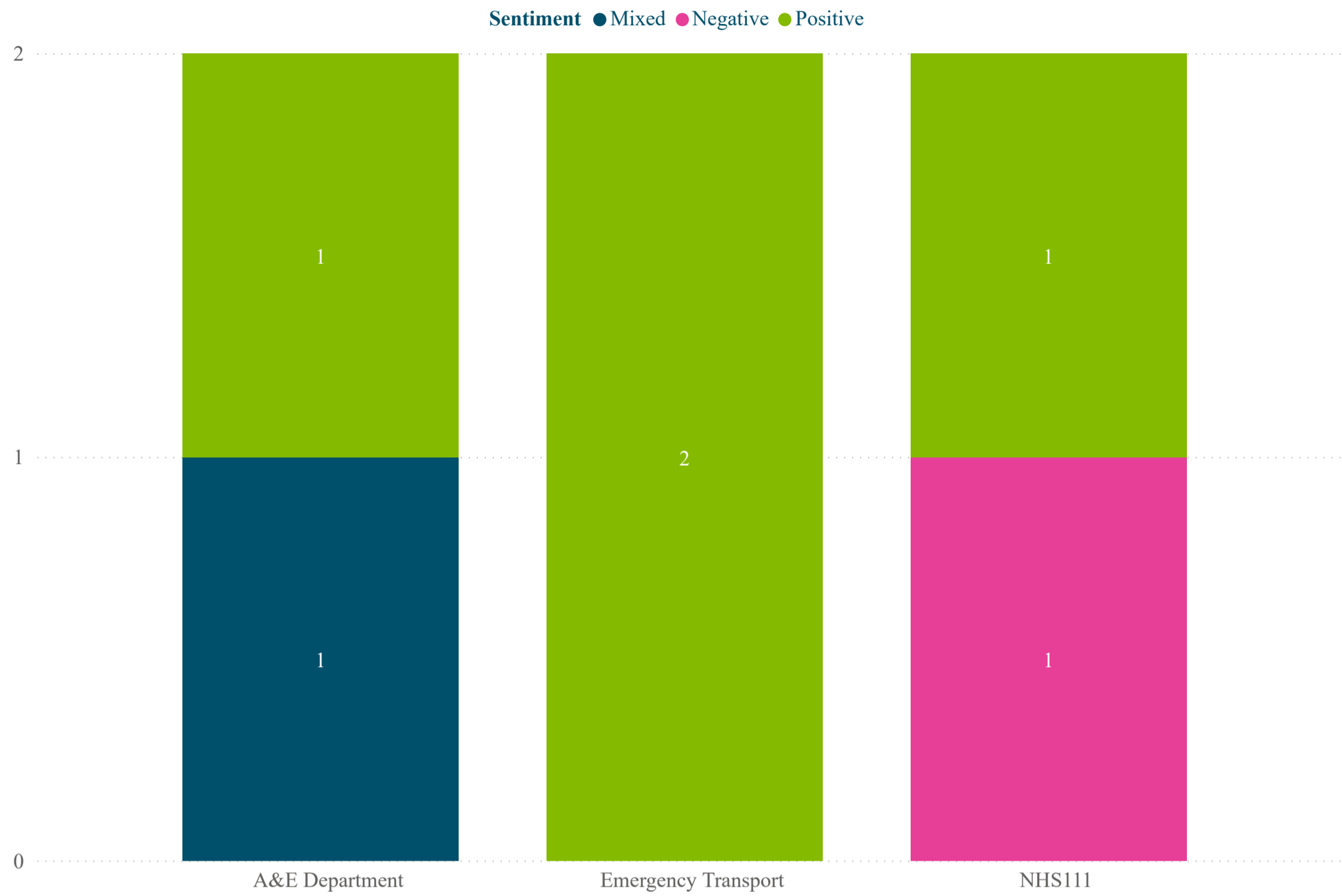
Signposting for Secondary Care Feedback

8

Themes and Sub-Themes with Sentiment for Secondary Care Feedback

Main Theme	Mixed	Negative	Positive	Unclear	Total
Access to Services		6			6
Accessibility and reasonable adjustments		1			1
Inequality		2			2
Remote appointments and digital services		1			1
See my own GP		1			1
Administration		6	1		7
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
Diagnosis/Assessment		2	1		3
Availability of		1			1
Quality of		1			1
Tests/Results			1		1
Finance		3			3
Cost and funding of services		3			3
Lifestyle and wellbeing				1	1
Help with				1	1
