

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.

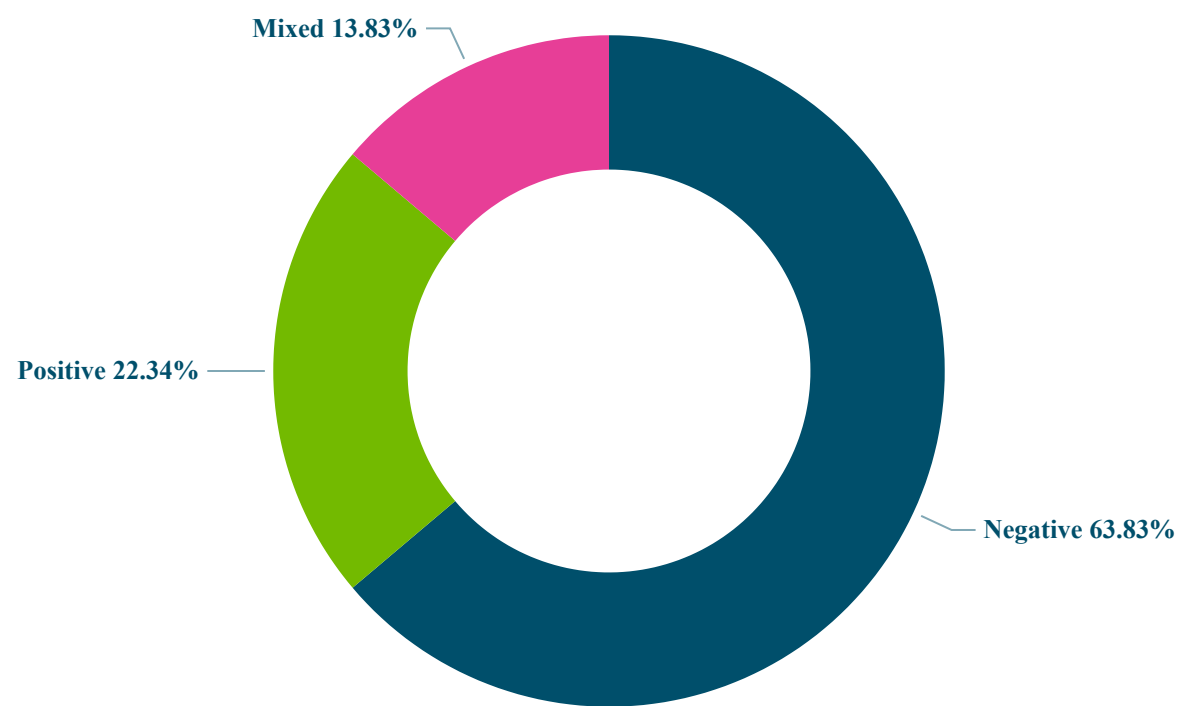
We have a feedback hub situated in a retail unit in The Galleries, Bristol and our team reaches into communities across the BNSSG area. Our aim is for the collected insights to help the system and its many providers personalise services, improve quality and innovate to overcome access issues. We take 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.

