

## *Local Voices*

**Quarter 2: July - September 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.

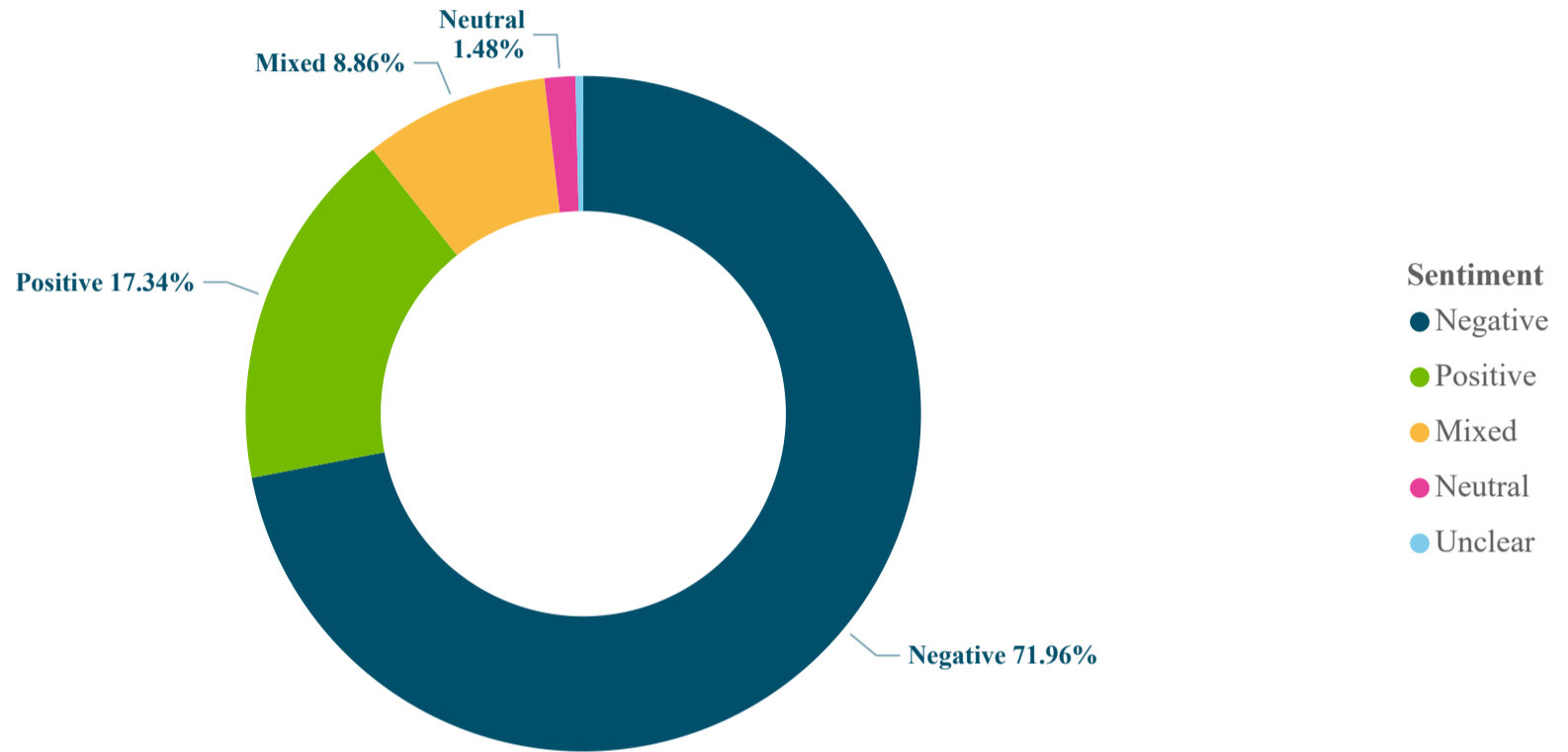
All our public contacts are offered guidance and information related to advocacy or on complaint options. Our staff and volunteers' knowledge of the health and care landscape help people to make informed choices about their care, and those of their loved ones. From July 2023, these reports can be provided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