Making a Complaint		2			2
Complaints Management		1			1
Medication, prescriptions and dispensing		1			1
Medicines Management		1			1
Referrals		1	1		2
Timeliness		1	1		2
Staff		6	6		12
Capacity		1			1
Caring, kindness, respect and dignity		2	3		5
Communication between professionals		1			1
Communication between staff and patients		2	1		3
General			1		1
Quality & Effectiveness			1		1
Transport			3		3
Availability			3		3
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
Quality		1	3		4
Total	1	46	25	1	73

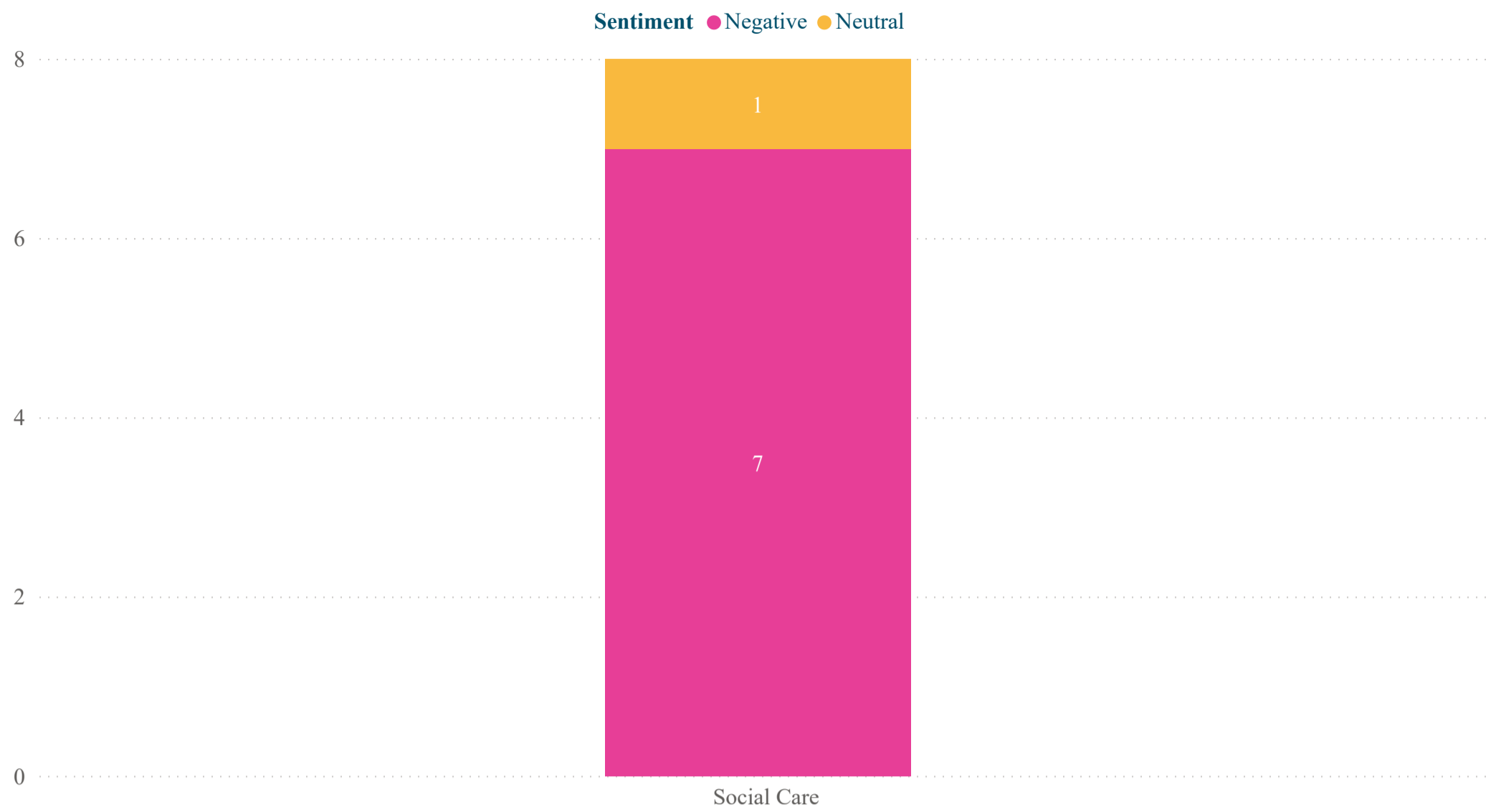
Number of feedback contacts by service type with sentiment