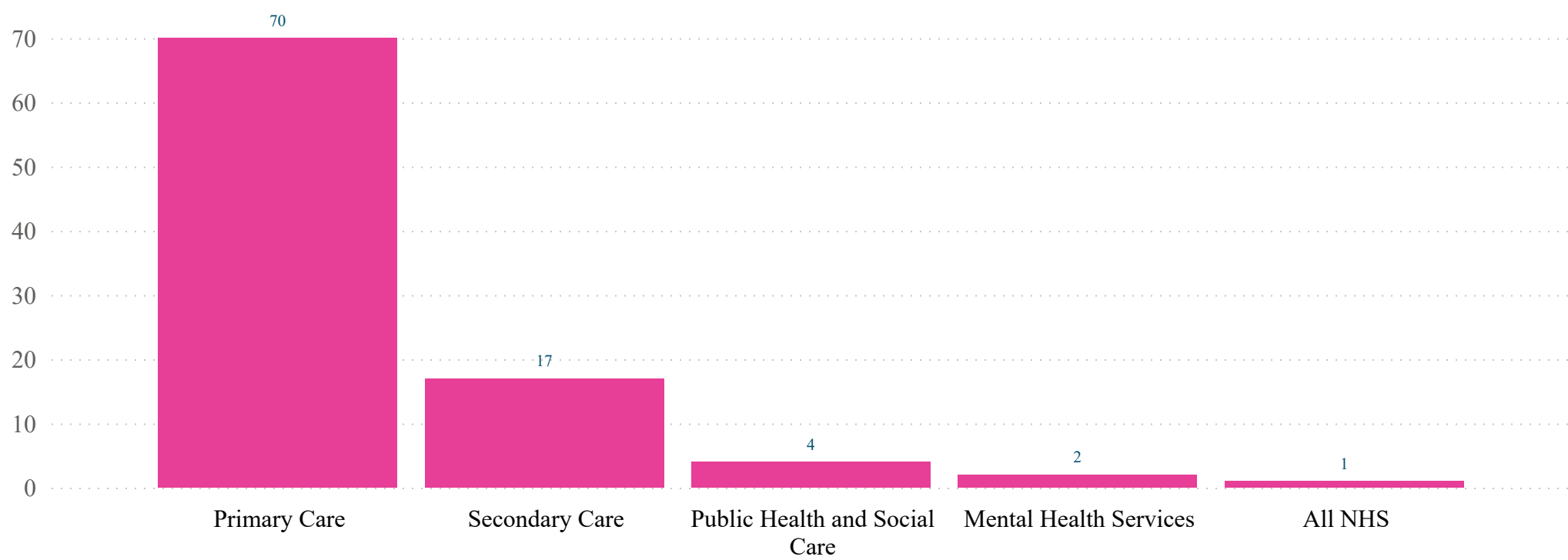




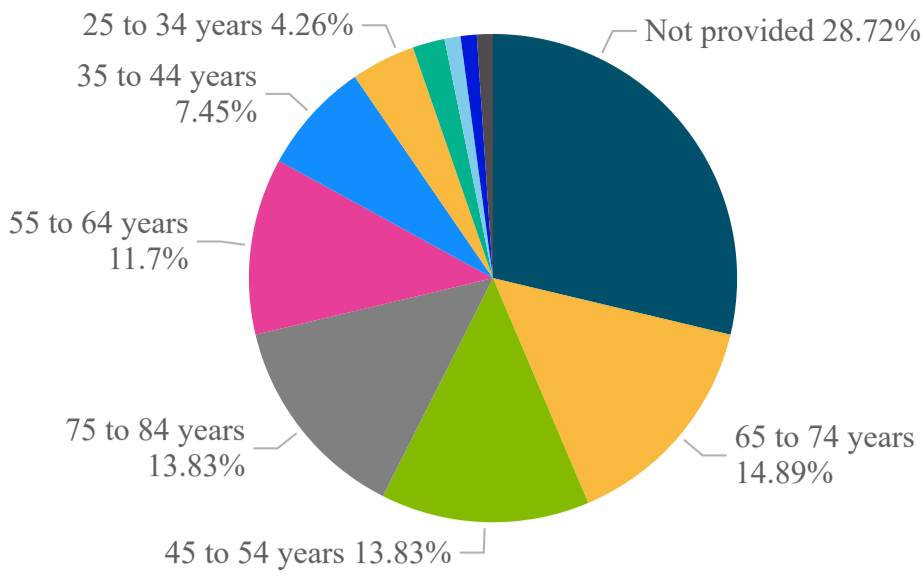
Overall Sentiment of Feedback contacts



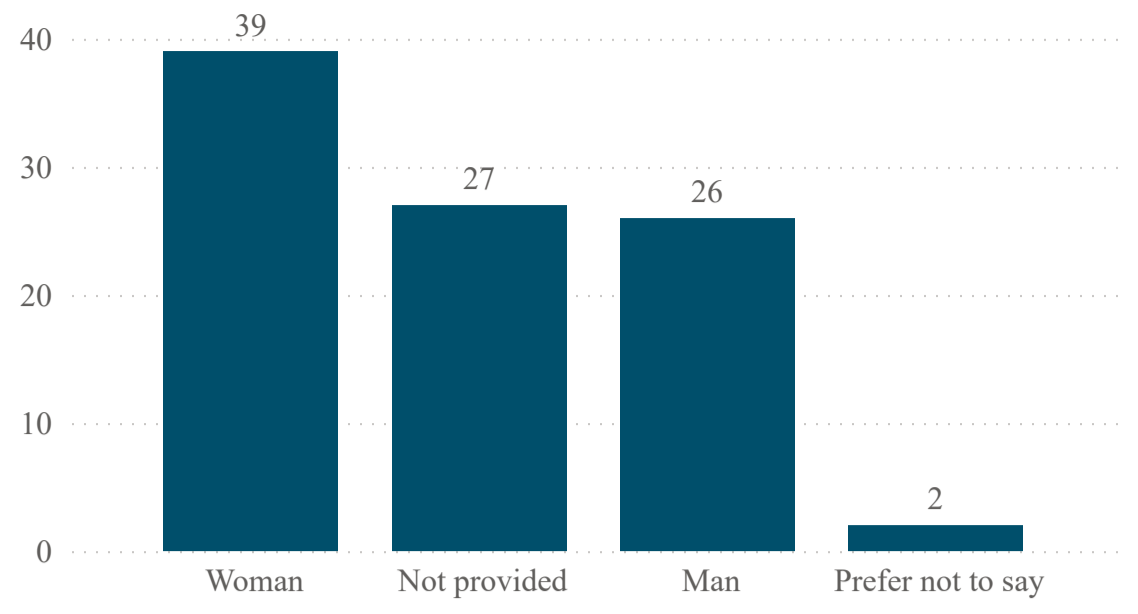
Feedback contact by sector



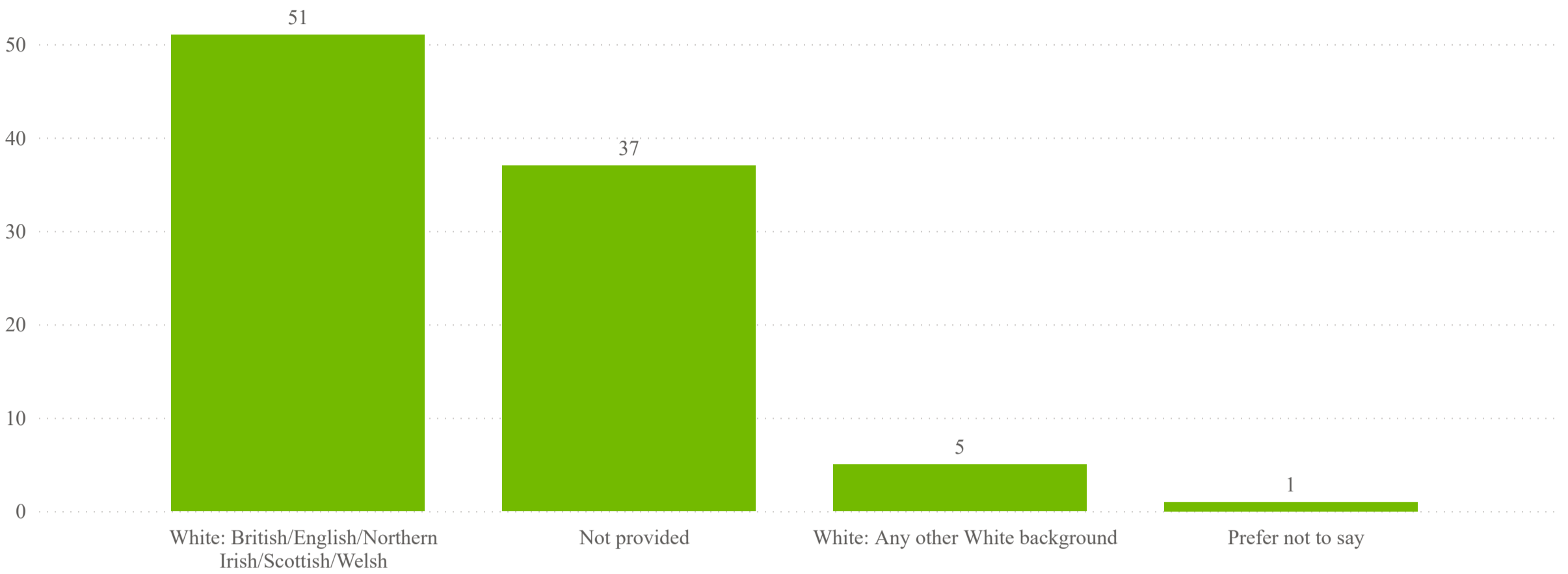
Age Band



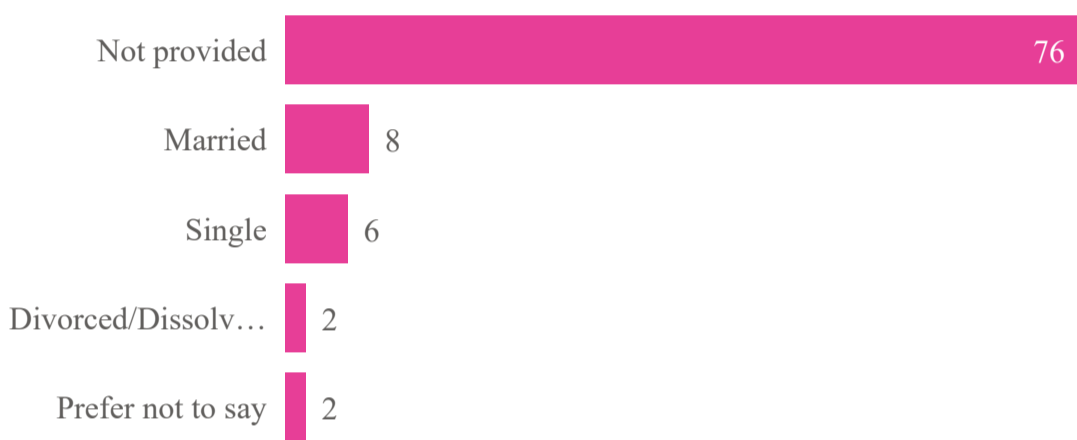
Gender



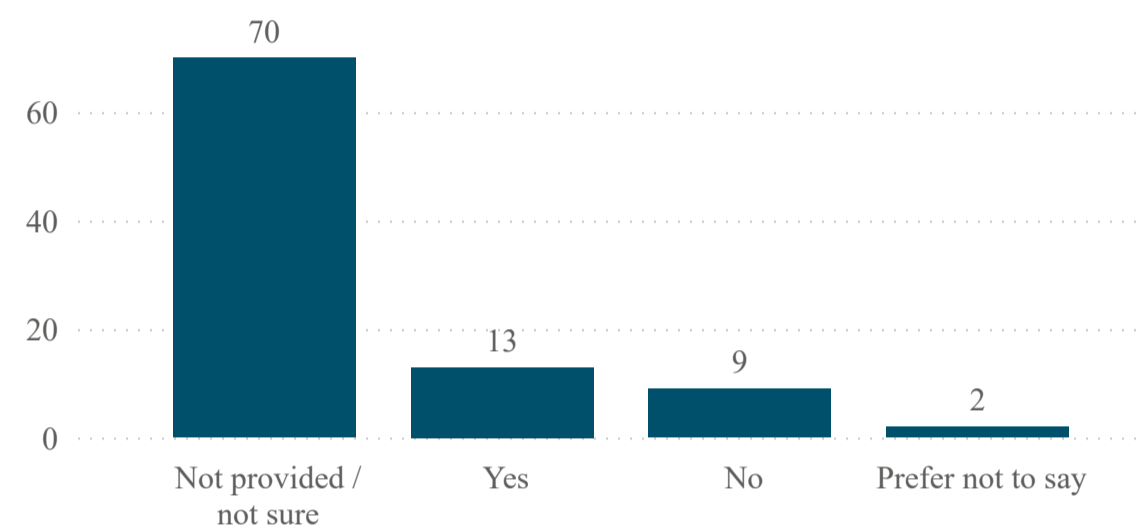
Ethnicity



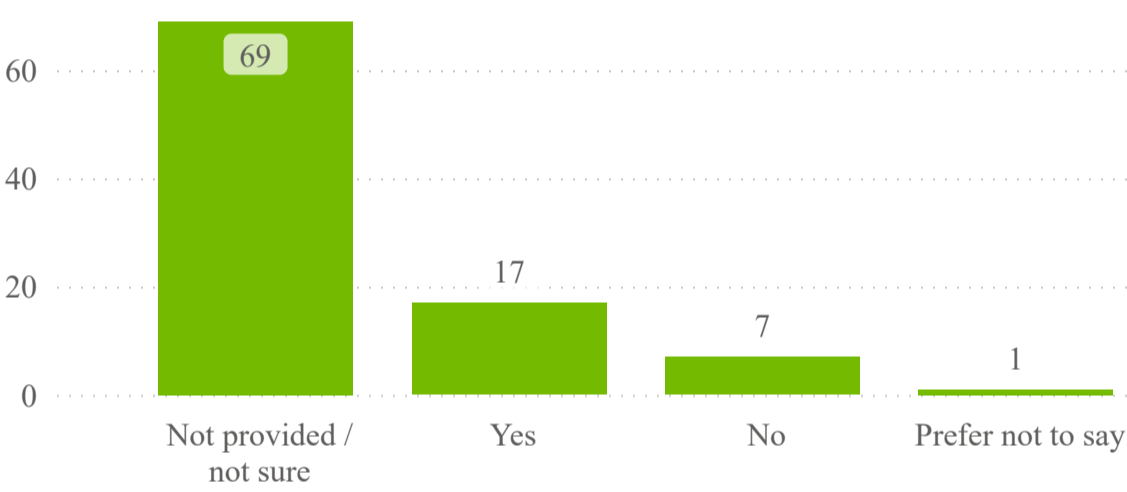
Civil Status



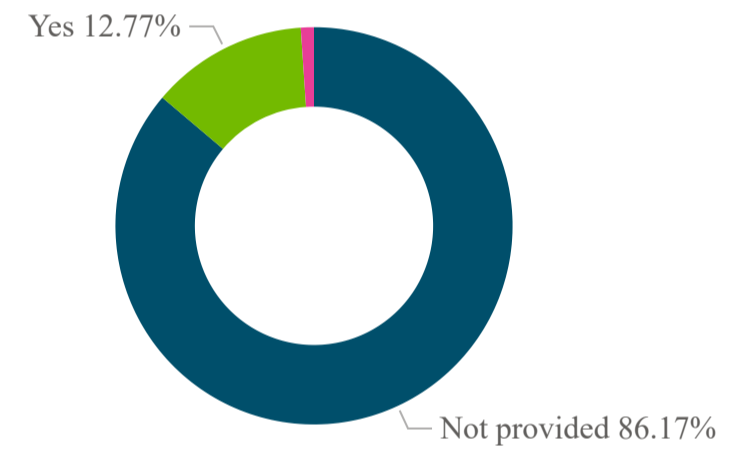
Identifies as having a disability / being disabled



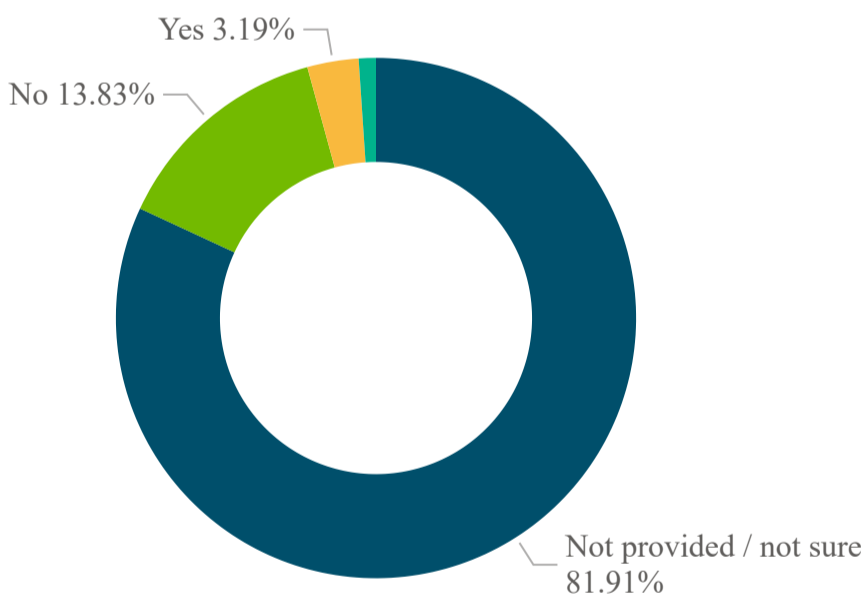
Identifies as having a long term health condition