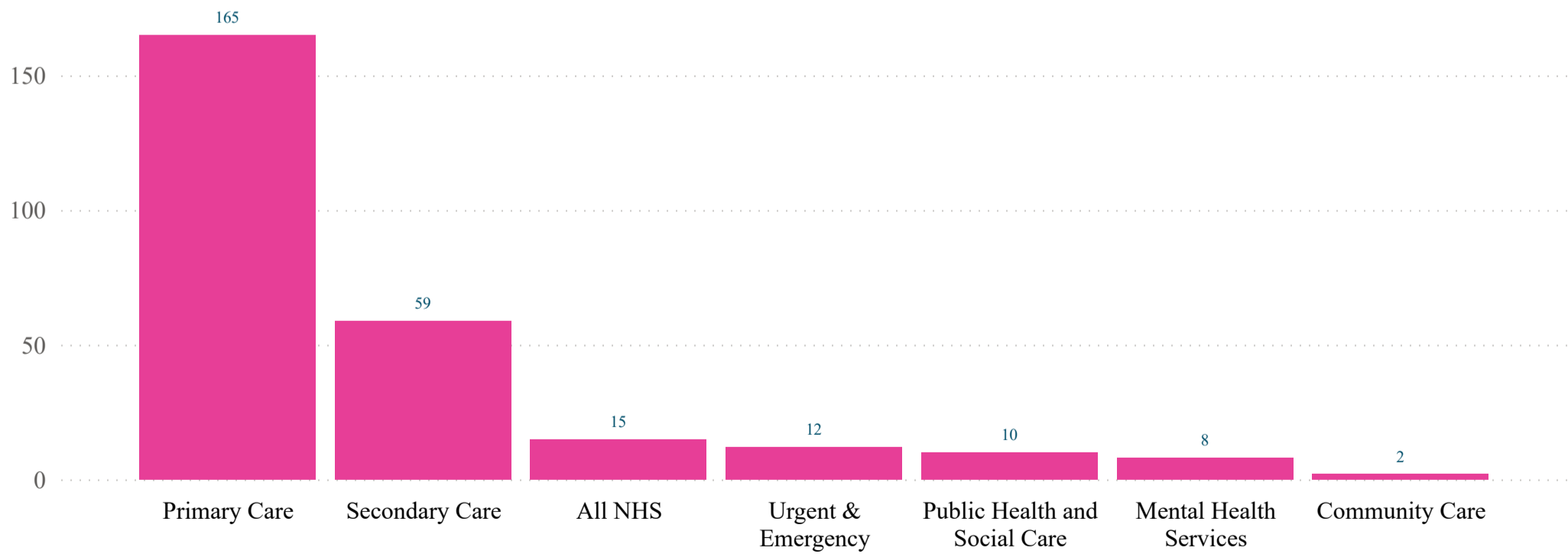
# Headline Figures



## Overall Sentiment of Feedback contacts



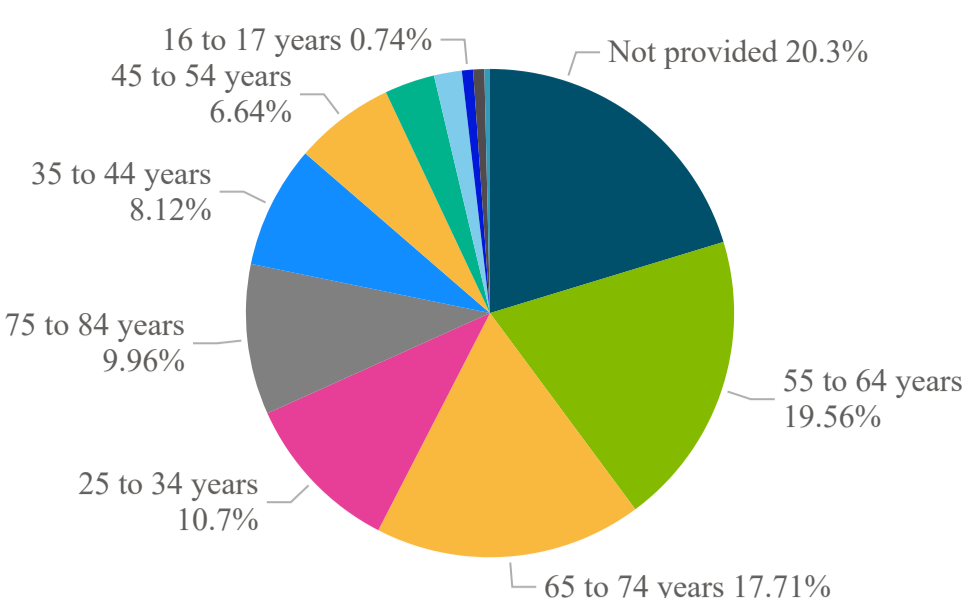
## Feedback contact by sector



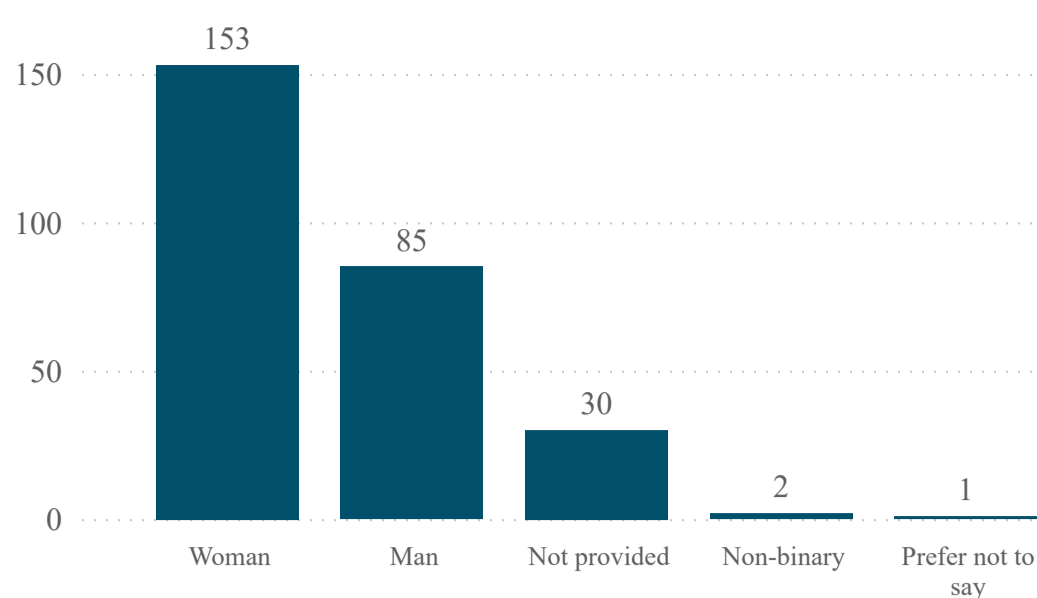
# Demographics



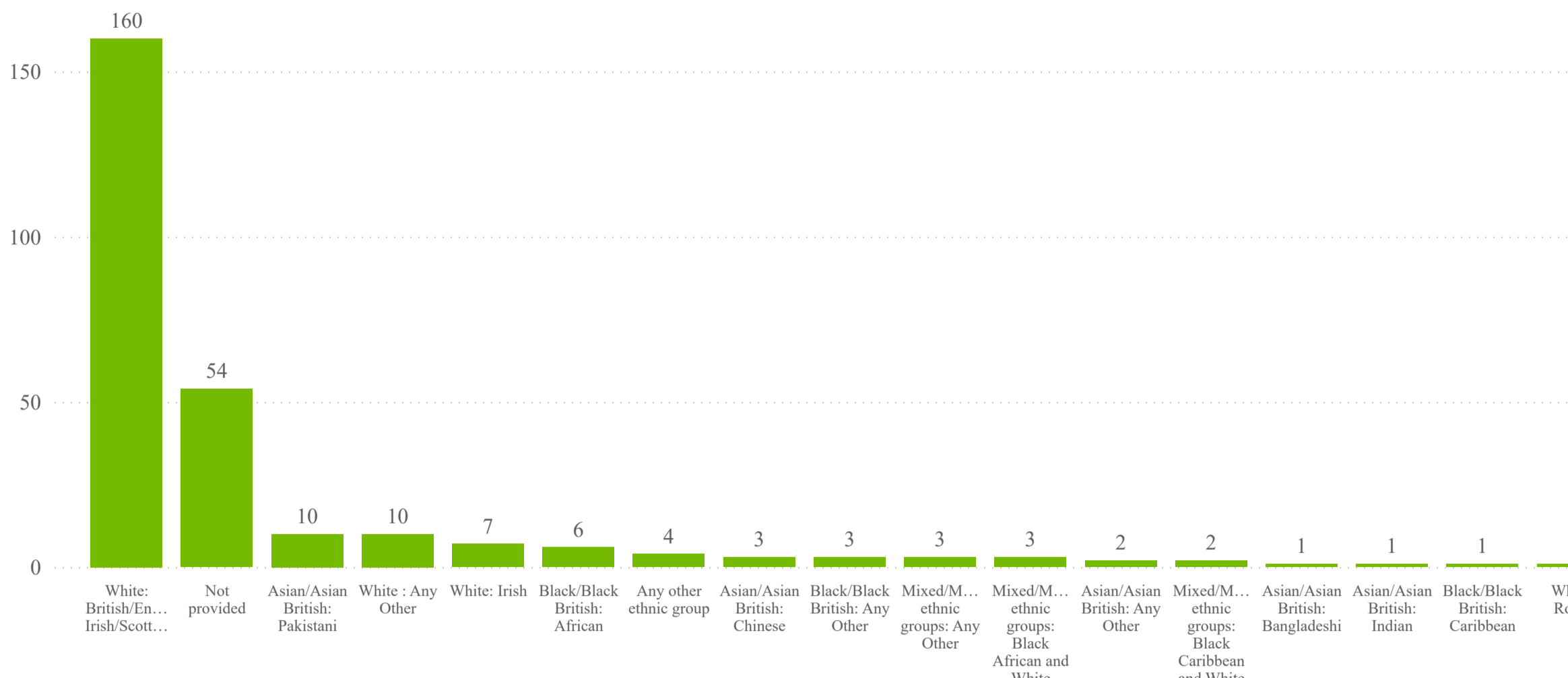
**Age Band**



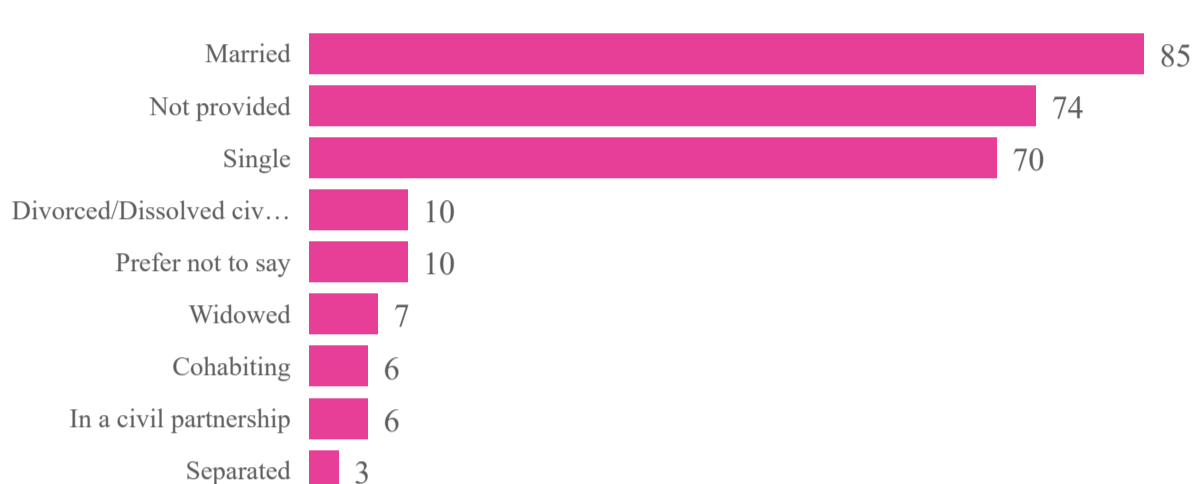
**Gender**



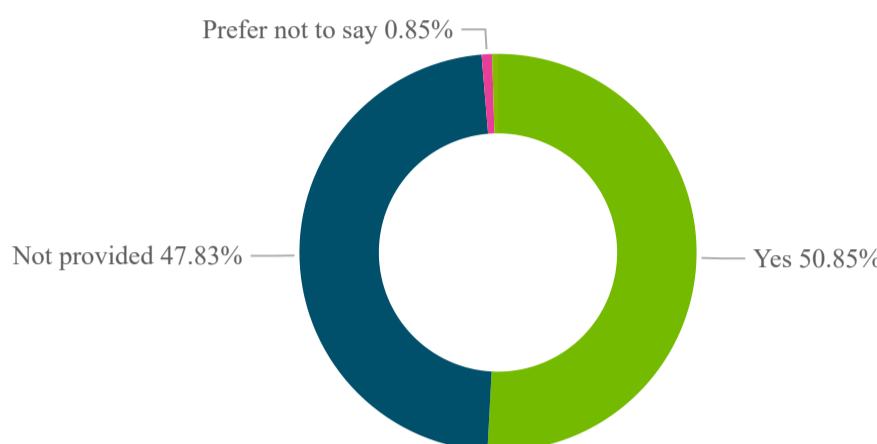
**Ethnicity**



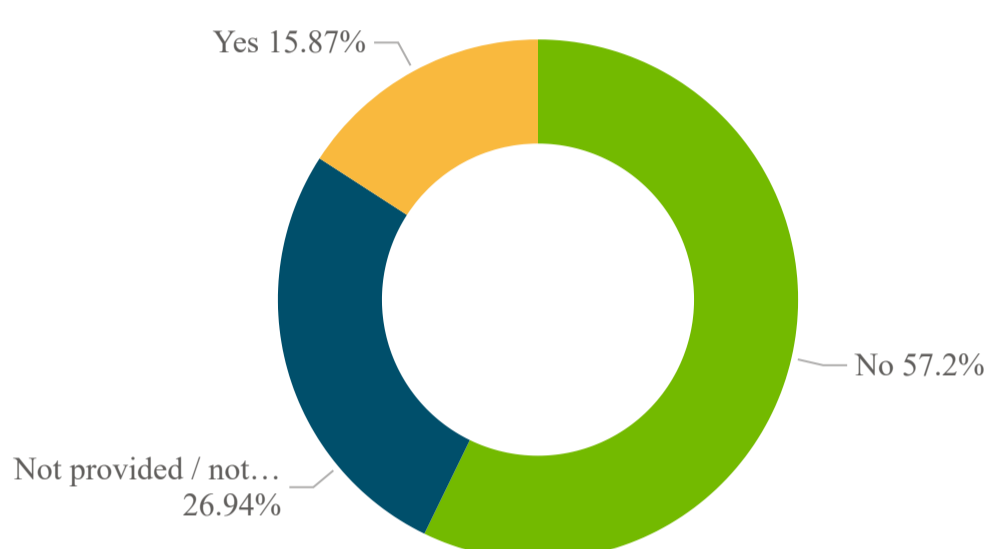
**Civil Status**



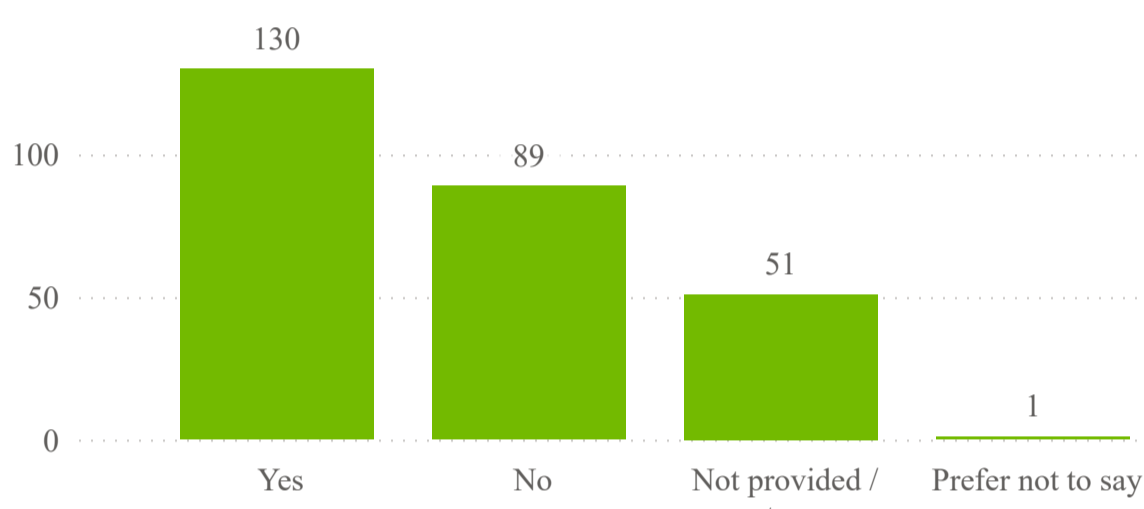
**Identifies with the gender assigned at birth**



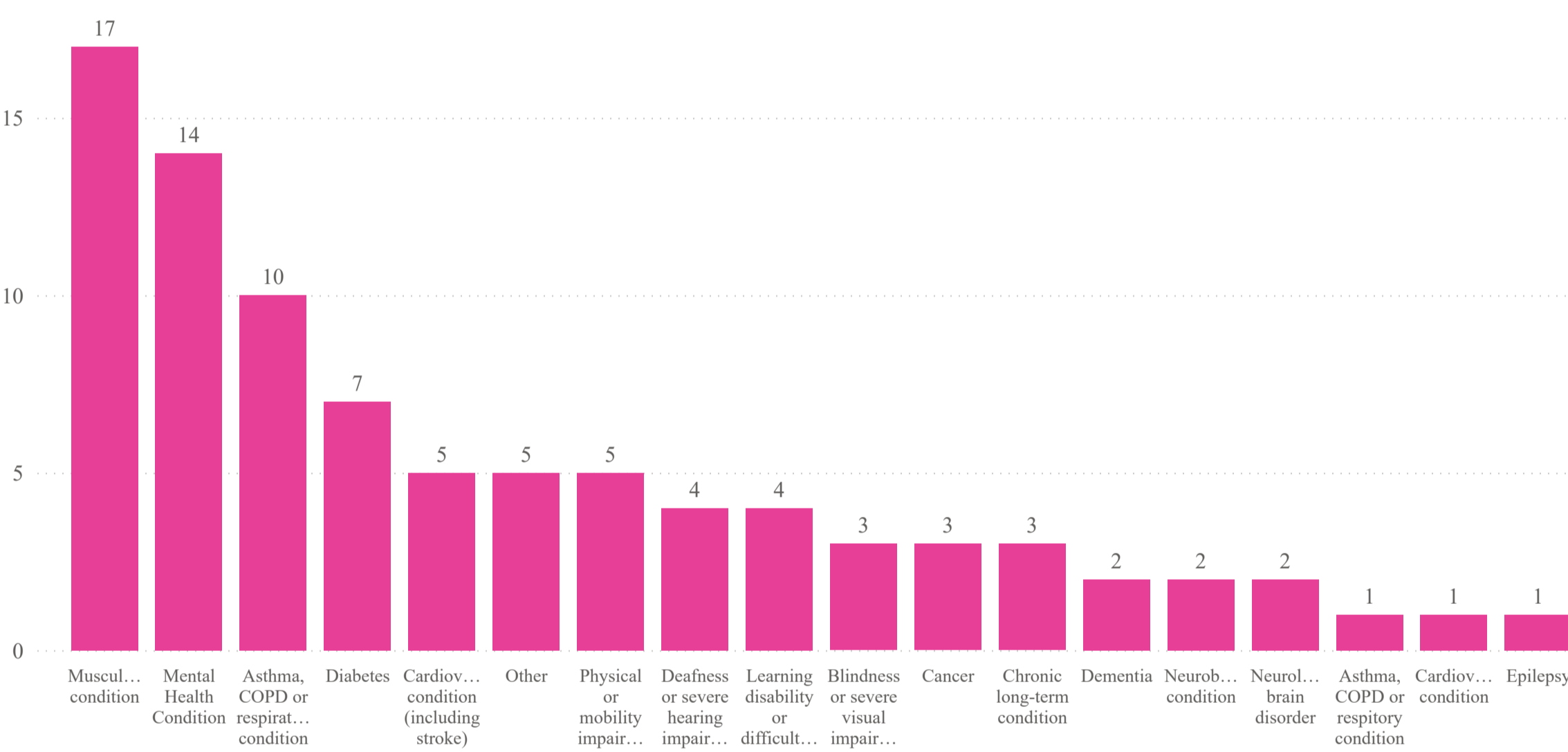
**Identifies as being a carer**



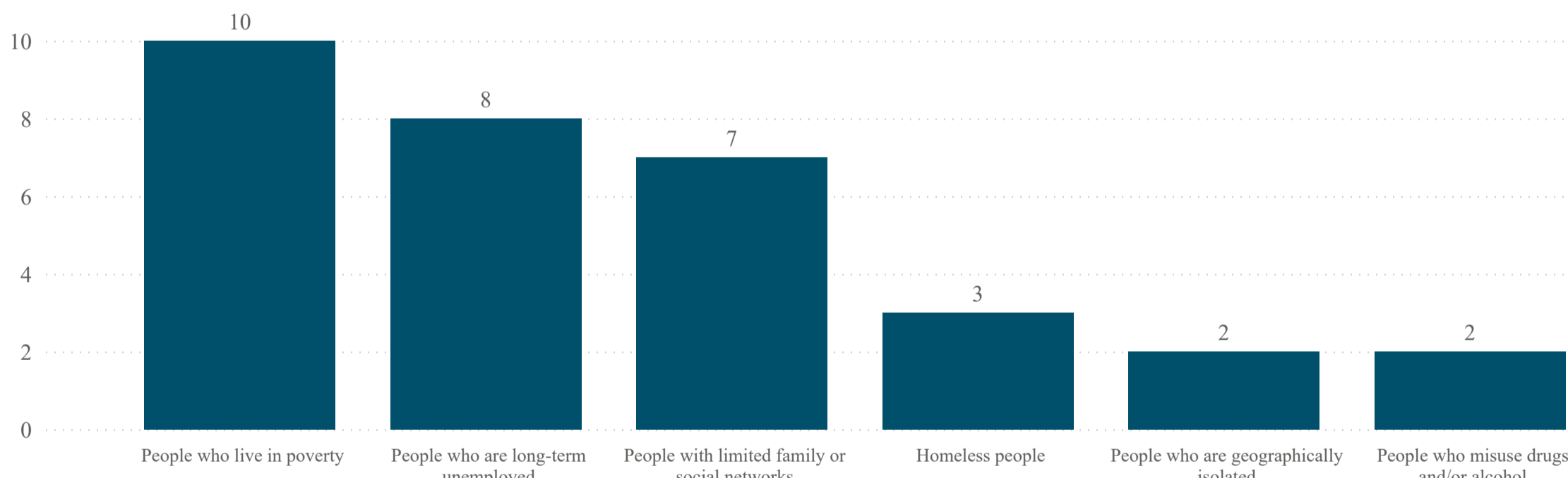
**Identifies as having a long term health condition / disability / being disabled**



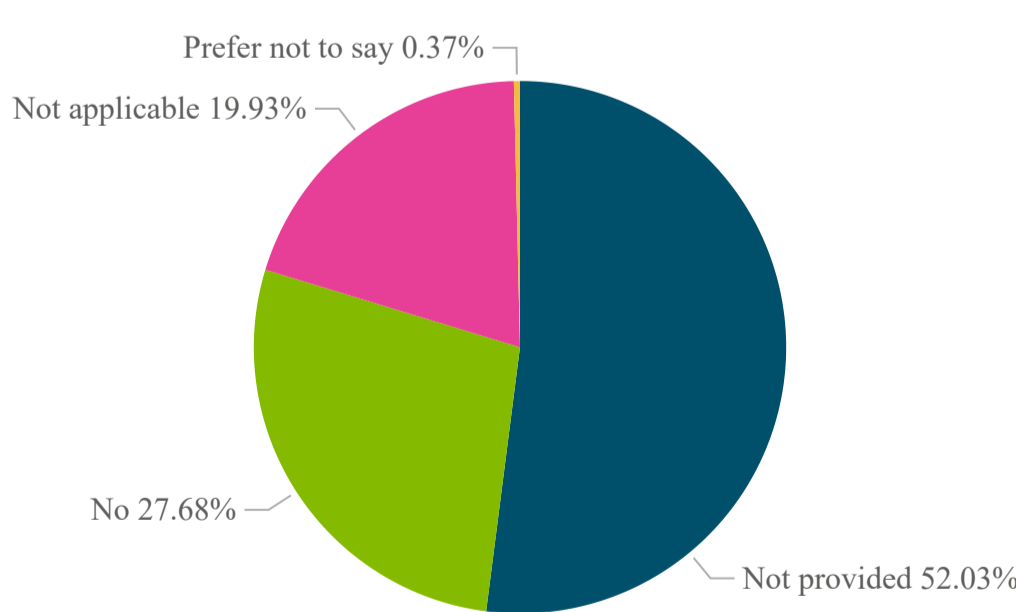
**Long-term health condition / disability**