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

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

Number of feedback contacts by service type with sentiment



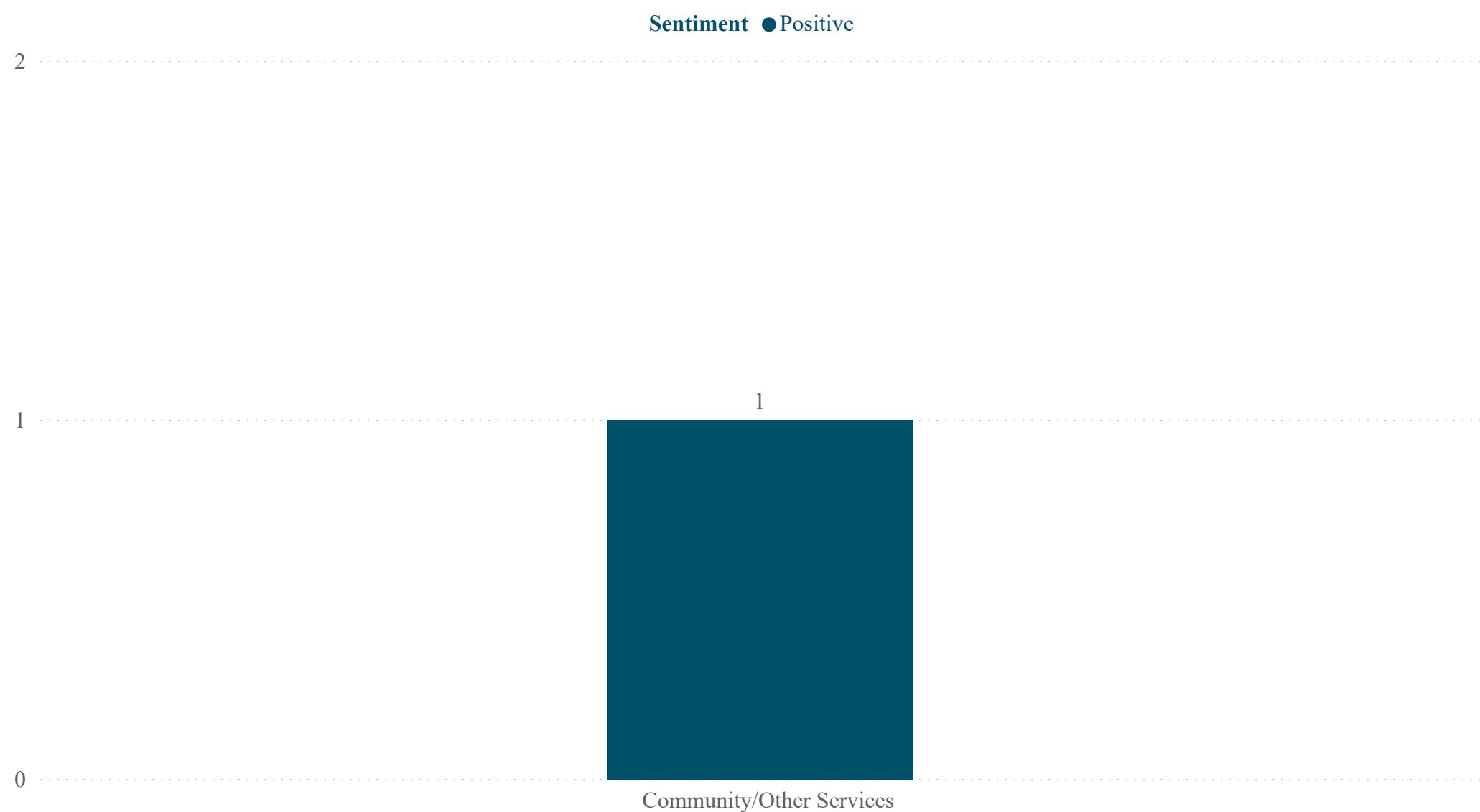
Public Health and Social Care Feedback Sentiment by Service Level