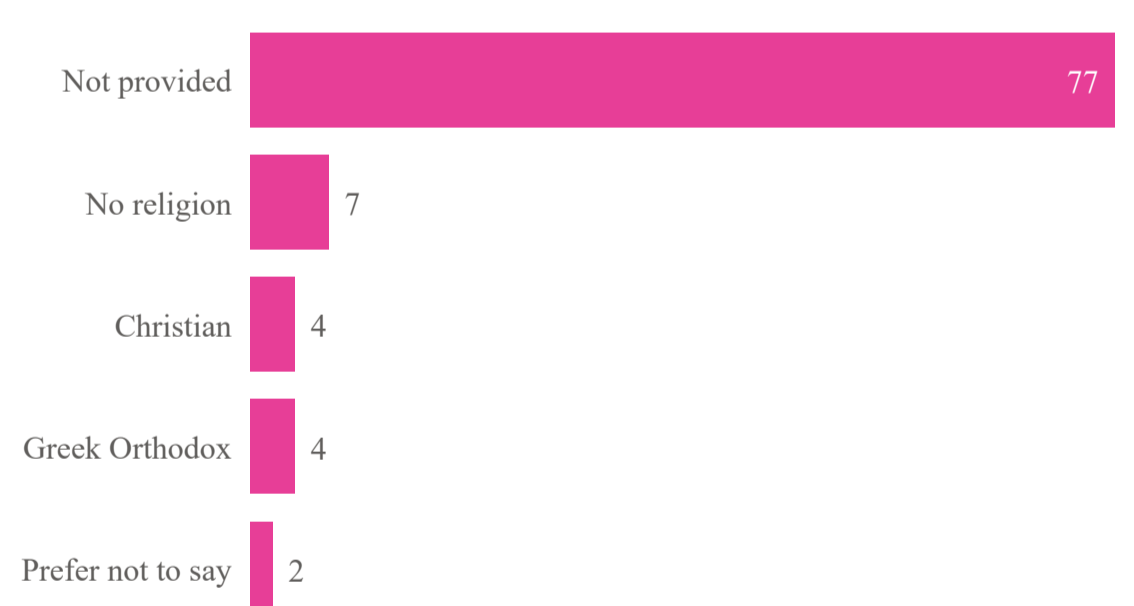
Identifies with the gender assigned at birth