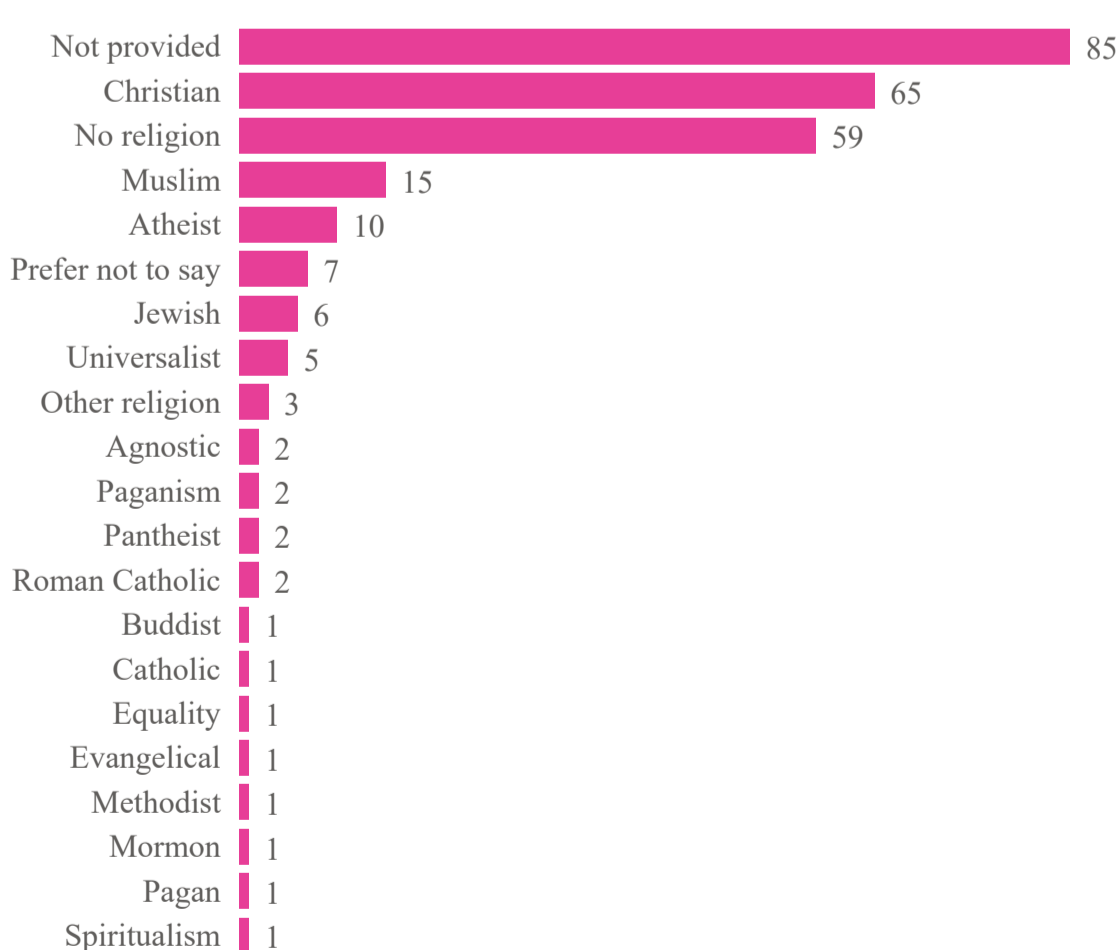
**Health Inclusion Group Category**



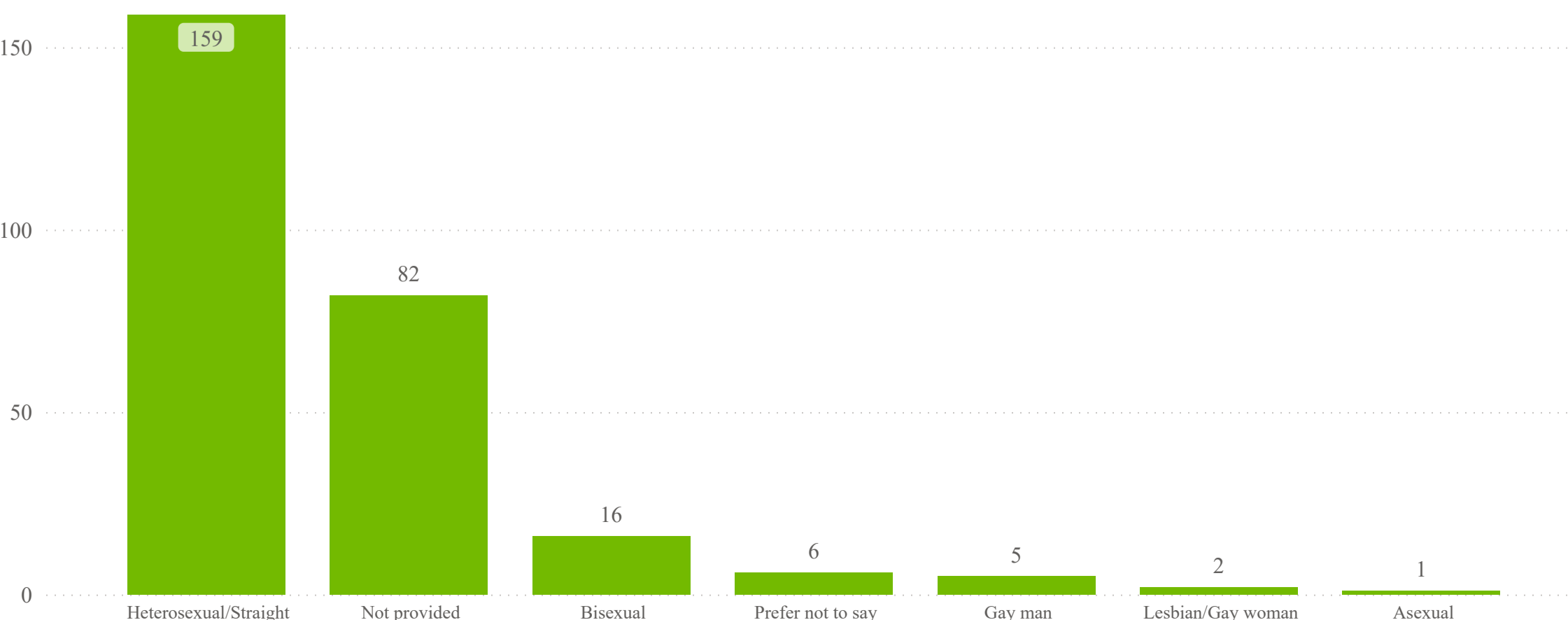
**Pregnancy/Maternity**



**Religion/Belief**

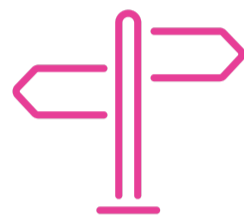
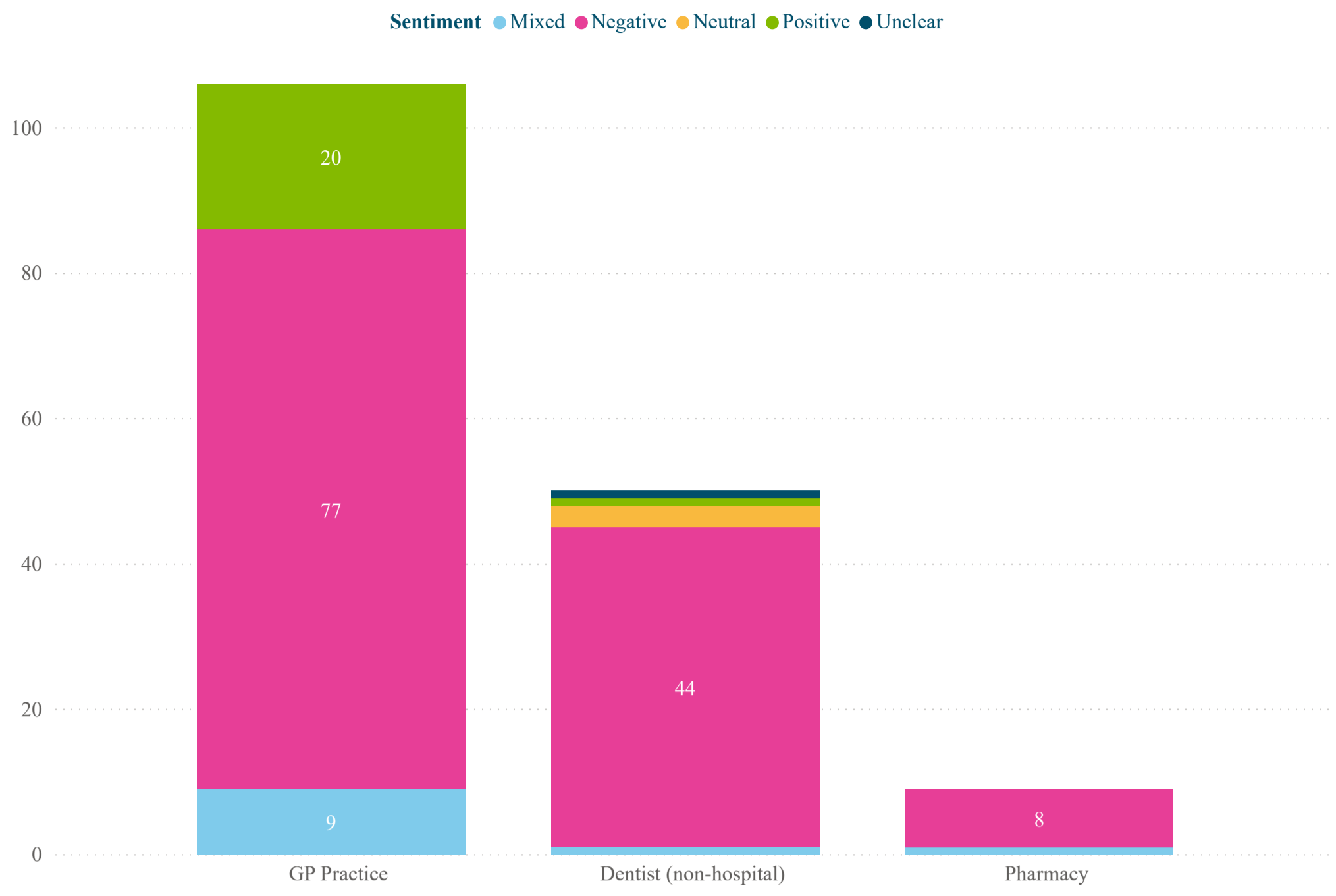


**Sexual Orientation**



Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

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



## Signposting for Primary Care Feedback

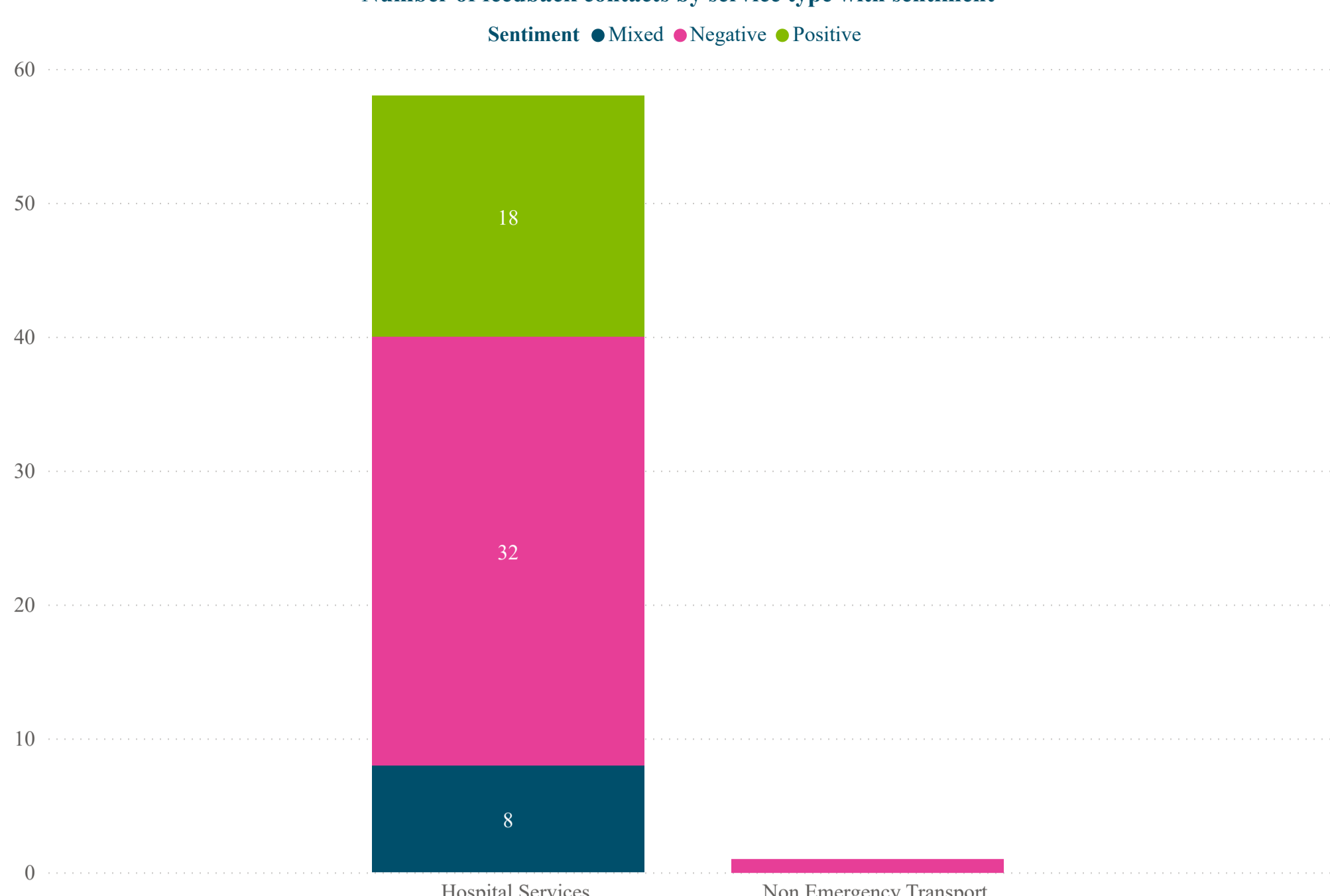
# 19

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

Main Theme	Mixed	Negative	Neutral	Positive	Total
<b>Access_to_Services</b>		<b>64</b>	<b>1</b>	<b>4</b>	<b>69</b>
Access to NHS Dentist		44		1	45
Accessibility and reasonable adjustments		2			2
Remote appointments and digital services		7	1	2	10
See my own GP		9		1	10
Service organisation, delivery change and closure		2			2
<b>Administration</b>		<b>61</b>	<b>1</b>	<b>6</b>	<b>68</b>
Admission Procedure		1			1
Appointment Availability		26	1	2	29
Appointment Cancellation		1			1
Booking Appointments		12		1	13
Management of Service		1		1	2
Medical Records		3			3
Provision of services		5			5
Quality of appointment		1			1
Telephone		11		2	13
<b>Communication</b>		<b>6</b>		<b>2</b>	<b>8</b>
Lack of		3		1	4
Written information, guidance and publicity		3		1	4
<b>Diagnosis_Assessment</b>		<b>6</b>			<b>6</b>
Availability of		2			2
Quality of		3			3
Timing of		1			1
<b>Dignity_and_Respect</b>		<b>4</b>		<b>1</b>	<b>5</b>
Equality & Inclusion		4		1	5
<b>Facilities_and_Surroundings</b>		<b>1</b>			<b>1</b>
Equipment		1			1
<b>Finance</b>		<b>9</b>			<b>9</b>
Cost and funding of services		9			9
<b>Lifestyle_and_wellbeing</b>				<b>1</b>	<b>1</b>
Social Prescribing				1	1
<b>Making_a_Complaint</b>			<b>1</b>		<b>1</b>
Complaints Management			1		1
<b>Medication_prescriptions_and_dispensing</b>		<b>10</b>		<b>1</b>	<b>11</b>
Cost		1			1
Medicines Management		3			3
Pharmacy Services		2			2
Prescription/Repeat Prescriptions		4		1	5
<b>Referrals</b>		<b>9</b>		<b>1</b>	<b>10</b>
Availability of		1			1
General		4			4
Timeliness		1		1	2
Waiting Times for		3			3
<b>Safety_Safeguarding_Abuse</b>		<b>1</b>			<b>1</b>
		1			1
<b>Staff</b>		<b>18</b>		<b>7</b>	<b>25</b>
Caring, kindness, respect and dignity		2		4	6
Communication between staff and patients		13		2	15
Quality & Effectiveness		1		1	2
Staffing Levels		1			1
Suitability		1			1
<b>Transport</b>		<b>1</b>			<b>1</b>
Availability		1			1
<b>Treatment_and_Care</b>	<b>1</b>	<b>8</b>	<b>3</b>	<b>11</b>	<b>23</b>
Effectiveness		2		2	4
Experience	1	3	1	7	12
General			1		1
Quality		3	1	2	6
<b>Total</b>	<b>1</b>	<b>198</b>	<b>6</b>	<b>34</b>	<b>239</b>

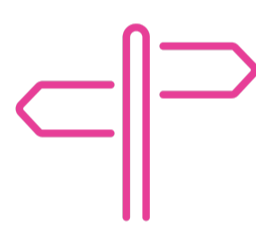
Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

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



**Secondary Care Feedback Sentiment by Service Level**

Service Level	Mixed	Negative	Positive	Total
Accident & Emergency	3	2	1	6
All Services		5	1	6
Audiology		1	2	3
Cardiology		1	1	2
Dermatology		1		1
Diagnostic/Screening Service		3	1	4
Discharge	1			1
Doctor		2		2
Ear Nose and Throat (ENT)		2		2
GP Practice		1		1
Hospital Inpatient		6	1	7
Hospital Outpatient		2	2	4
Hospital Services (not stated)			2	2
Maternity care		1		1
Neurology and stroke care	1			1
Not Specified	1	3	2	6
Obstetrics & Gynaecology		1		1
Oncology			2	2
Ophthalmology			2	2
Orthopaedics and fracture clinic	1	1		2
Paediatrics			1	1
Patient Transport		1		1
Rheumatology	1			1
<b>Total</b>	<b>8</b>	<b>33</b>	<b>18</b>	<b>59</b>