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

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

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

Number of feedback contacts by service type with sentiment



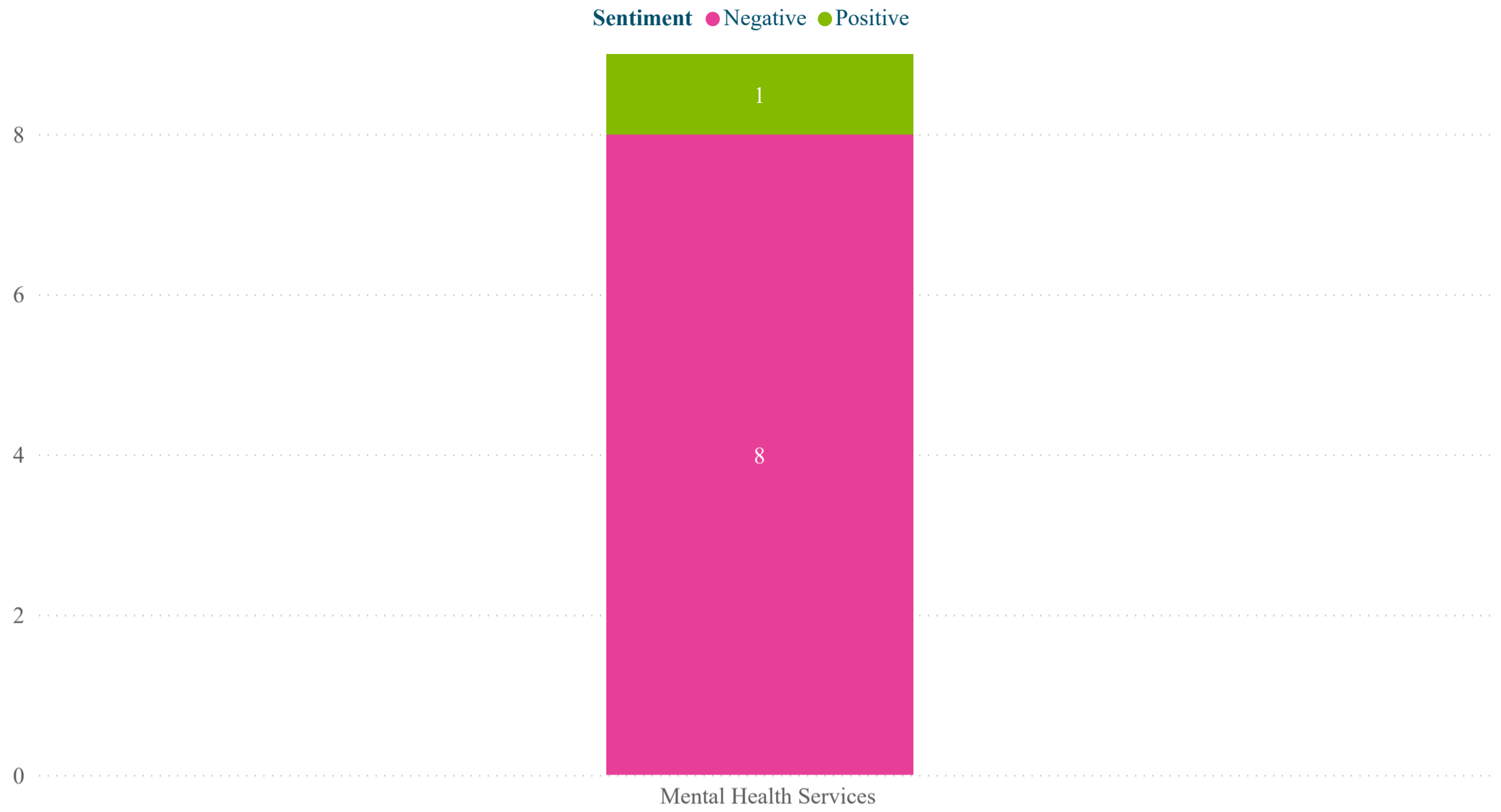
Community Care Feedback Sentiment by Service Level