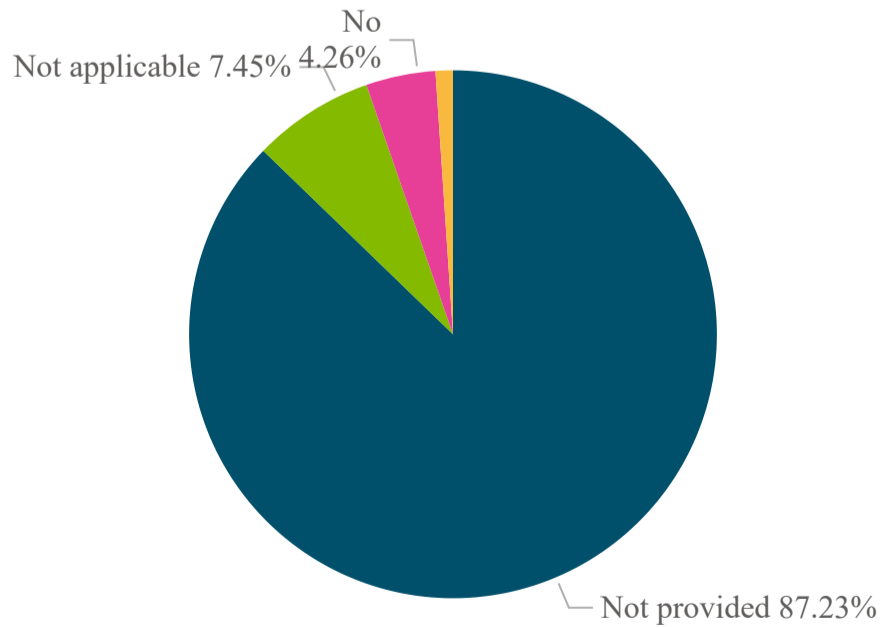
Identifies as being a carer



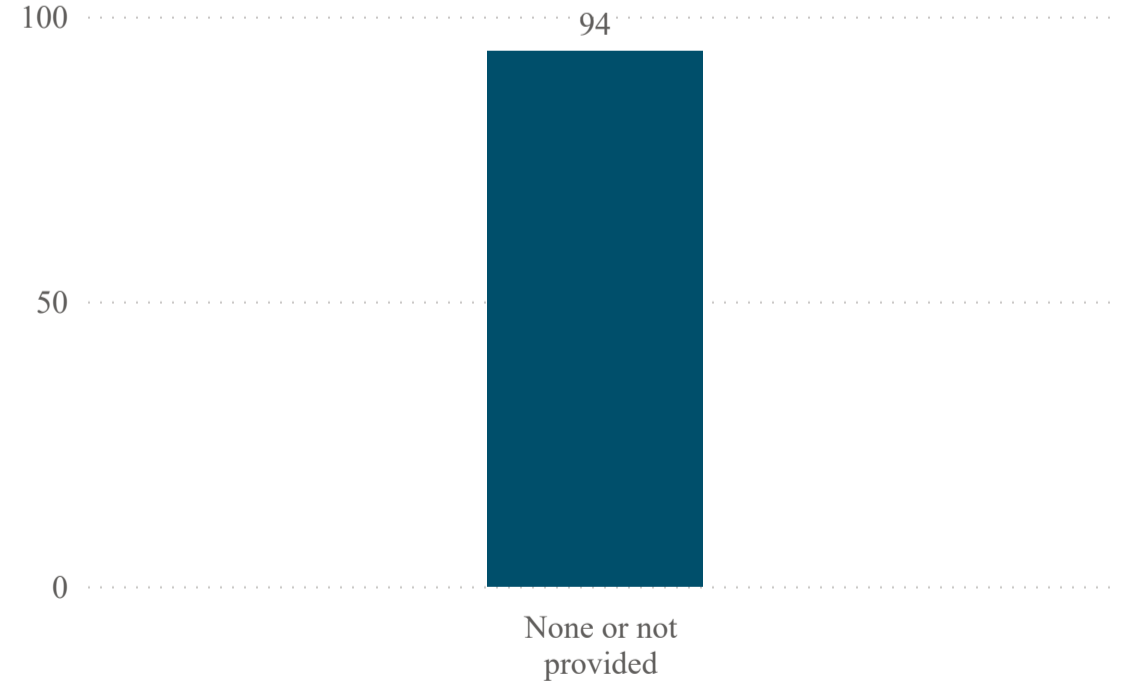
Religion/Belief



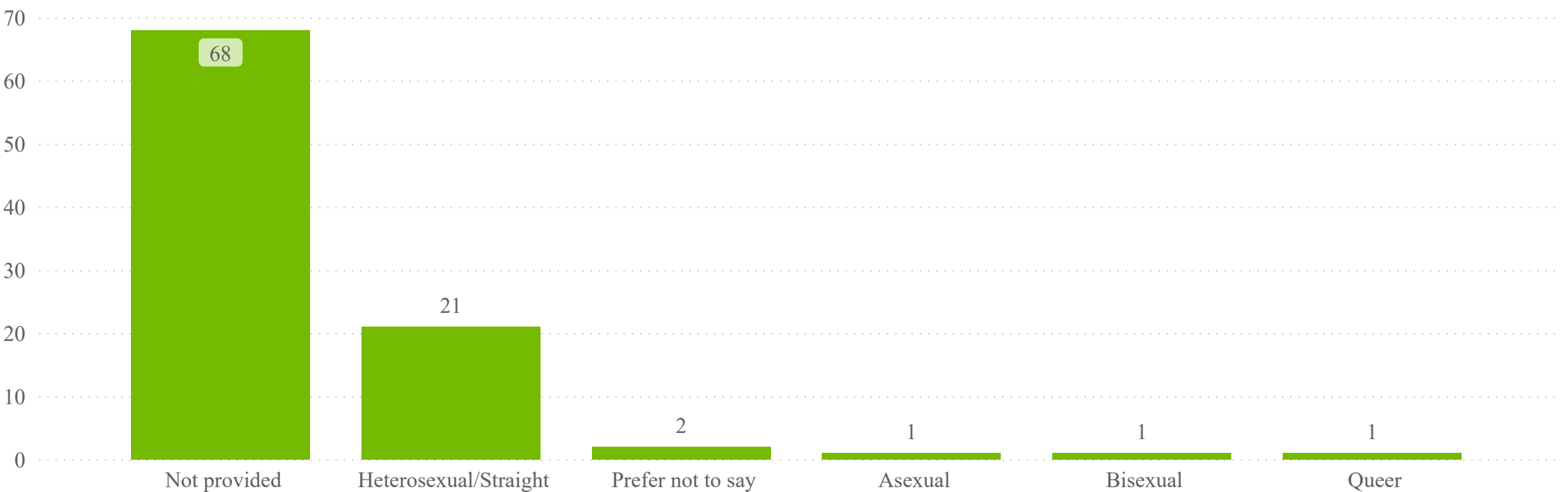
Pregnancy/Maternity



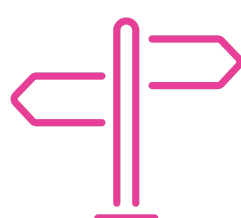
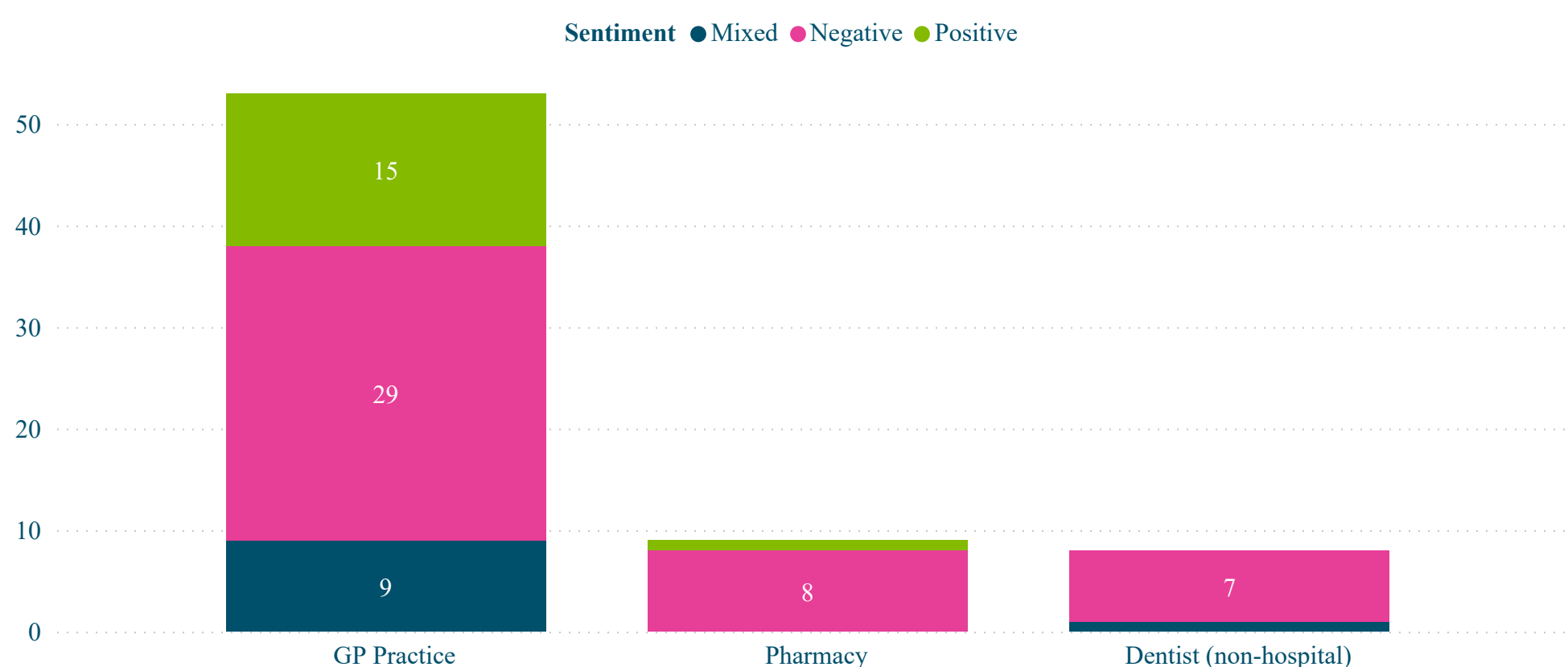
Health Inclusion Group Category



Sexual Orientation



Feedback contacts by service type with sentiment

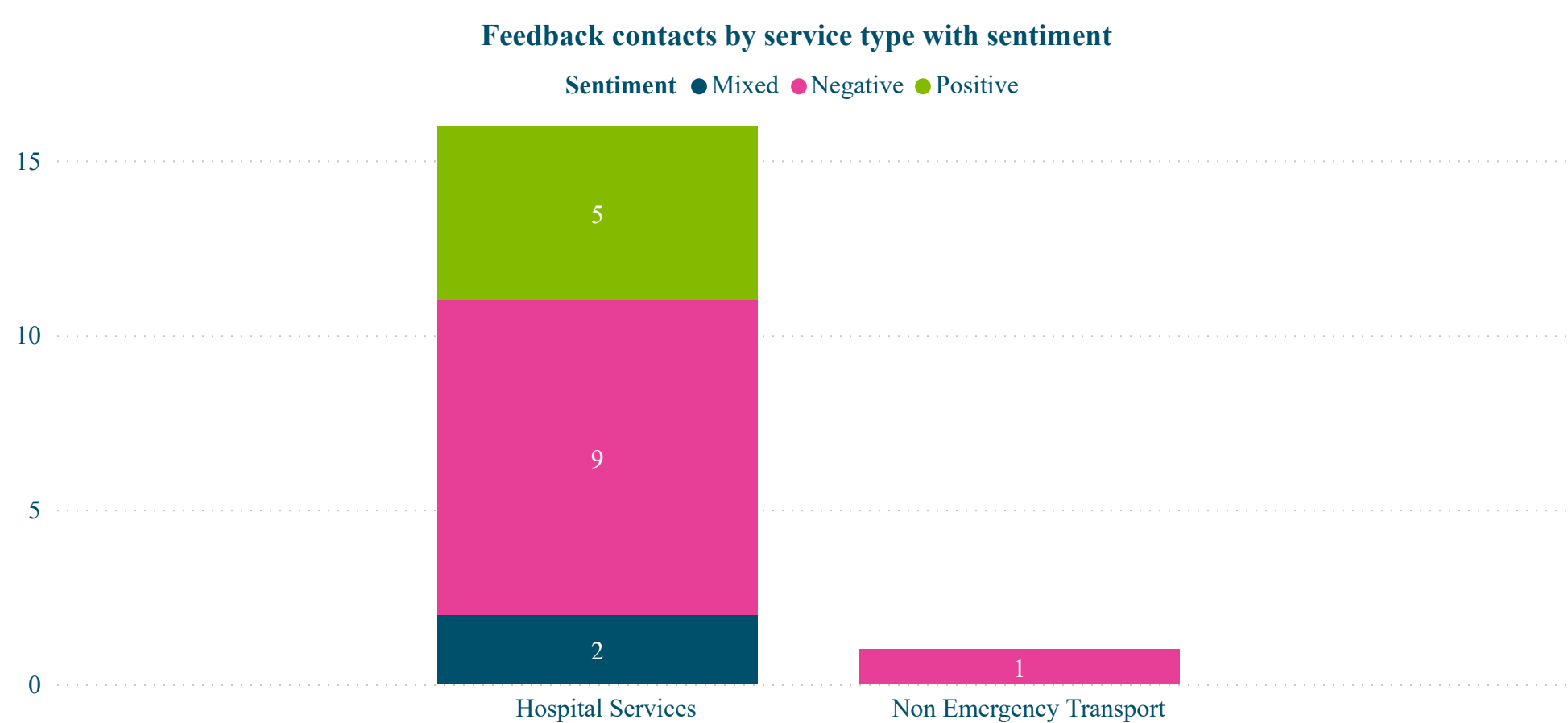


Signposting for Primary Care Feedback

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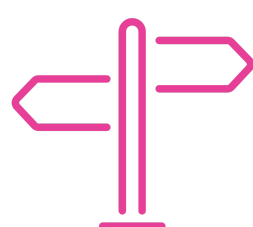
Themes and Sub-Themes with Sentiment for Primary Care Feedback

Main Theme	Mixed	Negative	Positive	Total
Access to Services	3	20	6	29
Access to NHS Dentist		7		7
Accessibility and reasonable adjustments		3		3
Convenience/Distance to Travel		1		1
Remote appointments and digital services	3	9	5	17
See my own GP			1	1
Administration		19	5	24
Admission Procedure		3		3
Appointment Availability		3	2	5
Appointment Cancellation		1		1
Booking Appointments		7	2	9
Provision of services		1		1
Waiting times for an appointment to be available		3	1	4
Waiting times, punctuality and queuing on arrival		1		1
Communication		4	1	5
General			1	1
Interpreter Services		2		2
Lack of		2		2
Continuity and Integration of Care		3	1	4
Integration of services and communication between professionals		3	1	4
Making a Complaint		2	1	3
Complaints Management		1	1	2
General		1		1
Medication, prescriptions and dispensing		9	1	10
Pharmacy Services		4	1	5
Prescription/Repeat Prescriptions		5		5
Referrals		2	1	3
Timeliness		1	1	2
Waiting Times for		1		1
Staff	2	8	9	19
Caring, kindness, respect and dignity	2	7	7	16
Communication between staff and patients			2	2
Involvement & Engagement		1		1
Treatment & Care		3	2	5
Experience		2	2	4
Quality		1		1
Total	5	70	27	102



Secondary Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Positive	Total
Audiology		1		1
Cardiology		1	1	2
Dentist	1			1
Diagnostic/Screening Service		1		1
Neurology and stroke care	1			1
Not Specified		2		2
Oncology			3	3
Orthopaedics and fracture clinic		1	1	2
Pain Management		1		1
Patient Transport		1		1
Physiotherapy		1		1
Speech and Language therapy		1		1
Total	2	10	5	17



Signposting for Secondary Care Feedback

Themes and Sub-Themes with Sentiment for Secondary Care Feedback

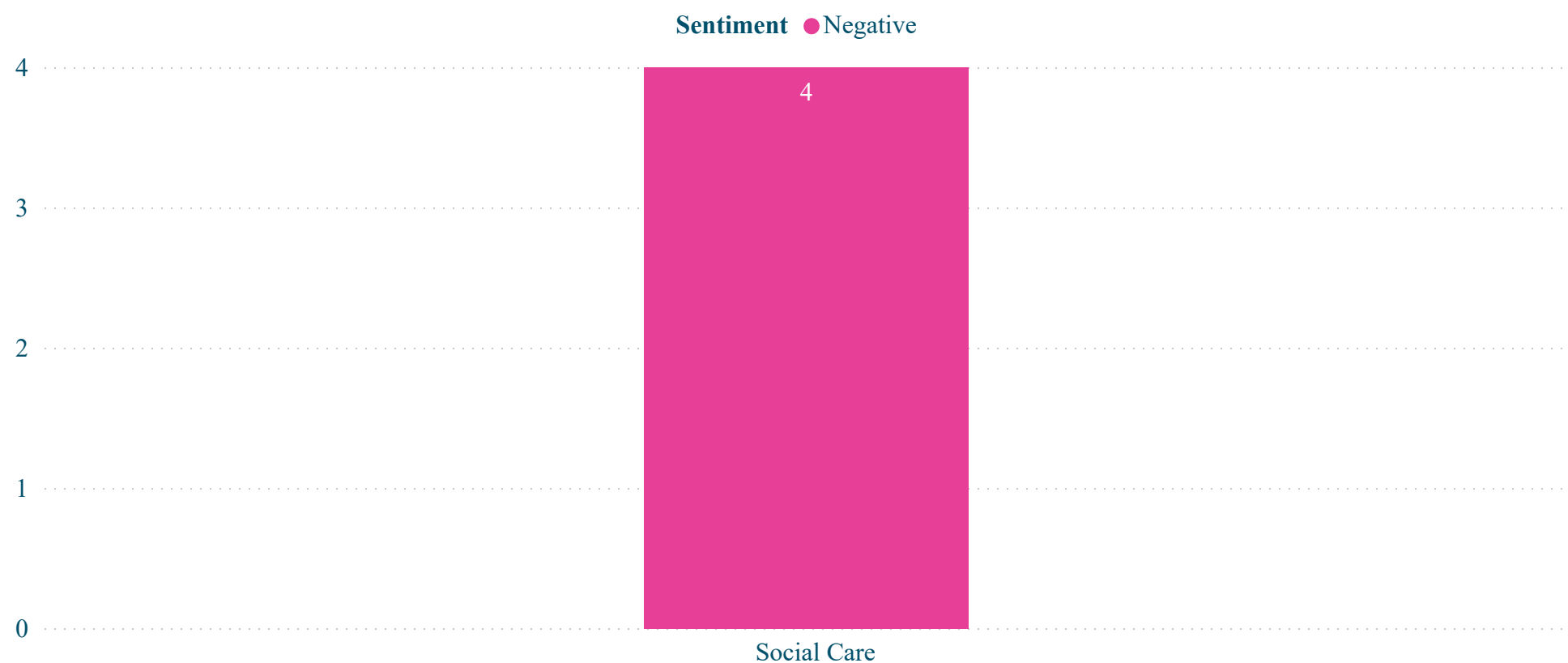
Main Theme	Mixed	Negative	Positive	Total
Administration	1	4	2	7
Admission Procedure		1		1
Waiting times for an appointment to be available	1	2	1	4
Waiting times, punctuality and queuing on arrival		1	1	2
Communication		1	3	4
General			3	3
Written information, guidance and publicity		1		1
Continuity and Integration of Care		3		3
Follow on treatment and continuity of care		1		1
Integration of services and communication between professionals		2		2
Facilities & Surroundings			1	1
Car Parking Access			1	1
Referrals		3		3
General		1		1
Waiting Times for		2		2
Staff			4	4
Caring, kindness, respect and dignity			4	4
Transport		1		1
General		1		1
Treatment & Care		2	3	5
Effectiveness		1		1
Experience		1	3	4
Total	1	14	13	28