**Signposting for Secondary Care Feedback**

**3**

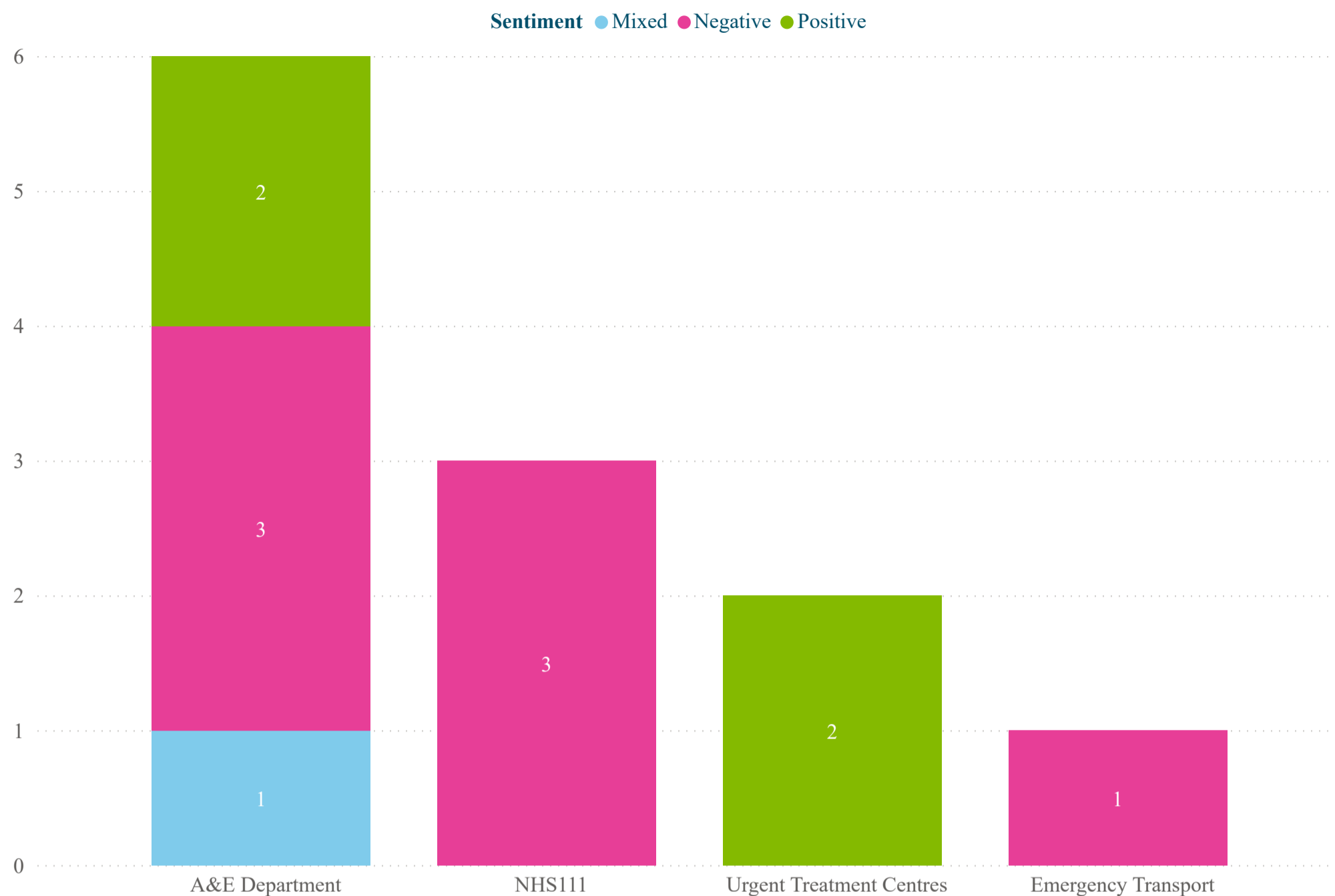
**Themes and Sub-Themes with Sentiment for Secondary Care Feedback**

Main Theme	Negative	Positive	Total
<b>Access_to_Services</b>	<b>1</b>		<b>1</b>
Accessibility and reasonable adjustments	1		1
<b>Administration</b>	<b>11</b>	<b>1</b>	<b>12</b>
Admission Procedure	2		2
Appointment Availability	3		3
Appointment Cancellation	1		1
Booking Appointments	1		1
Medical Records	1		1
Provision of services	1		1
Telephone	1		1
Waiting times, punctuality and queuing on arrival	1	1	2
<b>Communication</b>	<b>6</b>		<b>6</b>
General	1		1
Lack of	2		2
Written information, guidance and publicity	3		3
<b>Continuity_and_Integration_of_Care</b>	<b>5</b>		<b>5</b>
Follow on treatment and continuity of care	2		2
Integration of services and communication between professionals	3		3
<b>Diagnosis_Assessment</b>	<b>2</b>		<b>2</b>
Quality of	1		1
Tests/Results	1		1
<b>Dignity_and_Respect</b>	<b>2</b>		<b>2</b>
Equality & Inclusion	2		2
<b>Facilities_and_Surroundings</b>	<b>3</b>	<b>1</b>	<b>4</b>
Buildings & Infrastructure	1		1
Car Parking Access	1		1
Cleanliness (Environment)		1	1
General	1		1
<b>Medication_prescriptions_and_dispensing</b>	<b>3</b>		<b>3</b>
Medicines Management	2		2
Prescription/Repeat Prescriptions	1		1
<b>Referrals</b>	<b>3</b>	<b>2</b>	<b>5</b>
General	1		1
Timeliness	1	2	3
Waiting Times for	1		1
<b>Staff</b>	<b>8</b>	<b>6</b>	<b>14</b>
Caring, kindness, respect and dignity		2	2
Communication between staff and patients	4	2	6
Quality & Effectiveness	1	2	3
Staffing Levels	1		1
Suitability	2		2
<b>Transport</b>	<b>1</b>		<b>1</b>
General	1		1
<b>Treatment_and_Care</b>	<b>11</b>	<b>25</b>	<b>36</b>
Coordination of Services	1		1
Effectiveness	1		1
Experience	5	19	24
Explanation	1	1	2
Quality	1	2	3
Safety of Care/Treatment	1		1
Speed	1	3	4
<b>Total</b>	<b>56</b>	<b>35</b>	<b>91</b>

# Urgent & Emergency Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

Number of feedback contacts by service type with sentiment



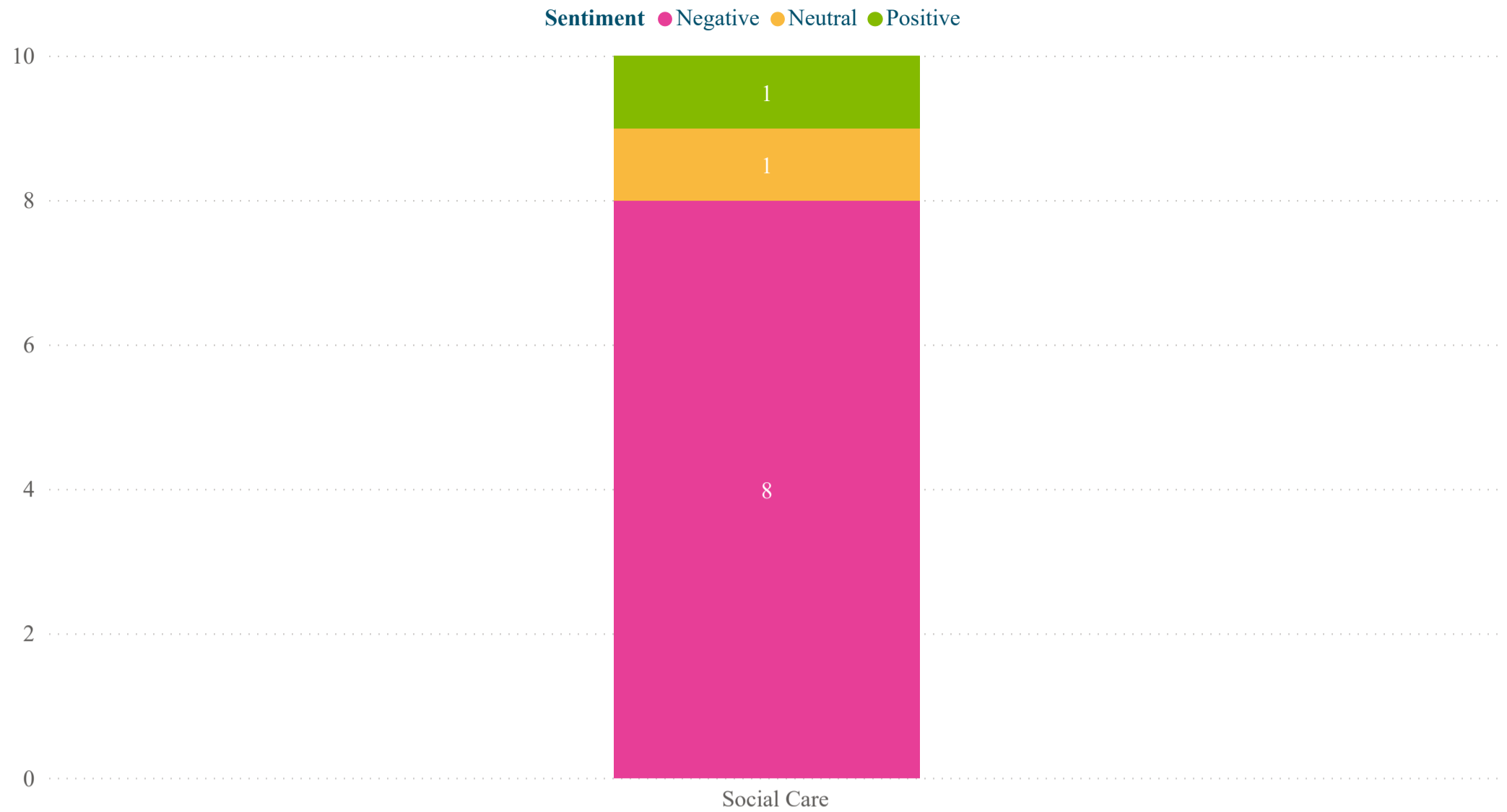
Themes and Sub-Themes with Sentiment for Urgent & Emergency Feedback

Main Theme	Negative	Positive	Total
<input type="checkbox"/> <b>Administration</b>	<b>2</b>		<b>2</b>
Appointment Availability	1		1
Waiting times, punctuality and queuing on arrival	1		1
<input type="checkbox"/> <b>Diagnosis_Assessment</b>	<b>1</b>		<b>1</b>
Quality of	1		1
<input type="checkbox"/> <b>Dignity_and_Respect</b>	<b>1</b>		<b>1</b>
General	1		1
<input type="checkbox"/> <b>Discharge</b>	<b>1</b>		<b>1</b>
General	1		1
<input type="checkbox"/> <b>Staff</b>	<b>3</b>	<b>1</b>	<b>4</b>
Caring, kindness, respect and dignity	1	1	2
Communication between staff and patients	1		1
Suitability	1		1
<input type="checkbox"/> <b>Treatment_and_Care</b>	<b>2</b>	<b>5</b>	<b>7</b>
Effectiveness	1		1
Experience	1	4	5
Quality		1	1
<b>Total</b>	<b>10</b>	<b>6</b>	<b>16</b>

# Public Health and Social Care Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

## Number of feedback contacts by service type with sentiment



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

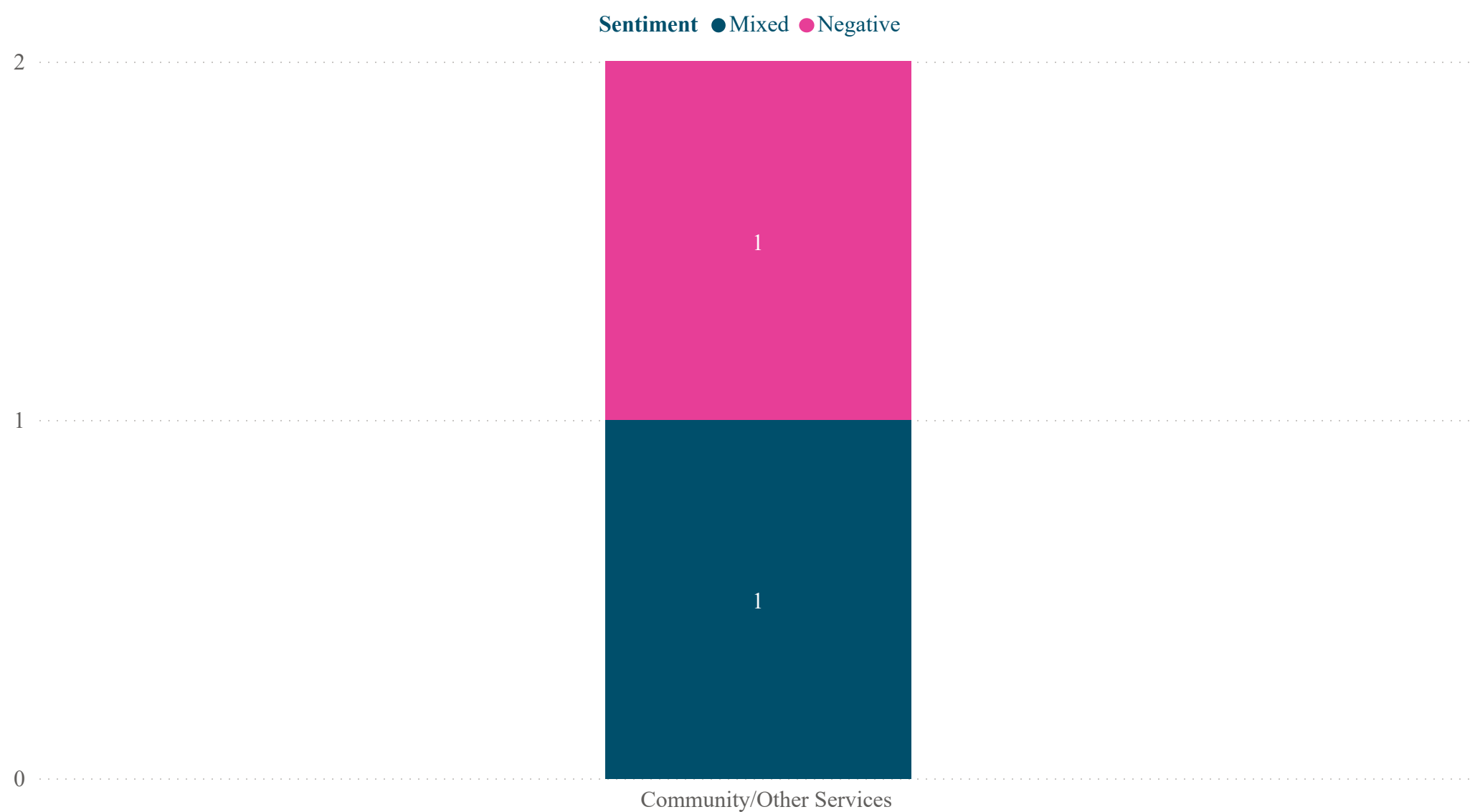
Service Level	Negative	Neutral	Positive	Total
Adult Social Care	2	1		3
Assisted Living	1			1
Care Home	1			1
Dementia Care	1			1
Drug & Alcohol Services	1			1
Mental Health Services (other services)	1			1
Other	1			1
Patient Transport			1	1
<b>Total</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>10</b>