Service Level	Positive	Total
Physiotherapy	1	1
Total	1	1

Themes and Sub-Themes with Sentiment for Community Care Feedback

Main Theme	Positive	Total
▲ <input type="checkbox"/> Diagnosis/Assessment	1	1
Availability of	1	1
Total	1	1

Number of feedback contacts by service type with sentiment



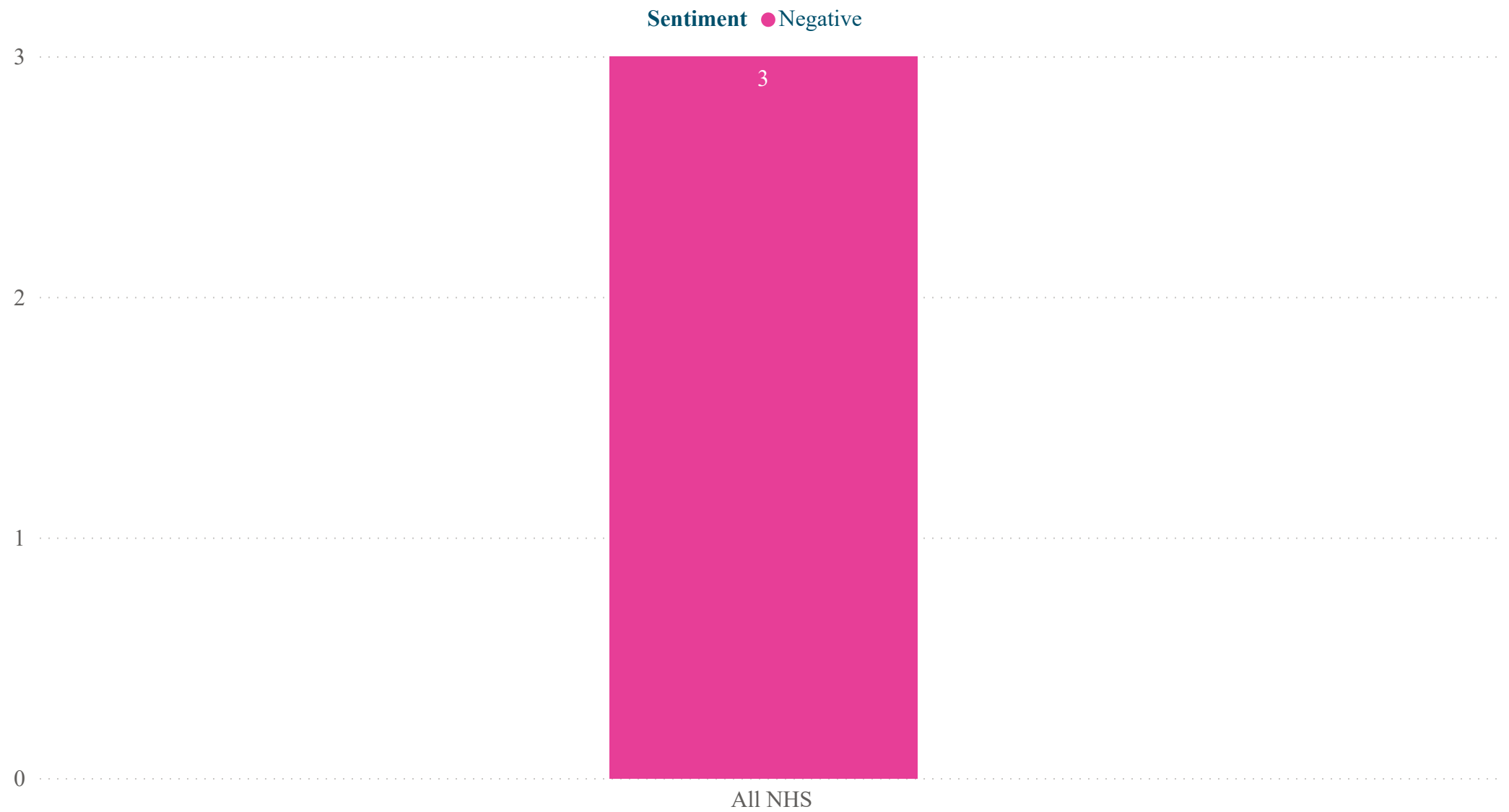
Mental Health Services Feedback Sentiment by Service Level