No feedback this quarter

Feedback contacts by service type with sentiment

Feedback contacts by service type with sentiment



Public Health and Social Care Feedback Sentiment by Service Level

Service Level	Negative	Total
Adult Social Care	1	1
Childrens Social Care Services	1	1
Mental Health Services (other services)	2	2
Total	4	4

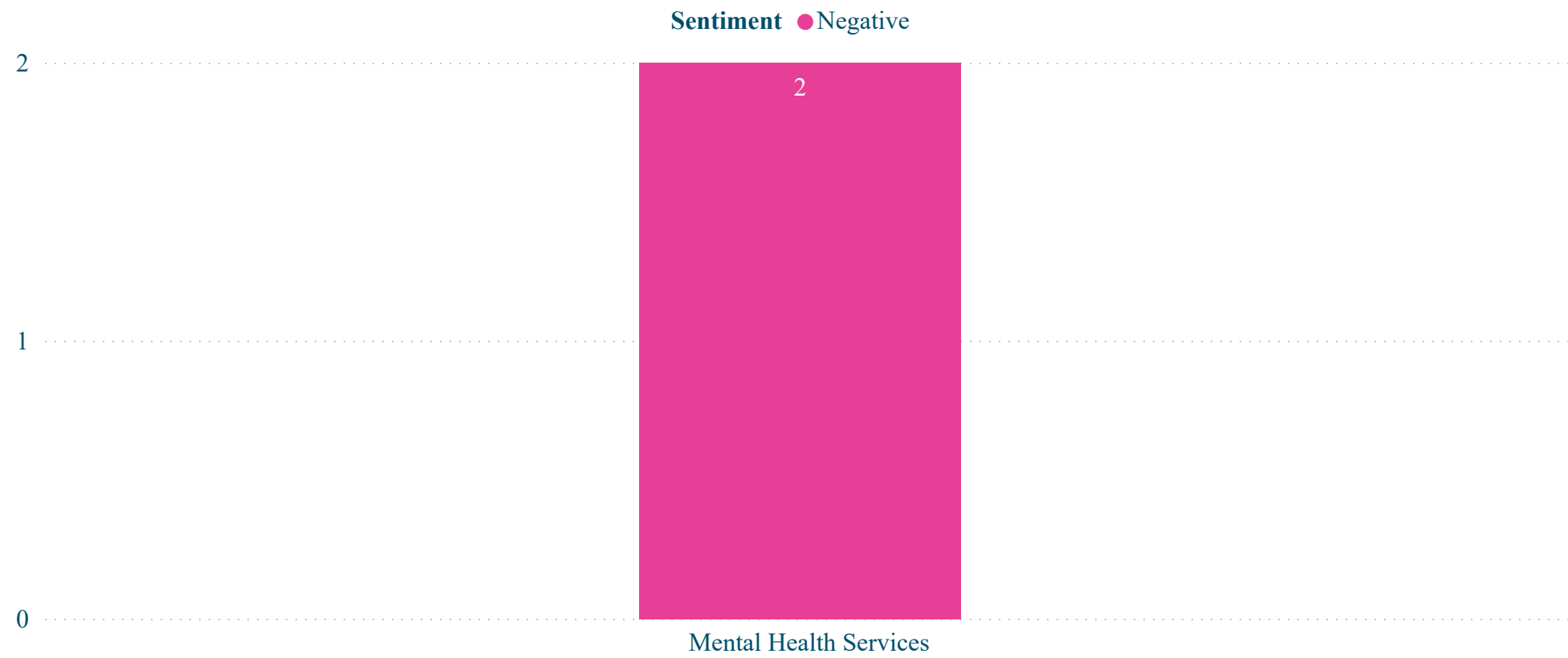
Themes and Sub-Themes with Sentiment for Public Health and Social Care Feedback

Main Theme	Negative	Total
Administration	1	1
Waiting times for an appointment to be available	1	1
Communication	2	2
General	1	1
Written information, guidance and publicity	1	1
Staff	1	1
Capacity	1	1
Treatment & Care	1	1
Experience	1	1
Total	5	5

No feedback this quarter

Feedback contacts by service type with sentiment

Feedback contacts by service type with sentiment



Mental Health Services Feedback Sentiment by Service Level

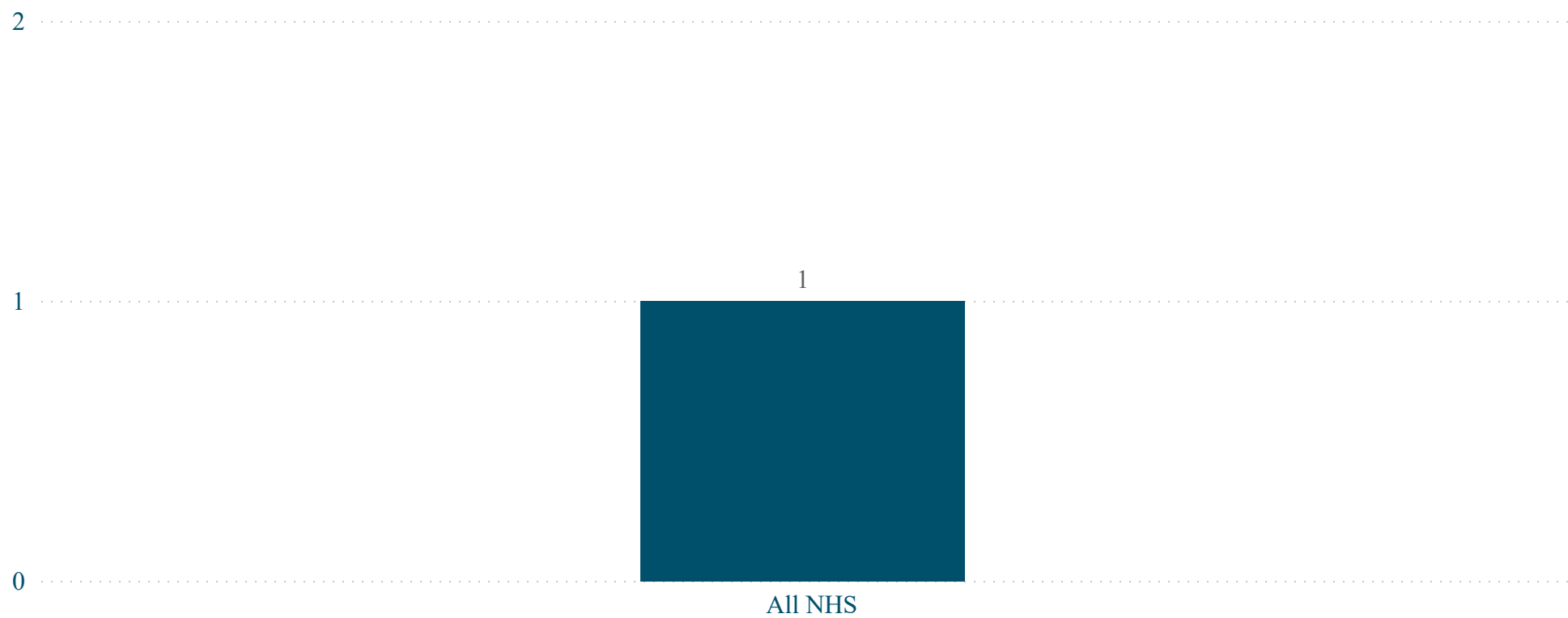
Service Level	Negative	Total
CAMHS	1	1
Mental Health Services (other services)	1	1
Total	2	2

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

Main Theme	Negative	Total
▲ Access to Services	2	2
Suitability of Provider	2	2
▣ Communication	1	1
Written information, guidance and publicity	1	1
Total	3	3

Feedback contacts by service type with sentiment

Sentiment ● Mixed



General All NHS Feedback Sentiment by Service Level

Service Level	Mixed	Total
All Services	1	1
Total	1	1

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

Main Theme	Negative	Positive	Total
<input type="checkbox"/> Access to Services	1		1
Access to NHS Dentist	1		1
<input type="checkbox"/> Communication	1		1
Lack of	1		1
<input type="checkbox"/> Treatment & Care		1	1
Experience		1	1
Total	2	1	3