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

Main Theme	Negative	Neutral	Positive	Total
<b>Administration</b>	<b>2</b>			<b>2</b>
Provision of services	2			2
<b>Care_Home_Management</b>	<b>2</b>			<b>2</b>
Communication	1			1
General	1			1
<b>Communication</b>	<b>1</b>			<b>1</b>
Lack of	1			1
<b>Continuity_and_Integration_of_Care</b>	<b>1</b>	<b>1</b>		<b>2</b>
Follow on treatment and continuity of care	1	1		2
<b>Finance</b>	<b>1</b>			<b>1</b>
Cost and funding of services	1			1
<b>Making_a_Complaint</b>	<b>2</b>			<b>2</b>
Complaints Management	2			2
<b>Safety_Safeguarding_Abuse</b>	<b>1</b>			<b>1</b>
	1			1
<b>Staff</b>			<b>1</b>	<b>1</b>
Quality & Effectiveness			1	1
<b>Treatment_and_Care</b>	<b>1</b>			<b>1</b>
Effectiveness	1			1
<b>Total</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>13</b>

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

## Number of feedback contacts by service type with sentiment



## Community Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Total
Home Care and Domiciliary Care		1	1
Physiotherapy	1		1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>

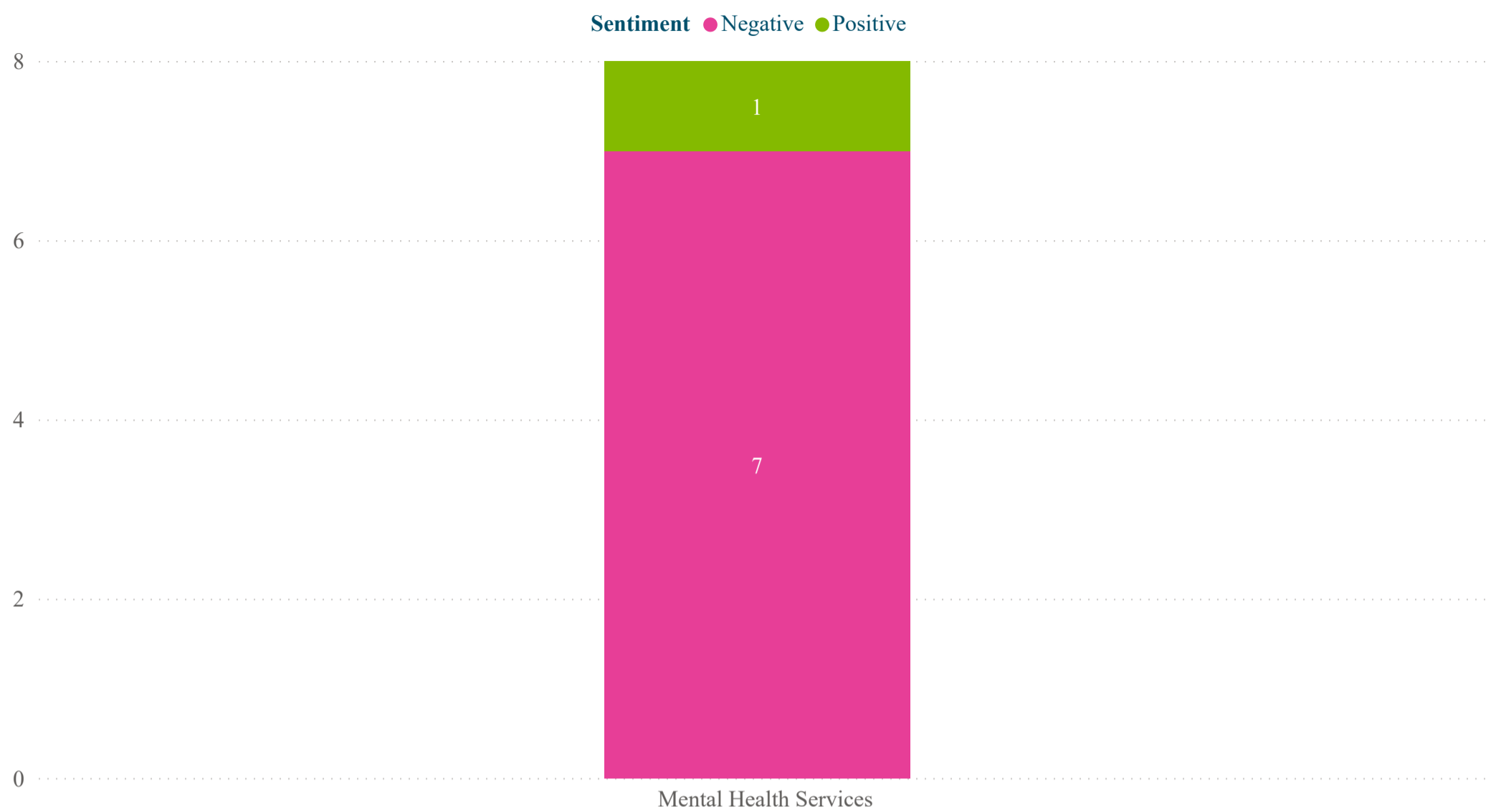
## Themes and Sub-Themes with Sentiment for Community Care Feedback

Main Theme	Negative	Positive	Total
<input type="checkbox"/> Referrals		1	1
Timeliness		1	1
<input type="checkbox"/> Safety_Safeguarding_Abuse	1		1
	1		1
<input type="checkbox"/> Staff	1		1
Communication between staff and patients	1		1
<b>Total</b>	<b>2</b>	<b>1</b>	<b>3</b>



Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

## Number of feedback contacts by service type with sentiment



### Mental Health Services Feedback Sentiment by Service Level

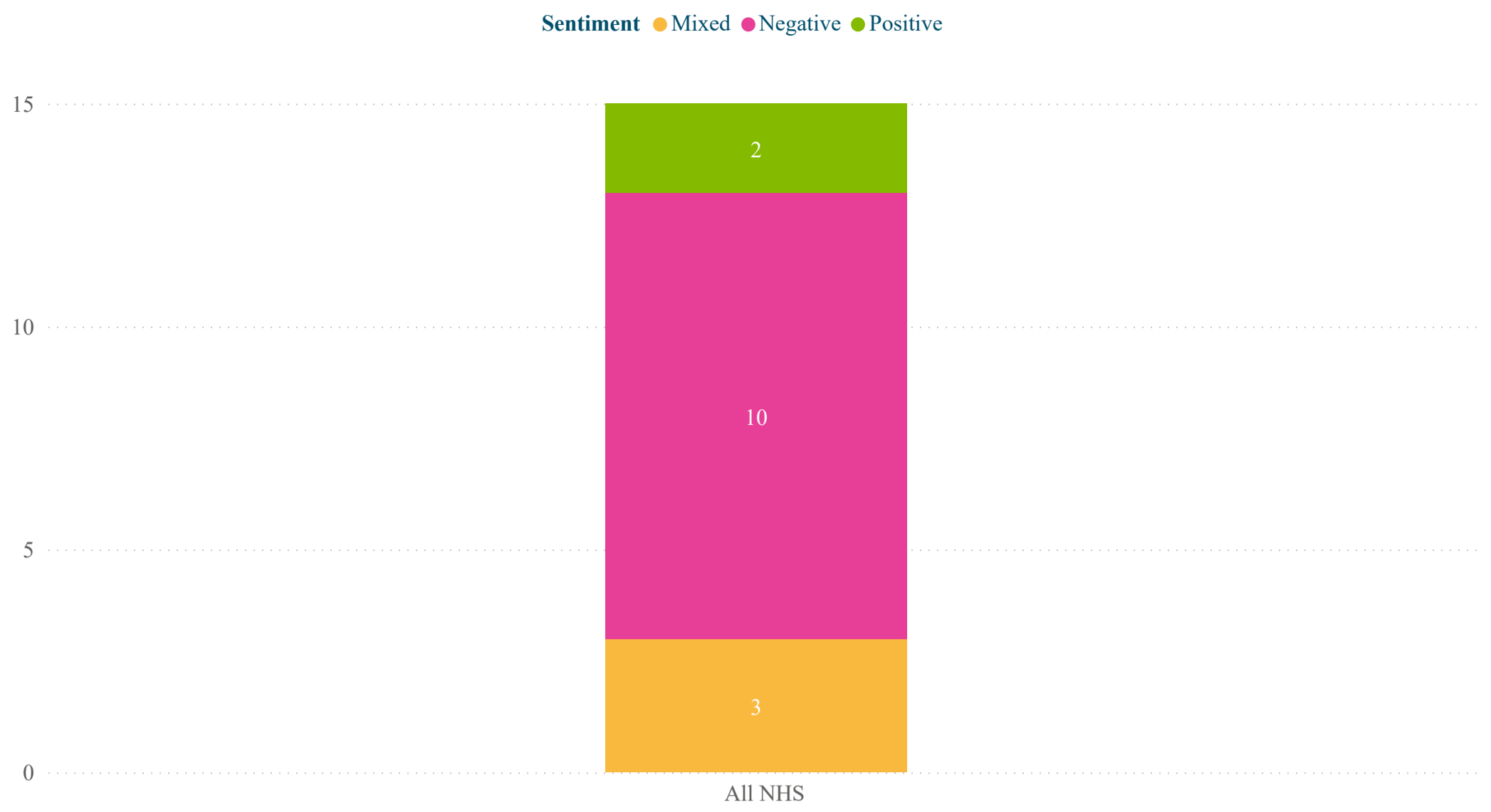
Service Level	Negative	Positive	Total
All Services	1		1
CAMHS	1		1
Counselling/Psychotherapy/IAPT		1	1
GP Practice	1		1
Mental Health Services (other services)	3		3
Psychiatric Care	1		1
<b>Total</b>	<b>7</b>	<b>1</b>	<b>8</b>

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

Main Theme	Negative	Positive	Total
<b>Administration</b>	<b>3</b>	<b>1</b>	<b>4</b>
Admission Procedure		1	1
Appointment Availability	2		2
Provision of services	1		1
<b>Care_Home_Management</b>	<b>1</b>		<b>1</b>
General	1		1
<b>Communication</b>	<b>1</b>		<b>1</b>
Lack of	1		1
<b>Continuity_and_Integration_of_Care</b>	<b>2</b>		<b>2</b>
Follow on treatment and continuity of care	2		2
<b>Discharge</b>	<b>1</b>		<b>1</b>
Safety	1		1
<b>Staff</b>	<b>1</b>		<b>1</b>
Communication between professionals	1		1
<b>Treatment_and_Care</b>	<b>3</b>	<b>1</b>	<b>4</b>
Experience	2	1	3
Quality	1		1
<b>Total</b>	<b>12</b>	<b>2</b>	<b>14</b>

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

## Number of feedback contacts by service type with sentiment



## General All NHS Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Positive	Total
All Services	1	7	1	9
Assisted Living		1		1
GP Practice		1	1	2
Mental Health Services (other services)	1			1
Other		1		1
Rehabilitation/enablement	1			1
<b>Total</b>	<b>3</b>	<b>10</b>	<b>2</b>	<b>15</b>

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

Main Theme	Negative	Positive	Total
<b>Access_to_Services</b>	<b>2</b>		<b>2</b>
Inequality	1		1
Remote appointments and digital services	1		1
<b>Administration</b>	<b>6</b>		<b>6</b>
Appointment Availability	1		1
Booking Appointments	1		1
Management of Service	1		1
Provision of services	3		3
<b>Communication</b>	<b>1</b>	<b>1</b>	<b>2</b>
Written information, guidance and publicity	1	1	2
<b>Diagnosis_Assessment</b>	<b>1</b>		<b>1</b>
Availability of	1		1
<b>Dignity_and_Respect</b>	<b>1</b>		<b>1</b>
Consent, choice, user involvement and being listened to	1		1
<b>Finance</b>	<b>2</b>	<b>1</b>	<b>3</b>
Cost and funding of services	2	1	3
<b>Medication_prescriptions_and_dispensing</b>	<b>1</b>		<b>1</b>
Medicines Management	1		1
<b>Staff</b>	<b>2</b>		<b>2</b>
Communication between professionals	1		1
Staffing Levels	1		1
<b>Treatment_and_Care</b>	<b>1</b>	<b>3</b>	<b>4</b>
Experience	1	3	4
<b>Total</b>	<b>17</b>	<b>5</b>	<b>22</b>

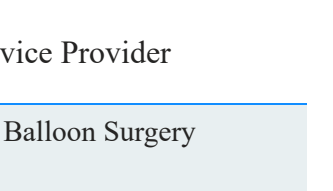
## All Themes and Sub-themes with Feedback Sentiment



Main Theme	Mixed	Negative	Neutral	Positive	Total
<b>Access_to_Services</b>		<b>67</b>	<b>1</b>	<b>4</b>	<b>72</b>
Access to NHS Dentist		44		1	45
Accessibility and reasonable adjustments		3			3
Inequality		1			1
Remote appointments and digital services		8	1	2	11
See my own GP		9		1	10
Service organisation, delivery change and closure		2			2
<b>Administration</b>		<b>85</b>	<b>1</b>	<b>8</b>	<b>94</b>
Admission Procedure		3		1	4
Appointment Availability		33	1	2	36
Appointment Cancellation		2			2
Booking Appointments		14		1	15
Management of Service		2		1	3
Medical Records		4			4
Provision of services		12			12
Quality of appointment		1			1
Telephone		12		2	14
Waiting times, punctuality and queuing on arrival		2		1	3
<b>Care_Home_Management</b>		<b>3</b>			<b>3</b>
Communication		1			1
General		2			2
<b>Communication</b>		<b>15</b>		<b>3</b>	<b>18</b>
General		1			1
Lack of		7		1	8
Written information, guidance and publicity		7		2	9
<b>Continuity_and_Integration_of_Care</b>		<b>8</b>	<b>1</b>		<b>9</b>
Follow on treatment and continuity of care		5	1		6
Integration of services and communication between professionals		3			3
<b>Diagnosis_Assessment</b>		<b>10</b>			<b>10</b>
Availability of		3			3
Quality of		5			5
Tests/Results		1			1
Timing of		1			1
<b>Dignity_and_Respect</b>		<b>8</b>		<b>1</b>	<b>9</b>
Consent, choice, user involvement and being listened to		1			1
Equality & Inclusion		6		1	7
General		1			1
<b>Discharge</b>		<b>2</b>			<b>2</b>
General		1			1
Safety		1			1
<b>Facilities_and_Surroundings</b>		<b>4</b>		<b>1</b>	<b>5</b>
Buildings & Infrastructure		1			1
Car Parking Access		1			1
Cleanliness (Environment)				1	1
Equipment		1			1
General		1			1
<b>Finance</b>		<b>12</b>		<b>1</b>	<b>13</b>
Cost and funding of services		12		1	13
<b>Lifestyle_and_wellbeing</b>				<b>1</b>	<b>1</b>
Social Prescribing				1	1
<b>Making_a_Complaint</b>		<b>2</b>	<b>1</b>		<b>3</b>
Complaints Management		2	1		3
<b>Medication_prescriptions_and_dispensing</b>		<b>14</b>		<b>1</b>	<b>15</b>
Cost		1			1
Medicines Management		6			6
Pharmacy Services		2			2
Prescription/Repeat Prescriptions		5		1	6
<b>Referrals</b>		<b>12</b>		<b>4</b>	<b>16</b>
Availability of		1			1
General		5			5
Timeliness		2		4	6
Waiting Times for		4			4
<b>Safety_Safeguarding_Abuse</b>		<b>3</b>			<b>3</b>
		3			3
<b>Staff</b>		<b>33</b>		<b>15</b>	<b>48</b>
Caring, kindness, respect and dignity		3		7	10
Communication between professionals		2			2
Communication between staff and patients		19		4	23
Quality & Effectiveness		2		4	6
Staffing Levels		3			3
Suitability		4			4
<b>Transport</b>		<b>2</b>			<b>2</b>
Availability		1			1
General		1			1
<b>Treatment_and_Care</b>	<b>1</b>	<b>26</b>	<b>3</b>	<b>45</b>	<b>75</b>
Coordination of Services		1			1
Effectiveness		5		2	7
Experience	1	12	1	34	48
Explanation		1		1	2
General			1		1
Quality		5	1	5	11
Safety of Care/Treatment		1			1
Speed		1		3	4
<b>Total</b>	<b>1</b>	<b>306</b>	<b>7</b>	<b>84</b>	<b>398</b>



Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.