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
Finance	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

Number of feedback contacts by service type with sentiment



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
<input type="checkbox"/> Access to Services	1	1
Patient Choice	1	1
<input type="checkbox"/> Communication	1	1
Interpreter Services	1	1
<input type="checkbox"/> Facilities & Surroundings	1	1
General	1	1
Total	3	3

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
Convenience/Distance to Travel		2				2
Inequality		2				2
Patient Choice		1				1
Remote appointments and digital services		3				3
See my own GP		4				4
Service organisation, delivery change and closure		1				1
Administration	1	37		6		44
Admission Procedure		1		1		2
Appointment Availability	1	14		2		17
Appointment Cancellation		1				1
Appointment Waiting Times		1				1
Booking Appointments		7		1		8
Incident Reporting		1				1
Management of Service		2				2
Medical Records		1				1
Provision of services		1				1
Quality of appointment				1		1
Telephone		2				2
Waiting times for an appointment to be available		4		1		5
Waiting times, punctuality and queuing on arrival		2				2
Care Home Management		2				2
Caring, kindness, respect and dignity		1				1
Communication		1				1
Communication		20	3	1		24
		1	1			2
Communication between staff and patients				1		1
General		4	1			5
Interpreter Services		3				3
Involvement & Engagement		1				1
Lack of		7				7
Written information, guidance and publicity		4	1			5
Continuity and Integration of Care		5				5
Follow on treatment and continuity of care		3				3
Integration of services and communication between professionals		2				2
Diagnosis/Assessment		7		2		9
Availability of		4		1		5
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
Facilities & Surroundings		2		1		3
Buildings & Infrastructure		1				1
General		1		1		2
Finance		7				7
Cost and funding of services		7				7
Lifestyle and wellbeing					1	1
Help with					1	1
Making a Complaint		7				7
		1				1
Complaints Management		4				4
General		2				2
Medication, prescriptions and dispensing		11				11
		1				1
Cost		1				1
General		1				1
Medicines Management		2				2
Pharmacy Services		2				2
Prescription/Repeat Prescriptions		4				4
Referrals		2		4		6
Availability of		1				1
General				1		1
Timeliness		1		3		4
Safety/Safeguarding/Abuse		1				1
Staff		9	1	14		24
Capacity		1				1
Caring, kindness, respect and dignity		4	1	9		14
Communication between professionals		1				1
Communication between staff and patients		2		1		3
General				1		1
Quality & Effectiveness				3		3
Training		1				1
Transport		4		1		5
Availability		4		1		5
Treatment & Care	1	11		23		35
Coordination of Services		2				2
Effectiveness		1		5		6
Experience	1	4		13		18
General				1		1
Lack of		1				1
Pain Relief		1				1
Quality		2		4		6
Total	2	181	4	54	1	242

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
436	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