Main Theme	Mixed	Negative	Positive	Total
Access to Services	3	23	6	32
Access to NHS Dentist		8		8
Accessibility and reasonable adjustments		3		3
Convenience/Distance to Travel		1		1
Remote appointments and digital services	3	9	5	17
See my own GP			1	1
Suitability of Provider		2		2
Administration	1	24	7	32
Admission Procedure		4		4
Appointment Availability		3	2	5
Appointment Cancellation		1		1
Booking Appointments		7	2	9
Provision of services		1		1
Waiting times for an appointment to be available	1	6	2	9
Waiting times, punctuality and queuing on arrival		2	1	3
Communication		9	4	13
General		1	4	5
Interpreter Services		2		2
Lack of		3		3
Written information, guidance and publicity		3		3
Continuity and Integration of Care		6	1	7
Follow on treatment and continuity of care		1		1
Integration of services and communication between professionals		5	1	6
Facilities & Surroundings			1	1
Car Parking Access			1	1
Making a Complaint		2	1	3
Complaints Management		1	1	2
General		1		1
Medication, prescriptions and dispensing		9	1	10
Pharmacy Services		4	1	5
Prescription/Repeat Prescriptions		5		5
Referrals		5	1	6
General		1		1
Timeliness		1	1	2
Waiting Times for		3		3
Staff	2	9	13	24
Capacity		1		1
Caring, kindness, respect and dignity	2	7	11	20
Communication between staff and patients			2	2
Involvement & Engagement		1		1
Transport		1		1
General		1		1
Treatment & Care		6	6	12
Effectiveness		1		1
Experience		4	6	10
Quality		1		1
Total	6	94	41	141

ID	Theme	Sentiment	Feedback	Service Provider
486	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they haven't had an NHS dentist since 2020. Since then they have spent about £1000 at a private clinic just for hygiene and fillings.	ALL NHS DENTAL
470	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they need dental treatment – extraction. No NHS dentist is available. You can get a private appointment but nothing on NHS. He has been ringing round numerous dentists in his area and further afield. Had looked on the NHS website which is no help. Phoned NHS 111 but received no help here either. Had emergency dental treatment from a local pharmacy for swelling in gum/around tooth but was not examined and had to pay £25. Very dissatisfied by lack of availability. Considers it his legal right to get dental treatment on the NHS.	ALL NHS DENTAL
501	Access to Services, Access to NHS Dentist	Negative	This person is looking to register with an NHS dentist , they have used the website search and cannot find any dental surgeries that have spaces available for NHS patients. She finds this very annoying and cannot afford to go private and feels ashamed of how her teeth look as has had no check up now for three years.	ALL NHS DENTAL
348	Access to Services, See my own GP; Administration, Appointment Waiting Times; Staff, Communication between staff and patients	Positive	This individual gave feedback that they have been registered for three years and visit the surgery around 5 times a year for an ongoing chronic condition. They almost always get to see the same doctor. The surgery called them to check on their wellbeing during Covid which the individual really appreciated and the phone line is good and you're never waiting more than 20 minutes, even on the busiest days.	Almondsbury Surgery (Hanham Health)
428	Medication, prescriptions and dispensing, Pharmacy Services	Negative	This individual gave feedback that stock isn't reliable and it's a long walk since they stopped the buses from the street this person lives on. They feel that it is not worth the £5 delivery fee when you can never guarantee that you will receive your full prescription.	Bradley Stoke Pharmacy, ,
427	Medication, prescriptions and dispensing, Pharmacy Services; Medication, prescriptions and dispensing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that the pharmacy no longer opens weekends and not everything is in stock which makes it difficult to keep up with regular prescriptions when you have a family and full time job.	Bradley Stoke Pharmacy, ,
430	Medication, prescriptions and dispensing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that the queues in the pharmacy are really bad. There used to be a collection box to drop repeat prescription requests in, but it is gone so now you have to queue up.	Bradley Stoke Pharmacy, ,
429	Medication, prescriptions and dispensing, Pharmacy Services	Negative	This individual gave feedback that they always have to chase up missing items in prescriptions. They do not notify you before hand that items are missing, only that it is ready to collect.	Bradley Stoke Pharmacy, ,
415	Communication, Interpretation Services; Staff, Attitudes	Negative	This individual gave feedback that English is not her first language and she feels that some of the reception staff are not patient with her when she does not understand something. She has used translation services in the past but she has to make an application to use them every time which can be time consuming and difficult.	Bradley Stoke Surgery
419	Access to Services, Remote appointments and digital services; Access to Services, Lack of access; Staff, Attitudes	Mixed	This individual gave feedback that it is frustrated that so many services have been cut; ear syringing and hearing in particular. He feels that the doctors and nurses are great but getting past the reception staff is a battle. He does not have any online access at all so making an appointment is now extremely difficult. When you phone up, the reception staff have to also go through the online portal and essentially fill out the form for you and they will not give you an appointment there and then, you have to wait for them to get back to you.	Bradley Stoke Surgery
413	Administration, Booking Appointments	Negative	This individual gave feedback that it is frustrated that you can no longer walk in and book an appointment since the new clinic booking system came in (which you have to complete online). It works pretty efficiently but felt it would be better if you could book in person as well as this person is frequently at the surgery for various health conditions.	Bradley Stoke Surgery
420	Administration, Booking Appointments	Negative	This individual gave feedback that she has no access online so finds making an appointment difficult. Her son uses the same GP and uses the online system and loves it so she feels left behind.	Bradley Stoke Surgery
424	Access to Services, Remote appointments and digital services; Staff, Attitudes; Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that she is finding Klinik (the online portal) very difficult as she has poor eyesight. Finds the receptionists abrupt and not very helpful when she explains to them that she is registered blind. Does not find the surgery very accessible and they keep asking her to fill out forms which she cannot see.	Bradley Stoke Surgery
425	Access to Services, Remote appointments and digital services	Positive	This individual gave feedback that the Klinik online portal is brilliant. They requested an appointment in the morning and were seen the same day.	Bradley Stoke Surgery
418	Staff, Communication between staff and patients	Positive	This individual gave feedback that the staff are polite and good mannered and the individual feels cared for.	Bradley Stoke Surgery
426	Access to Services, Remote appointments and digital services; Staff, Attitudes	Negative	This individual gave feedback that they can't figure out the new klinik system and the reception staff are not very helpful when you ask them how to use it properly.	Bradley Stoke Surgery
417	Access to Services, Remote appointments and digital services	Positive	This individual gave feedback that they find the new Klinik online system very useful. They like that it has a box where you can write about your preferred outcome which is better than other online GP systems that he has used as it means you can explain it better detail what the problem is and what you want done about it.	Bradley Stoke Surgery
423	Access to Services, Remote appointments and digital services; Administration, Appointment Cancellation	Negative	This individual gave feedback that they had multiple appointments booked before the new Klinik system came in which were not transferred over. She originally spoke directly to someone who then rebooked them in, only to be told a week later that they would be cancelled and rebooked because of staff shortages. When she called again, they told her that she would have to start again and book them online. Patient does not have access to the internet so the receptionist advised her to 'get someone to help'.	Bradley Stoke Surgery
416	Staff, Caring, kindness, respect and dignity; Access to Services, Remote appointments and digital services	Positive	This individual gave feedback that they have been registered with the surgery since the 1980s and has always received exceptional pastoral care from the staff. She at first struggled with the new online Klinik system, but once her son helped her work it out, she requested an appointment via the system at 8:30 and heard back and was seen by a Nurse by 10:30am the same day.	Bradley Stoke Surgery
422	Continuity and Integration of Care, Integration of services and communication between professionals; Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they needed blood tests and the Oncology dept at the hospital referred her back to the GP and said she would get an appointment letter directly from her GP. It never came and Oncology chased her up as they could not start her Chemo until the bloods were complete. She chased up her GP who then referred her to the online portal instead of just booking something in for her on the phone.	Bradley Stoke Surgery
421	Communication, General	Positive	This individual gave feedback that they receive good service - they have a long-term condition and the clinician is always proactive and send him texts after his appointment to remind him to book his follow-up.	Bradley Stoke Surgery
238	Medication, prescriptions and dispensing, Pharmacy Services	Positive	This individual gave feedback that they have always been efficient and timely in preparing prescriptions.	Chipping Sodbury Pharmacy, ,
239	Medication, prescriptions and dispensing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that they no longer accept repeat prescriptions directly from the GP so they say that it is a nightmare having to go to the surgery first as the receptionists don't always have time to see you.	Chipping Sodbury Pharmacy, ,
450	Administration, Online Services	Mixed	This individual gave feedback that the digital service is good but does not work well on mobile and often has technical problems with the chat function.	Concord Medical Centre
449	Administration, Online Services	Negative	This individual gave feedback that the online service is very difficult to navigate when you are older and don't do well with digital services.	Concord Medical Centre
448	Administration, Online Services	Mixed	This individual gave feedback that the online service is very good but difficult to learn how to use it. This individual struggled until a neighbour showed her how to use it.	Concord Medical Centre
454	Access to Services, Remote appointments and digital services	Mixed	This individual stated that although the online service is good at the surgery it is difficult to learn how to use. It is also difficult to navigate once in, especially accessibility for patients with dyslexia for example. The digital service is good but does not work well on a mobile and there is often technical problems with the chat function.	Concord Medical Centre
484	Access to Services, Remote appointments and digital services; Administration, Booking Appointments	Positive	This individual gave feedback that when their husband was unwell he used the "Ask my GP" App at 1pm, had an appointment booked by 4pm and by 5pm he was in Southmead Hospital. She said she couldn't fault the service from the practice.	Congyre Medical Centre
237	Administration, Booking Appointments; Referrals, Timeliness; Continuity and Integration of Care, Integration of services and communication between professionals	Positive	This individual gave feedback that her husband had a stroke and the whole process from booking the initial appointment being referred to MRI scans and receiving ongoing medication has been very efficient and communication open. Everything was sorted within a month.	Courtside Surgery
508	Administration, Admission Procedure; Staff, Attitudes	Mixed	This individual gave feedback that she is finding it difficult to make an appointment to see a doctor about her blood pressure. She does not want to see a nurse, but that is all the reception staff are willing to offer her. Once you get past the reception staff, the doctors are lovely.	Courtside Surgery
157	Communication, Interpretation Services	Negative	This individual gave feedback that the GP does not seem to understand that it is difficult to talk over the phone as the individual is deaf. It can take 3-4 weeks to book an appointment for an interpreter or they need to lip reader/ have a speaker.	Courtside Surgery
510	Access to Services, Remote appointments and digital services; Administration, Admission Procedure	Negative	This individual gave feedback that the elderly feel left behind by the online services. It feels like there isn't an option for them anymore. They do not have confidence in the knowledge or capabilities of the reception staff to triage patients according to their needs. In order to get results you need to really push for it, but this is difficult to do when you're tired from the pain and not mentally well.	Courtside Surgery
236	Administration, Appointment Waiting Times	Negative	This individual gave feedback that the waiting time on the phone to get an appointment is very long.	Courtside Surgery
507	Administration, Appointment Availability	Positive	This individual gave feedback that they have been going to this surgery for ten years and rarely have an issue. Telephone queues can be a bit long but they always get seen when needed.	Courtside Surgery
235	Access to Services, Lack of access	Negative	This individual gave feedback that they were refusing a podiatry appointment and their nails desperately need cutting. Their disabilities prevent them from doing it themselves and diabetes means that regular footcare places won't touch them. The surgery could get give them other alternatives.	Courtside Surgery
457	Administration, Appointment Availability	Negative	This individual gave feedback that his leg was hot and painful. There is no appointment available till the end of the week. Patient was later diagnosed with cellulitis at the hospital. He felt he should have had a same day appointment with a GP.	Fishponds Family Practice
481	Access to Services, Accessibility and reasonable adjustments; Communication, Lack of	Negative	This individual gave feedback that she is a carer for her husband and son (who is 16 years old). The surgery doesn't acknowledge her as carer. As an example they texted her son about a telephone appointment then they phoned her and said they'd tried to phone her twice, but she didn't answer. They said they would contact her son directly but yet they were trying to contact her. Because he missed the call, he had to rebook the appointment online. They didn't apologise and this person feels that they make it really hard for carers. The situation is causing her a lot of stress and upset on top of being a carer for both her husband and son.	Frome Valley Medical Centre
215	Staff, Attitudes	Positive	This individual gave feedback that the reception staff there have impeccable customer service and always friendly and do their best to fit patients in, when there Spring be long waiting times, they explain the reasons and the alternatives available clearly and professionally.	Kingswood Health Centre
214	Administration, Appointment Waiting Times; Referrals, Waiting Times	Negative	This individual gave feedback that waiting times for appointments and referrals are particularly bad at the Health Centre. You have a choice of waiting up to six weeks for an appointment or phoning in the morning for a same day appointment, when you could be on the phone for nearly two hours before being told there's no appointments left. Booking online isn't feasible for everyone, and going to the surgery in person to book an appointment also isn't possible for everyone. This individual feels that reception staff can be quite short with you and default to not believing you when you say you're in pain.	Kingswood Health Centre
400	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have been registered with them for more than 10 years. They received a letter to say they had to cancel their and their 7 year old daughters routine check-up and to call to re-book. They called and was told their dentist was now private and that neither of them were registered there anymore. They are now without a dentist and there are no NHS dentists within a two hour drive.	Mydentist - Willow Brook Centre - Bradley Stoke
503	Access to Services, Access to NHS Dentist; Treatment & Care, Experience	Mixed	This individual has been unable to find an NHS dentist and has been looking as wide as Swansea and Worcester. The surgery in Emersons Green provided him with a one off private treatment unit and have said they will now register him as a NHS patient, he has yet to have this confirmed. They treatment was very good.	Mydentist, St Lukes House, Emersons Green