ID	Theme	Sentiment	Feedback	Service Provider
856	Administration, Admission Procedure, Staff, Communication between staff and patients	Negative	This individual was concerned that he was unable to register with a GP and was in need of medication. He left hospital last month with four weeks supply of medication for serious heart problems. He has moved residence since his hospital stay and the previous GP said he was no longer within the catchment area and advised him to register elsewhere. He has no photographic identification and has been previously homeless; this surgery has refused to register him and told him to register as homeless with the Compass centre for medical care. He is not homeless and wants to join this practice but has been refused.	Air Balloon Surgery
963	Dignity_and Respect, Equality & Inclusion	Negative	This individual gave feedback that he has been homeless for 15 years and now thinks he has shingles. He has been turned away from GP practices and hospital outpatients. He stated that without photo ID or an address they would not register him for care.	ALL GP PRACTICES
556	Staff, Communication between staff and patients	Negative	This individual gave feedback that they felt GPs need to improve their bedside manner, particularly with the delivery of bad news.	ALL GP PRACTICES
627	Access to Services, Access to NHS Dentist	Negative	Dental Practice has closed down. Entire Dental list was purged. Everyone considered a new patient again. Now unable to find a new dental practice.	ALL NHS DENTAL
622	Access to Services, Access to NHS Dentist	Negative	This individual cannot find an NHS Dentist	ALL NHS DENTAL
582	Access to Services, Access to NHS Dentist	Negative	This individual cannot find an NHS dentist and has been calling NHS 111 as they are concerned that their pain is getting worse. No help has been given and they are starting to look further afield, although this is difficult on a low income.	ALL NHS DENTAL
576	Finance, Cost and funding of services	Negative	This individual gave feedback regarding his wife and children's NHS dental care. His wife and son are currently registered with a large group practice that has been commissioned to provide NHS dental care and have been seen as NHS patients for several years. They have both remained in good standing with the practice and have not missed any appointments nor paid bills etc. The practice has just sent them a letter informing us that the dentist who was providing NHS care has left the practice and as they have been unable to recruit another, the only option the family have for dental care is to pay privately to see one of the other two dentists. Currently they are asking them to pay a monthly fee just to be able to book an appointment, with the cost of any dental treatment on top.	ALL NHS DENTAL
521	Finance, Cost and funding of services	Negative	This individual gave feedback that NHS dental services are good for people who struggle to pay for things generally, but is concerned that things are beginning to cost more even through NHS.	ALL NHS DENTAL
782	Access to Services, Service organisation, delivery change and closure	Negative	This individual gave feedback that a friend of theirs does not have access to a GP or dentist. They used to visit a walk in centre but that is closed.	ALL NHS DENTAL
761	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that he has been unable to access NHS dentistry and his son has not seen a dentist in 4 years. The person is unable to travel or afford private care.	ALL NHS DENTAL
1007	Administration, Medical Records, Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that her dental service status has been changed from active to inactive without her knowledge. The person does not live in an area with community transport to be able to look for NHS dental service and cannot afford private care.	ALL NHS DENTAL
750	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that it has been 6 months since they have had a dentist and they can't find one to register with	ALL NHS DENTAL
964	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that it is impossible to register with an NHS dentist, her daughter hasn't had a regular NHS dentist for 12 years. Unless she is in pain or agrees to pay privately she cannot access care.	ALL NHS DENTAL
618	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that none of the dentists on the NHS website are accepting patients, and individual has been told to travel to London. This individual has one tooth split in half and one tooth has cavities and one tooth has really bad pain. Been waiting for 2 years for an NHS dentist - cannot find anyone. Do not want to complain, just wants advice and information but there is none. Feels local authorities (MPs) should be doing more.	ALL NHS DENTAL
532	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that she is a volunteer supporting a refugee who needs a dentist for her four year old but cannot find anywhere accepting children. The refugee family is unable to afford a private dentist.	ALL NHS DENTAL
522	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that she is struggling to find an NHS Dentist for her 8 year old daughter.	ALL NHS DENTAL
690	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that their mother suffers from diabetes and was in physical pain with her teeth but was refused NHS dental care. This person is now uncertain if her mother has an infection.	ALL NHS DENTAL
547	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that their NHS dentist has left and the practise now only offers private care. They can't find another NHS dentist.	ALL NHS DENTAL
541	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that there doesn't seem to be any access in Bristol to an NHS dentist. They moved to Bristol in 2015 and, despite periodically calling around tens of practices, they still haven't managed to register in order to be seen for a routine check up.	ALL NHS DENTAL
528	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that there is a lack of dentist services under the NHS	ALL NHS DENTAL
834	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are looking for an NHS dentist for their son but are having no luck.	ALL NHS DENTAL
919	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are pregnant and looking for a dentist. The last time they visited the dentist was over 2 years ago when they lived in London and were told they had gum disease and should come back but then they moved to Bristol. They get tooth and gum pain and sensitivity. They'd rather not wait until it becomes an emergency. They can't find a dentist on the NHS anywhere near Bristol. The NHS link that shows the nearest dentist accepting NHS patients is 3 hours away in Birmingham.	ALL NHS DENTAL
920	Access to Services, Access to NHS Dentist, Finance, Cost and funding of services	Negative	This individual gave feedback that they are trying hard to find a dentist. They have been trying the website for NHS but nearest one is Oxford. They found a dentist a couple of months ago but they said the NHS will pay for the filling but at the end of treatment the individual will have to pay £90-£100.	ALL NHS DENTAL
969	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they had been phoning around for a dentist but none was available.	ALL NHS DENTAL
872	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have been looking for NHS dentist for themselves and their child. This person is concerned that dental services are becoming increasingly privatised and that soon the problems from peoples lack of dental access will become overwhelming and result in a whole generation of people with poor oral health and children growing up with little or no care. They have been searching for a dentist over a year and feel completely frustrated and angry.	ALL NHS DENTAL
540	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have been trying to find a new NHS Dentist to join in Bristol but are having no luck.	ALL NHS DENTAL
883	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have been trying to get a dentist for their children for months. They have been phoning constantly with no luck	ALL NHS DENTAL
651	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have emailed countless dentists in Bristol, where they live, but not a single one is taking on new NHS patients. They are currently in pain, with toothache, and need to have a check-up.	ALL NHS DENTAL
525	Access to Services, Access to NHS Dentist, Finance, Cost and funding of services	Negative	This individual gave feedback that they have given up trying to find local NHS dentist so has been forced to pay for private care which they cannot afford.	ALL NHS DENTAL
807	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have spent 3 years trying to find a dentist. They have a temporary plate which is rocking, and 2 fillings have come out. Now they have a terrible toothache. They have tried to phone NHS 111 for 2 hours every week since April. Nobody answers the phone. They have been told that unless it's an emergency they cannot go to the Bristol Dental Hospital, but they can feel 4 teeth becoming loose. This individual feels frustrated as their dentist went private - and they have not been able to get dentist since. Feels it's a privilege to get your teeth taken care of, and those who do not have money lose their teeth.	ALL NHS DENTAL
688	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have not found a dentist accepting the dentist appointments since late April 2023.	ALL NHS DENTAL
652	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have tried calling around over 20 practices listed on the NHS website and been advised they are not accepting NHS patients and have no waiting list to join. They have called the contact centre who were also not able to find one accepting NHS patients. They suffer from both acute necrotizing ulcerative gingivitis and periodontitis and have had to have an emergency appointment in the last few weeks for antibiotics. The dentist recommended they get an appointment with a hygienist but as there are none accepting NHS patients they are concerned their oral health is only going to continue getting worse.	ALL NHS DENTAL
700	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they moved to Bristol in 2019 and have struggled to sign up to any dentists in the area.	ALL NHS DENTAL
650	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they need help to find an NHS dentist.	ALL NHS DENTAL
542	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they need to find a dentist for regular checkups but have not been able to find anywhere accepting NHS patients over the last year.	ALL NHS DENTAL
754	Access to Services, Access to NHS Dentist	Positive	This individual gave feedback that they received a good service from their NHS Dentist, and had no trouble getting onto their list	ALL NHS DENTAL
888	Access to Services, Access to NHS Dentist	Negative	This individual has been unable to find a dentist registering NHS patients and is concerned about the state of his teeth. He has called many local surgeries but had no luck and is very worried about how he and other people will cope if the situation is not rectified.	ALL NHS DENTAL
617	Access to Services, Access to NHS Dentist	Negative	This individual has been with his NHS dentist for 32 years. His actual dentist left the practice or retired and then they said that his wife and family will have to join the list of one of the private dentists in the practice. He is unhappy about this because he knows there are NHS dentists in the practice, but they refuse to let him join the list of one of these. His daughter is 14 years old, and he is being told he will have to pay for her treatment - she's a child, she should be entitled to free NHS dentistry. He lives in Bradley Stoke and was travelling to Kingswood because had been with that dental practice for 52 years. He has tried to get an NHS Dentist in his area - Bradley Stoke - but none of them are taking NHS patients.	ALL NHS DENTAL
897	Access to Services, Access to NHS Dentist	Negative	This individual has lost the crown on her tooth and is unable to find an NHS dentist with an appointment to re affix it, her normal dentist has no free appointments and NHS 111 could not recommend any dentist for antibiotics. The dentist recommended they get an appointment with a hygienist but as there are none accepting NHS patients they are concerned their oral health is only going to continue getting worse.	ALL NHS DENTAL
865	Access to Services, Access to NHS Dentist	Negative	This individual is a student in need of dental care and who cannot find an NHS dentist, they have been searching for months and are in re-occurring pain and concerned about their dental health. They cannot afford private treatment.	ALL NHS DENTAL
587	Access to Services, Access to NHS Dentist, Communication, Lack of	Negative	This individual wanted advice on NHS dentistry. She arrived in Bristol 3 years ago and was put on a waiting list for an NHS dentist, but is still on this waiting list. This individual has tried to get through to loads of dentists, but no one is accepting patients. Also she is worried that if you call NHS 111 in an emergency, she thinks that this can cost a lot more as you still do not have an NHS dentist.	ALL NHS DENTAL
615	Medication prescriptions and dispensing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that it seems to take ages from ordering prescription to getting it from the chemist. It takes nearly two weeks and then they're told that they have enough to last but they don't, as they can only order month by month.	ALL PHARMACY SERVICES
1004	Medication prescriptions and dispensing, Pharmacy Services; Administration, Provision of services	Negative	This individual gave feedback that there used to be a pharmacy at the Wellspring GP Surgery but it's been closed for a while. The Council keep saying that there is no need for one there as there are lots in the area. He said that the local people need one, there has always been one there at Wellspring. The nearest one is Boots in Avonmead, but there is no bus service there. The other one is Boots in the queue in Hill, but you need to cross a dual carriageway to get there. The Church Rd one is moving, and they are often behind on making up their prescriptions.	ALL PHARMACY SERVICES
703	Administration, Booking Appointments	Negative	This individual gave feedback that booking an appointment is very difficult. In January it took 4 weeks to be able to book a routine appointment. Calling the reception in the morning is almost impossible as the line is too busy to even get on the waiting list and the call just gets disconnected. When booking for a telephone consultation with the doctor it isn't possible to book for a specific time so for people that are working all day and are unable to pick up phone calls during work it just doesn't work. The practice doesn't have an online service to book appointments or chat to the doctor via messages which many GPs now provide and it makes bookings and getting advice from a doctor easier.	Armada Practice
656	Administration, Appointment Availability	Negative	This individual gave feedback that it is difficult to get an appointment. You need to call starting at 8am and expect to be on the phone for an hour and then often do not get through. You then have to call again the next day and go through the whole process again. If you are a working person then this is not always possible.	Bedminster Family Practice
965	Administration, Telephone	Negative	This individual gave feedback that it is so difficult to get an appointment that she has stopped trying. You are told to call at 8 am but when you do you are already 40th in queue and when you get through all appointments are gone and you are told to call again the next morning, this goes on morning after morning and its luck and not need that gets people seen.	Bedminster Family Practice
657	Access to Services, See my own GP	Negative	This individual gave feedback that it isn't possible to see the same clinician and this leads to having to repeat your symptoms and medical history at every occasion which is stressful and difficult for vulnerable patients.	Bedminster Family Practice
658	Diagnosis Assessment, Timing of	Negative	This individual gave feedback that she accompanied her elderly mother to the GP and acted as her translator. The GP stated that she could only talk about two symptoms and would not be prepared to listen to anymore, adding that she would need to make another appointment. Her mother had many signs of early cancer but the GP would not make a holistic assessment based on multiple symptoms in one visit, she later died of cancer and her daughter feels that this should have been diagnosed much sooner.	Bedminster Family Practice
966	Referrals, Availability of	Negative	This individual gave feedback that the centre refused to make a mental health referral for her adult daughter unless she reported suicidal ideation. She was not willing to lie to access care but has since been left entirely without support.	Bedminster Family Practice
550	Communication, Lack of, Referrals, Waiting Times for	Negative	This individual gave feedback that their GP told them that they had a cancerous mark on their face and referred them to the hospital. After 6 months wait for a referral the spot was bleeding so they rang the hospital who said to contact their GP. This individual feels that their GP does not give enough information and he wants more information as he's worried about his health.	Bedminster Family Practice
560	Administration, Quality of appointment	Negative	This individual gave feedback that she gets hip pain and has a family history of hip replacements and has only had phone appts with the doctors and feels this is not enough.	Beechwood Medical Practice
561	Communication, Lack of	Negative	This individual gave feedback that she had an ECG scan at work which showed heart palpitations. She has had no response after sending this to GP.	Beechwood Medical Practice