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 the phone.	Bristol Eye Hospital
365	Communication, Communication between staff and patients	Positive	This individual gave feedback that reception staff were friendly and helpful. They called her name in a loud voice so she could hear. All staff explained procedures and came up with a positive treatment plan. All round experience was excellent.	Bristol Eye Hospital
490	Access to Services, Information and Advice	Negative	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, probably have eye problems. It seemed badly planned and the hospital were unable to provide any information when she asked.	Bristol Eye Hospital
135	Making a Complaint,	Negative	After cancer diagnosis, this individual felt that the Oncology department of BRI did not provide support and there was no further treatment option as they dismissed any alternative treatment options.	Bristol Royal Infirmary,BRI Bristol
140	Access to Services, Information and Advice	Negative	This individual fed back that after being referred to the unit they were diagnosed with a blocked artery but no further action or advice has been given and there has been no follow up with GP . The individual feels abandoned and ignored.	Bristol Royal Infirmary,BRI Bristol
192	Treatment & Care, Quality	Positive	This individual gave feedback that that she's had a very good experience at the BRI, she only had a short 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.	Bristol Royal Infirmary,BRI Bristol
134	Treatment & Care, Experience	Positive	This individual gave feedback that the treatment for fluid around his heart was great in the intensive care unit. His discharge letter said 6 - 8 weeks for a follow up, but when he called he was told it could be 45 weeks.	Bristol Royal Infirmary,BRI Bristol
166	Access to Services, Cost and funding of services	Negative	This individual gave feedback that they attended Healthwatch last week as had concerns that BRI were cancelling his oncology appointments. Yesterday he attended Southmead for cancerous lumps to be removed from his groin. After his surgery he was to attend the Oncology dept at BRI but they cancelled. This has happened before and he has complained about it. He was receiving medication for 2 weeks as part of targeted therapy but they have now written to say they no longer have funding. He has tried to call the cancer nurse but has not had a reply. He now wants to go private.	Bristol Royal 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 Esophago gastric 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,
188	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,
277	Transport, Availability	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.	E-zec Medical Transport - Bristol,
200	Access to Services, Information and Advice; Medication, prescriptions and dispensing, Medicines Management	Negative	This individual gave feedback that they found the Central appointments/call centre to be awful and 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.	North Bristol NHS Trust
201	Access to Services, General	Positive	This individual gave feedback that the service was excellent.	Prime Endoscopy (Bristol) Limited, Unit 2 and 3,Bristol
161	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 thought 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 buzz 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 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,
271	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,
517	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.	Southmead Hospital, Bristol,
478	Treatment & Care, Experience	Mixed	This individual gave feedback that the care provided post partum was not the same as provided previously. 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.	Southmead Hospital, 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,
285	Staff, Quality & Effectiveness	Positive	This individual gave feedback that the staff have exceptional knowledge and are very quick. They feel lucky to live in Bristol.	Southmead Hospital, Bristol,
514	Communication, Lack of; Access to Services, 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,
483	Treatment & Care, Experience	Positive	This individual gave feedback that their mother is elderly and had a knee operation. The operation went 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.	Southmead Hospital, Bristol,
363	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,
405	Administration, Incident Reporting	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 with the lack of care and the treatment given. She says that she is appalled by the behaviour of the doctor 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,
153	Access to Services, General; Communication, General	Negative	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.	Southmead Hospital, Bristol,
160	Lifestyle and wellbeing, Help with	Unclear	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 pictorial resources should also be available. They say that they are still not sure if they are eating the right things.	Southmead Hospital, Bristol,
270	Communication, Lack of	Negative	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.	Southmead Hospital, Bristol,
464	Communication, Lack of	Negative	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 dressing that needs to be changed on the site of the amputation. He was upset and frustrated because he had to travel to the Hospital from South Bristol there's a cost of living crisis and the NHS is under strain yet he had a wasted trip and he used an appointment slot unnecessarily because of poor communication from the hospital about the nature of the appointment. It was really hard work getting to the hospital and the journey was wasted. If they had simply provided more information about the nature or purpose of the appointment, he would have realised that he didn't need it.	Southmead Hospital, Bristol,
274	Diagnosis/Assessment, Mis; Continuity and Integration of Care, Follow on treatment and continuity of care	Negative	This individual gave feedback that in Summer 2022, she went to her GP with chest pain. She was sent to A&E as he knew they were trying for a baby and was concerned that she should be seen. In A&E the pregnancy test was positive, they completed scans and sent the individual to the hospital. The pregnancy was confirmed at 6 weeks and from the scans they diagnosed a clot in her lung. St Michaels hospital continued to monitor the individual and her baby for up to 10 weeks to see if the heartbeat would return to normal. During this time one of the scans showed no heartbeat. At the end of Autumn 2022 she had a follow up appointment at the BRI and was told it was not a clot but air that was in her lungs. The delay in diagnosis has caused long term lung damage and she now needs to have an operation on her lungs. The individuals health has been deteriorating over the past few months since initial diagnosis. Her mental health is poor and she was not offered any support after the miscarriage. The individual and her husband are concerned about being given the wrong diagnosis which they believe led to the miscarriage and further lung damage which now requires an operation. They are also concerned about the lack of support for the individual and her husband during such a traumatic time.	St Michael's 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 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

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 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.	The Maples Community Care, Bristol



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. Vitamins 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

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.'