ID	Theme	Sentiment	Feedback	Service Provider
242	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they and their wife have lived in South Gloucestershire for the last 6 years. They moved to Thornbury from Warmley in 2021 and upon relocating they were unable to find a local NHS dentist. Due to this, coupled with the unrest of COVID they made the decision to remain with their NHS dentist at Oldland Common Dental Practice. With the last year, the practice has privatised and dropped all NHS adult patients. They are now left with no decision but to pay for private dental care, which although just manageable for check ups, is concerning for any works such as fillings or root canal treatments, which would cost thousands.	Oldland Dental Practice
345	Medication, prescriptions and dispensing, Pharmacy Services; Medication, Prescriptions and dispensing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that all prescription requests now have to be fielded through the Thornbury hub five miles away. Since this middle man was introduced, there have been problems with items being missed off of prescriptions and prescription requests taking a long time to process.	Pilning Community Pharmacy, ,
346	Access to Services, Convenience/Distance to Travel	Negative	This individual gave feedback that sometimes you have to get half your prescription from Pilning and half your prescription from Thornbury. This is difficult to do if you don't drive as you have to rely on public transport to visit two towns.	Pilning Community Pharmacy, ,
347	Medication, prescriptions and dispensing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that they are on 13 different meds and something is always missing from her prescriptions- usually the painkillers which makes life very difficult.	Pilning Community Pharmacy, ,
336	Administration, Booking Appointments; Access to Services, Remote appointments and digital services; Staff, Involvement & Engagement	Negative	This individual gave feedback that appointments are difficult to get. The individual has attempted using the online form (e-consult) system but they have found it is convoluted and not user-friendly.	Pilning Surgery (Montpelier Health)
341	Staff, Attitudes	Negative	This individual gave feedback that the receptionists pose a barrier and do not listen to explanations as to why an individual needs to be seen sooner. When she was trying to get an appointment, she was reported for rudeness by the receptionist staff but feels that rudeness is the only way to get your point across with them as they don't listen.	Pilning Surgery (Montpelier Health)
339	Staff, Attitudes	Mixed	This individual gave feedback that the staff (doctors and nurses) are nice and really listen to you, but the receptionist staff can sometimes be rude.	Pilning Surgery (Montpelier Health)
340	Administration, Booking Appointments	Negative	This individual gave feedback that their brother had some very bad swelling post-surgery. He has learning difficulties and finds it difficult to communicate. He tried to make a GP appointment himself and was told he would have to wait 4 weeks. His family had to step in and advocate for him, and even then it was tough work trying to convince the GP surgery to see him sooner. In the end they did and the swelling turned out to be a bad infection which could have turned lethal if he had waited the full 4 weeks.	Pilning Surgery (Montpelier Health)
338	Administration, Appointment Availability	Positive	This individual gave feedback that they called 999 and were referred to their local surgery. Within 4 hours she was seen by the GP, a prescription was given and arrangements for a health visitor were made for the following week. Very good service.	Pilning Surgery (Montpelier Health)
342	Continuity and Integration of Care, Integration of services and communication between professionals; Access to Services, Remote appointments and digital services; Making a Complaint, General	Negative	This individual gave feedback that they feel that complaints are not welcome at the surgery and that it is difficult to see the same person for ongoing issues as they survive on locum doctors. This means you often have to explain problems again and again as the notes they leave for each other are not always detailed enough. Individual's literacy levels are not good and cannot use e-consult, but the receptionist staff keep referring her to it despite her telling them to put a warning on her account.	Pilning Surgery (Montpelier Health)
343	Treatment & Care, Quality; Staff, Attitudes	Negative	This individual gave feedback that they have not been to the surgery for a number of years , but when they did the individual felt that they dismissed their mental health concerns. Problems persisted until the crisis team had to get involved. The individual moved away but has recently come back. Does not have an interest re-registering with the surgery and would prefer to deal with their health concerns their own way now as they have no trust in the NHS.	Pilning Surgery (Montpelier Health)
344	Treatment & Care, Experience; Continuity and Integration of Care, Integration of services and communication between professionals; Making a Complaint, Complaints Management	Negative	This individual gave feedback that they saw their GP for mental health concerns, her daughter came with her as the individual was having trouble communicating. They were seen by a locum doctor and the patient was told to 'go for a walk' – the doctor also would not listen to the daughter's concerns for her mother, despite the patient giving permission for her daughter to speak on her behalf. No further advice or signposting was given. The patient went back to the GP (different doctor this time) 6 months later and this time was referred to neurologist -a year after that original visit, and various tests and visits to hospital it was determined that the patient had a terminal neurological illness – which could have been caught a lot sooner if the original doctor had listened. Daughter did not put in a complaint because she felt that the process was not accessible and too long-winded.	Pilning Surgery (Montpelier Health)
337	Administration, Appointment Waiting Times; Referrals, Timeliness	Negative	This individual gave feedback that they waited 45 minutes on the phone to get an appointment. They need surgery on their foot but the hospital won't take them until it has been checked over by the nurse, however their appointment has been pushed back and pushed back again. It has been 9 months now.	Pilning Surgery (Montpelier Health)
451	Communication, Lack of	Negative	This individual gave feedback that the surgery used to be pro-active in reminding her for her multiple health checks and blood tests she needs to manage her chronic conditions. They no longer do this and she is expected to remember when they are, however her condition has left her with memory problems so it is difficult for her and she does not feel like she is getting the same standard of care.	Severn View Family Practice
393	Access to Services, Access to NHS Dentist	Negative	The individual cannot get a NHS Dentist appointment and requires dental treatment like extraction. Has contacted emergency services NHS111 but no help. Private clinic appointment is available but no NHS dentist in the locality. Individual is very disappointed with the lack of dentist. Also had a emergency dental treatment from the local pharmacy for swelling in the gums and had to pay 25 GBP.	Staplehill Dental Practice
465	Access to Services, Remote appointments and digital services	Positive	Individual went online to get an appointment with their GP. They got an appointment with no problem, saw the GP and then was referred to a consultant within 2 weeks. All went really well. The person likes online services.	Stoke Gifford Medical Centre
256	Administration, Booking Appointments	Negative	This individual gave feedback that the online portal takes you through a diagnosis and most of the time you can't book an appointment online- it advises you to ring through, which then takes a long time waiting on the phone. He says that he had to get through four different staff members who couldn't help him before being allowed to speak to a doctor, despite the fact he had done his research and knew from the NHS website advice that he would need to see a doctor and explained this to the receptionist. He feels that there is lots of red tape and no continuity. He fed back that when it is urgent it is fine, but he feels that you have to be forceful to get your point across and that this is not something that everyone feels comfortable doing.	Three Shires Medical Practice
255	Administration, Waiting times, punctuality and queuing on arrival	Negative	This individual gave feedback that the reception area is very small, so when there's a queue you end up standing outside in all weathers. It's also not very private, so if you need to explain a condition to the receptionist, everyone can hear. They do not have a private room you can go to either. Because reception is the only point of entry, sometimes you turn up early for an appointment and end up being late for it by the time you get to the front of the queue. This person wonders whether they could put a digital means of sign-in by the 2nd entrance so people with an appointment could go straight through to the waiting room. They also gave feedback that the online portal works fine for non-urgent appointments.	Three Shires Medical Practice
168	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they have medical problems with constant pain in their spine. They struggle to make appointment with the surgery and has had to complain to the practice manager to get an appointment. They were then referred to the spinal team at Southmead Hospital, and received a letter to book an appointment through the NHS central appointment booking process. After 2 weeks, the individual received a letter from the central appointments line to say that he failed to make an appointment as Southmead has opted out of this system. After phoning PALS to resolve the issue, he has not heard back about this from PALS or the surgery. He feels the NHS has changed and is not happy with the way this has been handled	Wellington Road Family Practice (Cadbury Heath)
453	Access to Services, Lack of access	Negative	The individual noted that the staff at the practice are lovely when you get to see them. The GPs have communicated that their high workload and lack of staff has led to shortage of appointments. A patient waited over an hour to book an appointment. You can only ring at 8am for an appointment	West Walk Surgery
446	Administration, Booking Appointments; Staff, Caring, kindness, respect and dignity	Mixed	This individual gave feedback that the staff are lovely when you can actually get to see them. The GP have communicated to patients that their high workload and lack of staff has led to a shortage of appointments.	West Walk Surgery
232	Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that their GP at the practice has always been kind and friendly. Very knowledgeable and this individual feels like they're genuinely trying to help you as best as they can.	West Walk Surgery
234	Staff, Attitudes; Making a Complaint, Complaints Management	Mixed	This individual gave feedback that they experienced a very rude receptionist and complained to the practice. They got a full apology.	West Walk Surgery
447	Administration, Booking Appointments	Negative	This individual gave feedback that they waited over an hour to book an appointment. You can only call at 8am for an appointment.	West Walk Surgery
231	Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that when their husband passed away, the staff were very kind and compassionate. Her GP sent her a card and took the initiative to contact her about bereavement support options.	West Walk Surgery
233	Staff, Caring, kindness, respect and dignity	Negative	This individual gave feedback that when their mum was dying, a GP at the practice told them that they'd be over the death of their mother in six months.	West Walk Surgery