986	Administration, Telephone	Negative	This individual gave feedback that the phone system for appointments and emergency doctors appointments is not worked properly. The person had to wait for 15 minutes before reception staff answering phone call despite being first in the queue.	Birchwood Medical Practice
693	Administration, Booking Appointments	Negative	This individual gave feedback that the appointment system is user friendly, for example, there is no online appointment facility and long telephone waiting time.	Birchwood Medical Practice
692	Staff, Communication between staff and patients	Positive	This individual gave feedback that the staff are very good. They are helpful and efficient.	Birchwood Medical Practice
559	Diagnosis Assessment, Quality of	Negative	This individual gave feedback that their father has various medical issues and they don't feel that he has received an in-depth enough assessment. However after the GP told him that he was ok their father is reluctant to go and get any other tests. He has not had a review of his medication in 2 years.	Birchwood Medical Practice
649	Medication prescriptions and dispensing, Pharmacy Services	Negative	This individual gave feedback that they had to wait for an hour to be told medication wasn't in stock. This is happening on more than one occasion and if you're ill and need to sit or use a toilet there are no services provided. The store used to have excellent pharmacy staff but they left.	Boots Imperial Retail Park
603	Administration, Appointment Availability	Negative	This individual gave feedback that it is difficult to get an appointment. She has had a chest infection and had to wait four days for a phone appt. Still has a bad chest and is waiting for another phone appt. Feels that she is not looked after.	Bradgate Surgery
757	Treatment and Care, General	Neutral	This individual gave feedback that she had no complaints.	Bridge View Medical
788	Administration, Appointment Cancellation	Negative	This individual gave feedback that their original medical follow-up date with the GP was rescheduled unexpectedly. The individual received tests results in the last couple of months and needs to consult their GP for prescribed medication accordingly. They now have to wait longer for the appointment.	Bridge View Medical
806	Administration, Telephone; Administration, Appointment Availability	Negative	This individual gave feedback that they can only afford pay as you go phone credit and whenever they call for appointment, they end up in long queues that exhaust their phone credit. This person has also tried the online appointment request with a stipulated available time but always get a call from the GP at times when they are unavailable. Another option is for in-person appointment scheduling but this individual will have to cycle to get to the GP and is mostly unless he is in person they cannot cycle.	Bridge View Medical
578	Administration, Appointment Availability; Treatment and Care, Effectiveness	Mixed	This individual stated that he found the practice very welcoming and efficient but that they tend to get overwhelmed and its very difficult to get an appointment and is a very long process which feels like a competition.	Bridge View Medical
675	Referrals, General	Negative	This individual gave feedback that it is difficult to get a referral for mental health services. They are currently on	Broadmead Medical Centre
957	Administration, Telephone; Treatment and Care, Experience	Positive	This individual gave feedback that they have provided a good service and that although you have to wait a few minutes on the phone it is generally quite easy to get an appointment when you want it and she has found this to be a good service.	Broadmead Medical Centre
905	Treatment and Care, Effectiveness; Administration, Provision of services	Negative	This individual is struggling with spinal and nerve pain. He first reported this to his GP a year ago and has been told that they are unable to help him as the x-rays show no identifiable issues. He has been offered pain medication but does not feel confident about its side effects and has asked that he be given an alternative treatment. He had hoped for further investigations, treatment and possibly acupuncture but has been denied help. He feels the practice are being obstructive. He added that this has meant he is unable to work, and his quality of life and financial status are suffering. He is in pain every day.	Broadmead Medical Centre
533	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that she is concerned about the lack of dental services, particularly the closure of BUPA in St Pauls.	Bupa Dental Care Bristol- St Pauls
739	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that the closure of this dental practice has caused issues. They do not understand why the NHS are closing dentists and feels that the NHS does not care any more.	Bupa Dental Care Bristol- St Pauls
736	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that the dental practice has closed and that people in the area should have a right to these services. They think that no one's dental care is safe.	Bupa Dental Care Bristol- St Pauls
735	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that this dental practice has closed down and patients are struggling. It served an inner city area in Bristol where resources are already down. This person says that oral health is an indicator of general health and also of access to care.	Bupa Dental Care Bristol- St Pauls
860	Access to Services, Access to NHS Dentist	Negative	This individual wanted to voice her concerns regarding the lack of available NHS dentists in the city. She was previously a patient at BUPA St Pauls which has now closed and no alternative provision has been made for the thousands of patients who are registered and receive NHS treatment there.	Bupa Dental Care Bristol- St Pauls
906	Access to Services, Remote appointments and digital services; Administration, Appointment Availability	Negative	This individual gave feedback that the doctors refused to see him or his wife and would recommend that the practice make use of video appointments as an alternative to face to face.	Charlotte Keel Health Centre, Easton, Bristol
537	Access to Services, See my own GP; Medication prescriptions and dispensing, Cost	Negative	This individual gave feedback that they are never seen by the same GP twice and also because of the cost of prescriptions sometimes this person don't bother to collect them as they cannot afford them.	Charlotte Keel Medical Practice
838	Staff, Staffing Levels; Access to Services, See my own GP; Administration, Appointment Availability; Administration, Management of Service	Mixed	This individual gave feedback that they are understaffed and she struggles to get an appointment or be seen by the same GP twice.	Charlotte Keel Medical Practice
972	Staff, Communication between staff and patients; Treatment and Care, Quality	Negative	This individual gave feedback that they had found the doctors to be rude. Service described as awful.	Charlotte Keel Medical Practice
573	Administration, Appointment Availability	Negative	This individual gave feedback this surgery is very good but getting an appointment is difficult and they no longer offer home visits.	Charlotte Keel Medical Practice
701	Administration, Appointment Availability; Staff, Communication between staff and patients	Negative	This individual reported that he finds the attitude of the surgery really unhelpful. He says you cannot get an appointment when you ring in the morning because they state none are available but that if you go to the surgery in person then it is always empty. He added that his wife is afraid of the staff as her English is not good and they seem to get angry with her very quickly. He feels they have zero tolerance for rudeness yet they are always impolite and obstructive. he is going to seek medical advice abroad or seek private care rather than keep being put off by the surgery week after week.	Charlotte Keel Medical Practice
594	Access to Services, Remote appointments and digital services	Positive	This person gave feedback that they use MyGP app for booking appointments etc. and it's very good, very convenient, and easy to use.	Charlotte Keel Medical Practice
951	Finance, Cost and funding of services; Access to Services, Access to NHS Dentist	Negative	This individual wanted advice on changing a dentist, he said his dental care at the practice had become mostly private and he wanted to investigate getting a NHS registration elsewhere. He has been trying to do this for four months and is frustrated and concerned about the lack of available dentists in the city.	Clare Street Dental Centre
811	Administration, Telephone; Administration, Booking Appointments	Negative	This individual gave feedback that they can never get an appointment. Give up trying. Been told to attend for a smear but they get sent texts to ring but still up to 60 people in the queue and waiting for over an hour to speak to a receptionist. Do not book appointments face to face at the surgery, so phoning is the only option which is proving impossible.	Crest Family Practice
874	Administration, Booking Appointments; Access to Services, Remote appointments and digital services; Making a Complaint, Complaints Management	Mixed	This individual gave feedback that many people on local forums are making complaints about this practice, yet nothing has improved. They said it's worsened in fact, so they are not entirely convinced that a complaint about their systems, sent directly to them, would be dealt with appropriately. They have introduced EConsult as their primary booking system, yet they turn this facility off by lunch time. They rarely answer phones hence it is difficult for patients to reach them. They are running a part-time appointment booking system for patients, which starts at 7.30am and turns off at lunch time until 7.30 am the following day which makes it difficult for patients to reach them within the ideal work hours.	Downend Health Group
673	Administration, Booking Appointments	Negative	This individual gave feedback that they tried to get an appointment regarding men's health but feels that they are being fobbed off. Not get through appointment system or call on the phone.	Downend Health Group
889	Access to Services, Remote appointments and digital services	Negative	This individual tried for two days over 6 hours to make an appointment. Even went there in person, but you have to go at 7.30am. They tried to get the NHS app 3 times but had issues with the licence and no verifying number was sent. Then it was too late. Thought they had cracked it but it came back void not clear enough. So they've given up. Know it will be secure but it's too hard.	Downend Health Group
593	Access to Services, Administration; Reasonable adjustments; Administration, Provision of services	Negative	This individual gave feedback that following a fall she's had to go to the surgery twice a week for her dressing to be changed. No one from the surgery will do a home visit, she has to make her own way there, pay for a taxi or get a lift from a friend of neighbour. She has been going to the surgery for years even though it's over in Easton and she's in Southmead, she is just within their catchment area. Despite the fact that she is 93, they won't make a home visit to her to look change her dressings.	East Trees Health Centre
1003	Administration, Telephone; Administration, Appointment Availability	Mixed	This individual gave feedback that he tried to book an appointment for his covid & flu jabs. When he phoned, he was told that he was 7th in the queue! So, he gave up and drove there instead. He spoke to reception and got an appointment for his flu jab. He is still waiting for his covid jab appt. He said he was just lucky that he is able to drive to the surgery.	East Trees Health Centre
924	Referrals, General; Administration, Appointment Availability	Negative	This individual gave feedback that it is difficult to get an appointment with the GP, the receptionist referred her to the pharmacist (she had Strep A throat infection), but the pharmacist referred her back to the GP. The phone was disconnected when she was still in the queue.	East Trees Health Centre
523	Access to Services, Service organisation, delivery change and closure	Negative	This individual gave feedback that the practice is inaccessible and offers poor quality of service. They have tried to register with another GP but feels others will be the same.	East Trees Health Centre
1002	Medication prescriptions and dispensing, Prescription/Repeat Prescriptions; Staff, Caring, kindness, respect and dignity	Negative	This individual gave feedback that they were diagnosed with cancer 5 years ago. She had chemotherapy and radiotherapy. Since that time the GP has never asked how she is doing. She had bronchitis and asthma and has an inhaler. The asthma turned into COPD. She's been waiting 1 & 1/2 weeks for her prescription for a new inhaler. She was told the doctor was too busy to write the prescription.	East Trees Health Centre
926	Safety, Safeguarding, Abuse	Negative	This individual gave feedback that it feels intimidating to go to pharmacy with young children due to the drug users who hang around and their threatening behaviour.	Eastville Pharmacy, .
543	Referrals, General; Administration, Medical Records	Negative	This individual gave feedback on their experience of a referral for elective surgery and were surprised to receive a letter from the medical centre asking them to provide a letter of when they had been seen and spoken to their GP and been to physio sessions, which are a requirement before the surgery. They cannot understand how the medical centre doesn't have access to these details as remembering all these details themselves was not possible.	Emersons Green Medical Centre
605	Communication, Written information, guidance and publicity	Positive	This individual gave feedback that she has recently received an invitation from the practice for a health assessment which is much appreciated.	Falldon Way Medical Centre
604	Communication, Lack of	Positive	This individual gave feedback that she sometimes feels that she would like to talk to her GP about health concerns but feels that it would be a bother just to take up a GP appointment to talk. The recorded message when she rings the practice refers to a "health navigator" but she has no idea what they do or how they can help	Falldon Way Medical Centre
567	Treatment and Care, Effectiveness	Positive	This individual gave feedback that the service is brilliant. They attended a prediabetic course and is now OK.	Fireley Health
586	Staff, Communication between staff and patients	Negative	This individual gave feedback that they have seen their GP a couple of times and both times they were made to feel angry and they were wasting the GP's time and their concerns about their health were not taken seriously. She suffers from anxiety and depression and lives on her own and she is scared to call surgery when practicing unwell just in case she has to speak to this GP.	Fireley Health
887	Access to Services, Remote appointments and digital services; Staff, Communication between staff and patients	Negative	This individual wanted to comment on the 'Patches' booking system. The practice now has a system that means patients cannot book appointments in any other way and need to register for this process. It needs you to have a mobile phone and be online and able to use digital resources, and it doesn't work for anything other than simple appointment requests. When the individual asked if she could register on behalf of her elderly parent who did not access digital services, she was told that she could not but once she entered the system she discovered that actually she could register on behalf of her father, and this was misinformation from the reception team. She was told there was a general enquiry system too, so she asked a question concerning reordering medication without a repeat prescription but as this appears not to fit in with a pre-set algorithm - the request has been unanswered.	Fishponds Family Practice
743	Administration, Telephone; Treatment and Care, Experience; Medication prescriptions and dispensing, Prescription/Repeat Prescriptions	Positive	This individual gave feedback that the reception staff at this practice are very helpful and they are always gets through on the phone. The GPs are good. Has COPD and can always see a GP or a nurse about this. Gets prescriptions on time. Good service no complaints.	Frome Valley Medical Centre
636	Access to Services, See my own GP; Staff, Communication between staff and patients	Mixed	Individual suffers from migraine headaches and went into the GP to get help with them. The service was quite good, and the appointment was OK - pretty efficient but she sees different GPs all the time. It is an ongoing issue, and they are	Gloucester Road Medical Centre
624	Access to Services, See my own GP; Administration, Appointment Availability; Staff, Quality & Effectiveness	Positive	This individual gave feedback that a mild arthritic pain in their knee got worse over a couple of days until they could hardly walk and they noticed extensive bruising on left knee. They asked a relation who is a physiotherapist what they should do and he advised that as they have a blood clotting condition they should see a GP. They phoned the practice at 10 am. The care navigator was friendly, helpful and was able to offer an appointment with their own GP later in the morning as there had been a cancellation. The GP was fantastic, reassuring and did a blood test there and then to check blood clotting levels. She also referred him to the first responder physio for an appointment to do (which he did an hour after the individual returned home) and that it should clear up in 6-12 weeks. This person felt reassured and knew what they could do to aid their own recovery and they are now much better. Everyone in the practice was so friendly, helpful, knowledgeable and professional. The individual says that this is what patients get from the excellent Greenway Community Practice and that he is very lucky.	Greenway Community Practice, Greystoke Avenue, Bristol