ID	Theme	Sentiment	Feedback	Service Provider
504	Administration, Admission Procedure; Treatment & Care, Experience	Mixed	This individual had a painful dental abscess and needed care but when he tried to access the Dental Hospital was told they would not take walk-ins. His sister is a dentist so referred him and he was able to access care which he said was very good and relieved the problem.	Bristol Dental Hospital
456	Treatment & Care, Effectiveness	Negative	This individual gave feedback that he had injured leg whilst running. They were referred to physiotherapy at Cossham Hospital. Only an online appointment was offered for advice so there has been no examination. They are unhappy with this	Cossham Hospital, Bristol,
150	Transport, General	Negative	This individual's grandfather had cancer and in Autumn 2022 the family were able to take him home for end of life care. They feel that the transport company's staff behaved inappropriately, as he was clearly very unwell. There is a step to get into their back door and one of the staff informed them that they did not get people up steps. They were so unhelpful that this person's relatives got their grandfather into the house themselves, as he was outside in a hospital gown and a dressing gown in Autumn. In hindsight this person says that they should have complained at the time to EZec, but that they obviously had other things going on, but it made a really horrible situation worse.	E-zec Medical Transport - Bristol,
259	Referrals, General; Continuity and Integration of Care, Integration of services and communication between professionals	Negative	This individual gave feedback that when things are urgent the care is exceptional but otherwise it is difficult getting past the surgery triage systems. He understands it is to stop people wasting time but when you give a valid reason for seeing a doctor, you still have to go through their processes which waste a lot of time. He went to his GP about his ears which he believed needed syringing as they were blocked (a problem he has had before which has led to ear infections in the past if left untreated). The GP said that they no longer did that service and could not check either. He was referred to RUH (Bath) who then told him they thought he might need a hearing aid and referred him to Specsavers in Bristol for a hearing test. Specsavers in Bristol confirmed that he would need a hearing aid but they could not fit the type of hearing aid he needed so they referred him back to his GP, who referred him on to RUH again. RUH then tried to refer him to another optician, but he protested saying he had just been to one. They eventually scheduled him in for an appointment and he ended up doing another hearing test identical to the one he had in Bristol at RUH where they then confirmed again he needed a hearing aid and finally got one fitted. The whole process took six months when RUH could have just done his hearing test in the first place.	Out of area provider
262	Access to Services, Waiting Times	Negative	This individual gave feedback that he has had Arthritis for six years which was being treated in London before he moved to Bristol in Spring. He had to attend an appointment back in London before coming to Bristol and they said they would refer him once he moved in. He was expecting contact from Southmead about the pain clinic in Spring but heard nothing. He called them and was told that there is long waiting list for the pain clinic, they could not give a timescale of when he might even hear back about an appointment. Last week he ended up in A&E because the pain was so bad but they just sent him away with tablets and nothing else. Some days he cannot move and when he tried to get a job in retail, they let him go after only three days because he could not keep up with the pace. His mental health is suffering because of it and he has an appointment with AWP next Tuesday, but his mental health won't improve until he can manage the pain better.	Southmead Hospital, Bristol,
509	Treatment & Care, Experience	Positive	This individual gave feedback that he receives ongoing care and check-ups due to a testicular cancer diagnosis back in 2018. He always has a good service.	Southmead Hospital, Bristol,
260	Continuity and Integration of Care, Integration of services and communication between professionals; Staff, Attitudes	Mixed	This individual gave feedback that the hospital looked after his husband really well after his brain injury. They understood his frustrations and his difficulty doing things for himself (he could not move for several weeks) however when he was moved to RUH they gave him soup with a spoon when he couldn't move. They feel that there was a lack of communication between the two hospitals about his needs.	Southmead Hospital, Bristol,
350	Administration, Waiting times, punctuality and queuing on arrival; Facilities & Surroundings, Car Parking Access; Communication, General	Positive	This individual gave feedback that they are always on time with appointments, and they call up when they say they are going to plus there is always available parking.	Southmead Hospital, Bristol,
431	Access to Services, Waiting Times; Communication, General	Positive	This individual gave feedback that they are very efficient, seen quickly and always hear back when they say they will contact you.	Southmead Hospital, Bristol,
349	Communication, General; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that they felt well looked after – attitude of the staff, timeliness of communications were on spot on.	Southmead Hospital, Bristol,
399	Administration, Waiting times, punctuality and queuing on arrival; Continuity and Integration of Care, Follow on treatment and continuity of care; Staff, Caring, kindness, respect and dignity	Mixed	This individual gave feedback that they had a routine outpatients' appointment for an ongoing condition. The consultant was very empathetic and understanding. He ordered some blood tests and a bladder scan on the spot, which this individual was very impressed by, as they would formerly have had to go home and await a new appointment for the tests. However they were kept waiting for over an hour past their allotted time before seeing the consultant. This was 2 months ago and they have heard nothing back about the tests, or about some medication that was discussed. This individual believes from past experience that they no longer advise of negative/normal tests, so they have concluded that nothing adverse was found but they do not feel very confident about this.	Southmead Hospital, Bristol,
216	Referrals, Waiting Times; Access to Services, Information and Advice	Negative	This individual gave feedback that they have been waiting for a speech therapist for their diagnosed autistic son (6 years old) for two years. They were recently told that it will likely be another 2 years wait, by which time he will be 8 years old. They already had to wait a whole year for the autism diagnosis and they are very scared about how far this is going to leave him behind the other kids in his class – especially if he still can't communicate at 8 years old. They have not been given any good reason for the long wait other than there is a lack of availability. They have also been given no alternatives.	Southmead Hospital, Bristol,
240	Treatment & Care, Experience; Staff, Attitudes	Positive	This individual gave feedback that they went for a blood test, the next morning 111 called her and advised her that she needed to get to hospital ASAP as her test showed that she was having a heart attack. They booked her a taxi and sent her to Southmead. Staff were exceptional at the hospital; very communicative and medication adjustments were dealt with quickly.	Southmead Hospital, Bristol,

Urgent & Emergency Feedback Comments by Provider



ID Theme Sentiment Feedback

Service Provider



ID	Theme	Sentiment	Feedback	Service Provider
213	Access to Services, Lack of access; Access to Services, Information and Advice	Negative	This individual gave feedback that there appears to be a distinct lack of mental health support for both adults and children in the Kingswood area; both in the health and voluntary / community capacity. The local GP and Avon Wiltshire Partnership (AWP) have their own centre in town but the GPs usually go straight to prescribing medication, which isn't preferable to everyone due to the side effects and the waiting times for talking therapy are too long. This individual was unaware of any local support groups in the area. They wish there was a directory for local MH support.	South Gloucestershire Council
295	Treatment & Care, Experience	Negative	This individual gave feedback that when they were diagnosed with autism at fifty two and feel that they have received no help because they appear to cope but they feel isolated and abandoned and the local authority do not care.	South Gloucestershire Council

Community Care Feedback Comments by Provider



ID	Theme	Sentiment	Feedback	Service Provider
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Mental Health Services Feedback Comments by Provider

Mental Health Services Feedback and Comments

ID	Theme	Sentiment	Feedback	Service Provider
221	Access to Services, Lack of access; Access to Services, Information and Advice	Negative	This individual gave feedback that the GP referred their grandchild to CAMHS only for them to say he didn't meet the criteria. They then could then only give us a list of online sites to use. This individual feels that this was/is not acceptable when you have a thirteen year old child curled up in a ball breaking his heart, shaking and unable to speak. This happened multiple times over a year.	CAMHS Service , South Glos
241	Access to Services, Lack of access	Negative	This individual gave feedback that they tried to access mental health services for their daughter when she was 6 or 7 and struggling with anxiety and suicidal thoughts. The GP didn't ask for details and CAMHS sent them a letter to say she wasn't anxious enough to be seen. Her daughter has since been diagnosed as autistic but still hasn't had any support for her mental health. They are now on a waiting list for OTR as she turned 11.	CAMHS Service , South Glos



ID	Theme	Sentiment	Feedback	Service Provider
401	Access to Services, Access to NHS Dentist; Communication, Lack of; Treatment & Care, Experience	Mixed	This individual gave feedback that their hospital (outpatient and inpatient) experience was excellent. Adjustments were made without being made to feel like a burden. They also gave feedback that they feel that mental health support is awful, and that services are inexperienced with neurodiversity. Their GP surgery has dedicated clinicians but the administration and communication are terrible. Their dentist uninterested due they think to the NHS contract and NHS options are limited compared to expensive, private dentists.	All NHS

Provider Responses about the Previous Quarter's Report