# Primary Care Feedback Comments by Provider H-Z

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.



ID	Theme	Sentiment	Feedback	Service Provider
848	Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that the GP was empathic, reassuring them that it wasn't the end of the road and more treatment could be available following further investigations.	Hartwood Healthcare
884	Treatment_and_Care, Experience	Positive	This individual gave feedback that it is a very good service, no complaints.	Horfield Health Centre
800	Administration, Appointment Availability; Staff, Caring, kindness, respect and dignity	Negative	This individual gave feedback that it's impossible to get an appointment. They think that the reception staff triaging system is wrong. They also find that male GPs are not good with fertility issues and are not compassionate.	Horfield Health Centre
544	Treatment and Care, Experience; Staff, Quality & Effectiveness	Negative	This individual gave feedback that their son was refused treatment for his worsening mental health condition by his GP. He was taken off anti-psychotic medication against his parents wishes and against the advice of the local EI team (Early Intervention Psychosis Team) who were involved with his care for over 5 years. This individual cared for his son at home and saw he was deteriorating, and felt they had no support from the recovery team or the mental health triage team, who refused to see him even on the request of the police. The GP refused to refer him to a psychiatrist and was dismissive of their son's pleas for help. The GP said he should call the crisis team who, in turn, told him to contact the GP. This individual has already complained to the health centre and is in the process of complaining to the parliamentary ombudsman.	Horfield Health Centre
803	Staff, Communication between staff and patients; Treatment_and_Care, Experience	Mixed	This individual gave feedback that they are very unhappy with the surgery. This person can't get an appointment even over the phone. Also she feels that the receptionists are rude, and they don't get back to you when they say they will. The receptionists have a really bad attitude and behaviour. However, the GPs are OK once you do get to see them.	Horfield Health Centre
886	Treatment_and_Care, Quality; Finance, Cost and funding of services	Negative	This individual paid for a tooth filling, however a few days later this filling came out. This individual then paid for a temporary filling, and then had to pay again for another filling. This individual wanted to enquire why they had to pay another charge.	Kings Road Dental Practice
843	Access_to_Services, See my own GP; Treatment_and_Care, Experience	Negative	This individual gave feedback that the GPs lack knowledge of care for older people, and the time with the GP is too limited. There is a reliance on nurse care, some of whom are inexperienced, and could miss something fundamental. This person feels that there is no sense of urgency and it is difficult to get to see a GP.	Kingswood Health Centre
699	Treatment and Care, Experience	Positive	This individual gave feedback that it is a fabulous surgery and all the staff are happy to help. Phone service is excellent and call back service effective. The GPs are really good/caring. Nursing staff great. Midwives respond quickly and provide a good service.	Lawrence Hill Health Centre
745	Administration, Appointment Availability; Staff, Caring, kindness, respect and dignity	Mixed	This individual gave feedback that the staff are lovely, but it's quicker for the person to walk there and queue up to get an appointment than it is to try and get an appointment on the phone. If they try and book an appointment online, the website usually says that there aren't any appointments available and the person doesn't think the app allows them to book a nurse appointment. If they try and phone for an appointment, there is nothing available and they have to phone back the following day. The staff there recommend anyone wanting an appointment should go to the surgery at 7:30am and queue up to try and get an appointment. Once they go in person and they get an appointment, the staff are lovely.	Lawrence Hill Health Centre
910	Administration, Appointment Availability; Access_to_Services, See my own GP	Negative	This individual gave feedback that although GPs are thorough and helpful, getting an appointment is difficult. You have to phone at 8am then the only appointment available is in several weeks and you can only talk about one issue at a time. You have to see whichever GP available.	Montpelier Health Centre
1006	Administration, Telephone; Access_to_Services, Remote appointments and digital services	Mixed	This individual gave feedback that he contacted the Health Centre by phone and was told he was 19th in queue – so he gave up. He eventually found an email address and sent them an email and he got a quick response, but his query wasn't a clinical one.	Montpelier Health Centre
930	Administration, Appointment Availability; Administration, Medical Records; Administration, Telephone	Negative	This individual gave feedback that he waited 4 hours on the phone to the GP surgery to be told to fill in the online form. Then he was told he needed to see a doctor asap so had to phone again and had to wait for 2 hrs and eventually saw a doctor after 10 days. He's had 2 heart attacks and a stroke and his heart has stopped 7 times, they have his medical records and he feels that they should know that he will need to see a doctor, given his medical condition.	Montpelier Health Centre
748	Administration, Booking Appointments	Negative	This individual gave feedback that it is very difficult to contact the health centre. To place a call to make an appointment, you have to call at precisely 8am. If only 10 seconds late then you can expect a wait of 45 minutes plus. Usually you will then be offered a phone appointment two weeks hence. Therefore, you have to factor in both a day when you don't have to be at work for 9am plus a day two weeks hence when you are available to talk. This person is really concerned that this is a barrier to healthcare. The website when it works is fine, but is unreliable. Admin at the practice is poor. Over the last year, both this person and their daughter have had prescriptions go missing and referrals to specialist services disappear. There appears to be no means of chasing up these issues other than making an appointment which can't be a good use of doctors time. They understand that lengthy waits are inevitable, but an update on say a six monthly basis confirming that they are in the system would be reassuring.	Montpelier Health Centre
912	Diagnosis_Assessment, Quality of; Administration, Appointment Availability; Dignity and Respect, Equality & Inclusion	Negative	This individual gave feedback that it took two months to get another appointment after they thought that the GP had prescribed them the incorrect medication. It was then found that they had an enlarged prostate, which was missed by the first GP. This individual felt that this might have been because of his nationality and he had experienced a sense of discrimination.	Montpelier Health Centre
737	Access to Services, See my own GP	Negative	This individual gave feedback that they are not able to get a telephone appointment with a specific doctor (who this person would like to see) despite the receptionist saying that the doctor will call. Feels that the practice are not being clear and are messing them around.	Montpelier Health Centre
916	Administration, Telephone; Administration, Appointment Availability	Negative	This individual gave feedback that they cannot get an appointment with their GP. Held on phone, number 20 in the queue.	Montpelier Health Centre
1000	Lifestyle_and_wellbeing, Social Prescribing; Treatment_and_Care, Quality	Positive	This individual gave feedback that they have been diagnosed with COPD and through the health centre was booked on a pulmonary rehabilitation course at the Greenway Centre. The care has been excellent in relation to COPD and the health centre have been very thorough and have covered everything.	Montpelier Health Centre
915	Staff, Communication between staff and patients; Diagnosis_Assessment, Quality of	Negative	This individual gave feedback that they have had long term problems with their digestion. The GP sent them for lots of tests which found diverticula in their intestines. Her symptoms did not match that diagnosis but she felt stuck with diagnosis and lack of support from GP. Self referred to practice dietician who diagnosed IBS (irritable bowel syndrome) . She started FODMAP diet and now has no symptoms.	Montpelier Health Centre
990	Administration, Appointment Availability; Administration, Telephone	Negative	This individual gave feedback that they tried for 2 weeks to get an appointment with the GP following instructions from Eye Hospital to get an appointment for a test for dry eyes. There are no appointments available online, and when she phoned they didn't answer the phone. She doesn't want to use up emergency appointments because it is not an emergency - just wants test for dry eyes. Consequently she cannot get the medical treatment that she needs and is seriously thinking about moving to another surgery.	Montpelier Health Centre
979	Administration, Booking Appointments; Administration, Appointment Availability	Negative	This individual gave feedback that they were concerned at the length of time it takes to make a GP appointment. You can do this online or by telephone, but there are a very limited number of appointments and everyone rushes to book at 8am when all appointments are filled or line constantly engaged.	Montpelier Health Centre
980	Staff, Caring, kindness, respect and dignity; Treatment_and_Care, Experience	Positive	This individual wanted to compliment the practice nurses. Following minor surgery, she needed a dressing changed twice a week and states that the nurses were kind and very professional, did an excellent job and were friendly and careful. She felt they should receive praise as they did such a great job.	Montpelier Health Centre
857	Administration, Appointment Availability; Administration, Telephone	Negative	This individual wanted to register her concerns about the long waiting times. She says that you are told to call at 8am and when you do the call is put into a waiting system for 40 minutes or more when you are then told that no more appointments are available - this happens day after day. She added that she needs a referral for cataract treatment but cannot even get to see a GP so this is being delayed while the condition worsens. She said she felt there should be an option to pay rather than wait but that didn't cost the whole price of private care.	Montpelier Health Centre
670	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that the practice had sent a letter informing this person that they are no longer an NHS dentist and that if they want to be seen they will have to pay.	Mydentist - Beaconsfield Road - Weston Super Mare
704	Access to Services, Access to NHS Dentist	Negative	This individual has been with an NHS dentist at the practice for years. Now the practice are telling this individual that they have to go private, yet they cannot afford this. This individual questions why we are paying National Insurance for this.	Mydentist - High Street - Kingswood
909	Administration, Appointment Availability; Referrals, General	Negative	This individual gave feedback that it took a long time to get through on the phone to make an appointment.	Nightingale Valley Practice
987	Administration, Telephone	Negative	This individual gave feedback that it took long time to get through the phone call system to make an appointment.	Nightingale Valley Practice
988	Transport, Availability; Administration, Booking Appointments	Negative	This individual gave feedback that she found it difficult in accessing GP service and the chemist due to the cutting of the bus service, lack of community transport in the area the person lives in and the person's medical conditions. The person could not get an appointment despite filling in a form online.	Nightingale Valley Practice
989	Access_to_Services, Remote appointments and digital services	Negative	This individual gave feedback that the person could not use the patient app for booking appointments. On the online form there isn't space for more than one medical issue.	Nightingale Valley Practice
993	Communication, Written information, guidance and publicity; Diagnosis_Assessment, Availability of; Finance, Cost and funding of services; Administration, Provision of services	Negative	This individual gave feedback that their young daughter is autistic and has pathological demand avoidance (PDA) and the surgery hasn't updated their guidance on people getting referred for an autism assessment. This person says that PDA isn't recognised by the NHS and she needs a private diagnosis but this is expensive. She says that the usual methods for dealing with autism won't work with PDA.	Nightingale Valley Practice
935	Dignity_and_Respect, Equality & Inclusion; Administration, Booking Appointments; Medication_prescriptions_and_dispensing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that they stayed with their sister when temporarily homeless and was informed they couldn't get GP appointments or prescriptions from their old surgery, consequently they went without medication for a long time.	Nightingale Valley Practice
845	Dignity_and_Respect, Equality & Inclusion	Positive	This individual gave feedback that GP very aware of trans issues and they felt well supported, having a smear test whilst transitioning. Really good practice, amazing around sensitive subjects, great.	Old School Surgery
557	Referrals, Timeliness	Positive	This individual gave feedback that they required thyroid surgery. The GP wrote a letter to the hospital about this and was able to get an appointment within a week. Felt the service is good at her GPs	Old School Surgery
581	Finance, Cost and funding of services; Administration, Provision of services	Negative	This individual has seen her GP concerning a painful and infected ingrowing toenail. She has been prescribed antibiotics for the infection but told the problem will return without treatment for the cause , which is the toenail itself. She was informed the surgery will not do this and she must seek private podiatry , no recommendation was given and she is unsure where to go , also she cannot afford the cost of this which has been quoted as £200 per toe for a full corrective treatment	Old School Surgery
602	Administration, Appointment Availability	Negative	This individual gave feedback that since a recent diagnosis of breast cancer 6 months ago she has not managed to see a GP nor request meds. She feels that she is not prioritised.	Pembroke Road Surgery
999	Administration, Appointment Availability	Negative	This individual gave feedback that his employer/occupational health wants him to go to see his GP to ask if he can be referred for an assessment for adult ADHD. He finds it hard to keep still and can't retain information very well. It has started to become a problem at work. He has been trying for a couple of weeks, he phoned the surgery everyday at 8am for a non-urgent appointment and keeps being told there aren't any appointments left. He doesn't want to use an emergency appt because it isn't an emergency. He eventually got a telephone appointment.	Priory Surgery
599	Administration, Appointment Availability; Staff, Communication between staff and patients	Negative	This individual gave feedback that there is no online appointment service and it can take a month to get an appointment. The receptionist replies that you can go private if you want to when questioned about the delays.	Priory Surgery
598	Treatment and Care, Experience	Negative	This individual gave feedback that for the last 12-18months there has been poor communication, lack of appointments and rude doctors.	Shirehampton Group Practice
896	Staff, Communication between staff and patients	Negative	This individual has been prescribed medication for osteoporosis and is concerned about side effects. She felt that the explanation from the GP at Stockwood Medical via the telephone was a little rushed and she didn't like to keep her on the phone when surgeries are so busy. She only knew she had the condition recently after a fall and a bone density scan and was immediately prescribed this drug. She is concerned as its one tablet every week at the same time standing up...she doesn't understand why this is, the implications of the side effects or why both the GP and pharmacist are saying they will telephone her to see how she is after she has taken it - she feels this is quite worrying. She has Googled information and now become more concerned .	Stockwood Medical Centre
853	Dignity_and_Respect, Equality & Inclusion; Treatment_and_Care, Effectiveness	Negative	This individual visited the Medical Centre this morning to discuss her mental health. She has been a patient here for many years and her medical history is known to them. She has an eating disorder, self harms and has problems being overweight and with diet. She explained to the GP that her mental health has deteriorated recently and that she is cutting herself and binge eating , she was told to continue with her medication and try and eat healthily as her blood sugars were very high- she was given no further advice or support and feels ignored and marginalised due to her weight and an ignorance of eating disorders from the GP.	Stockwood Medical Centre
992	Referrals, Waiting Times for ; Access_to_Services, Remote appointments and digital services	Negative	This individual gave feedback that he wanted a referral to a neurologist from his GP to get help in managing his disorder. He struggles to use the online appointment system. The GP said that they wouldn't chase the specialist as this was the patient's concern. Patient feels he needs more support.	The Family Practice
864	Access_to_Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they would like the option of having a face to face appointment. They are partially deaf so its particularly important for them to be provided with that option.	The Family Practice
749	Medication prescriptions and dispensing, Medicines Management	Negative	This individual gave feedback that he has mental stress due to caring for mom for the past 2 years. He feels as his mother's condition is getting worse, this is affecting his role as a carer. When his mother was going into respite care, the manager at the care home flagged the medication for her dementia were not in dosette box (and lithium level is too high), meaning the surgery did not sort her medication correctly. He feels this is taking its toll on his health and feels mothers' health has deteriorated since the doctors messed up this medication.	Wells Road Surgery
558	Communication, Written information, guidance and publicity	Negative	This individual gave feedback that they asked whether people can register with a GP in the area they work rather than the area they live. The receptionist said that people who do not live in the boundary cannot register. This individual feels that this is not correct information.	Wellspring Surgery
1001	Treatment_and_Care, Quality	Neutral	This individual gave feedback that they had 2 appointments with 2 different GPs to look at a hematoma on his leg. He was given antibiotics. The GP told him to walk to get it cleared up. He went on holiday with the family but had to return early because of the pain in his leg was so bad. He went straight to Southmead Hospital and they operated the next day. The hematoma had become infected. He is still receiving treatment.	Wellspring Surgery
526	Administration, Appointment Availability; Referrals, Timeliness	Negative	This individual gave feedback that he wasn't able to see his GP for 4 months. Referrals were not done appropriately which led to late diagnosis.	Westbury on Trym Primary Care Centre
984	Treatment_and_Care, Quality	Positive	This individual gave feedback that the GP practice offers brilliant services. Practice have followed up on all appointments and staff are excellent.	Westbury on Trym Primary Care Centre
606	Access to Services, See my own GP	Negative	This individual gave feedback that when you ring for a GP you get an appt with any of the GPs and so it is hard to see the same one or to self of your choice. If a call back is offered it might be a nurse. There is a lack of continuity. Patients are often advised to get medicate so when you see a GP you want them to do somethings.	Westbury on Trym Primary Care Centre
676	Treatment and Care, Experience	Positive	this individual gave feedback that the practice is great.	Whiteladies Medical Group
753	Administration, Appointment Availability; Treatment_and_Care, Experience	Positive	This individual gave feedback that they have a brilliant service and can always get an appointment.	Whiteladies Medical Group



## Secondary Care Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.



ID	Theme	Sentiment	Feedback	Service Provider
741	Administration, Appointment Cancellation; Administration, Appointment Availability	Negative	This individual gave feedback that their very young niece has been on the waiting list for urgent open heart surgery since 2022. She has had pre-ops and cancelled dates alongside repeated hospital admissions. Her surgery has been delayed because of a lack of intensive care beds and a backlog from COVID. Waiting for this surgery with the chaos of an ever-changing short notice waiting list has caused the niece to become extremely anxious and has affected her and her family's mental well being.	Bristol Childrens Hospital
614	Treatment and Care, Experience	Positive	This individual gave feedback that he was referred to the hospital for injections for wet macular degeneration. He says that he was seen at the eye hospital very quickly and treatment started in both eyes. The whole process went smoothly and there was very little discomfort and no bruising. The two members of staff were excellent and very kind. Many people find this a most unpleasant experience.	Bristol Eye Hospital
597	Treatment and Care, Experience	Positive	This individual gave feedback that they noticed something strange was happening to their eye and they were rapidly losing their sight. They staff were amazing, polite and thorough.	Bristol Eye Hospital
585	Treatment and Care, Experience	Positive	This individual had visited the hospital and spent the morning there undergoing various tests and saw two consultants who took the time and care to provide a great service, all his questions were answered and he was given exceptional aftercare.	Bristol Eye Hospital
607	Treatment and Care, Explanation	Negative	This individual gave feedback about her husbands experience. He was referred to ENT for investigation of a sore throat and understood he was to have his tonsils cleaned. Given an anaesthetic and still had a sore throat. He had a scan at a later date which showed a pituitary cancer.	Bristol Royal Infirmary,BRI Bristol
1005	Communication, Written information, guidance and publicity	Negative	This individual gave feedback he had a haematology dept appointment. This was a consultant and the consultant said he would write to him. He has not received the letter or heard from the Dept since that time which was 3 months ago.	Bristol Royal Infirmary,BRI Bristol
893	Treatment_and_Care, Experience	Positive	This individual gave feedback that he received the staff were friendly, and received good care during hospitalization. He felt supportive since receiving mental health care there.	Bristol Royal Infirmary,BRI Bristol
752	Treatment_and_Care, Experience	Positive	This individual gave feedback that he had day surgery and everything was fantastic.	Bristol Royal Infirmary,BRI Bristol
610	Communication, General	Negative	This individual gave feedback that he has a living will which was done as he was at risk of a stroke. He had a stroke last year and was admitted to the stroke unit. The hospital said they would ignore it in case he got better but he feels a living will is legally binding.	Bristol Royal Infirmary,BRI Bristol
613	Treatment and Care, Experience	Positive	This individual gave feedback that her daughter was seen very quickly by a consultant at the hospital for possible cancer. The whole process was quick and responsive	Bristol Royal Infirmary,BRI Bristol
660	Treatment and Care, Experience; Staff, Communication between staff and patients	Negative	This individual gave feedback that her mother was admitted to the hospital. She was 77 yrs and unable to speak English. He says that he was seen at the eye hospital very quickly and treatment started in both eyes. The whole process went smoothly and there was very little discomfort and no bruising. The two members of staff were excellent and very kind. Many people find this a most unpleasant experience.	Bristol Royal Infirmary,BRI Bristol
539	Treatment and Care, Quality	Negative	This individual gave feedback that hospital care is often not supportive if you have drug problems and that the patient is expected to take on too much accountability for their records and health. If you struggle with mental health issues you are offered no direct support.	Bristol Royal Infirmary,BRI Bristol
791	Treatment and Care, Speed; Treatment_and_Care, Experience	Positive	This individual gave feedback that over the last four weeks they all had experiences for a lump; assessment by a senior doctor, scans and a long follow up. States that all these investigations were superb and is looking forward to treatment.	Bristol Royal Infirmary,BRI Bristol
928	Staff, Communication between staff and patients; Treatment_and_Care, Experience	Positive	This individual gave feedback that she had a cardiac arrest and was in an induced coma for 3-4 days. The staff were all brilliant, they took the time to explain things to her and she is going to get rehab.	Bristol Royal Infirmary,BRI Bristol
575	Staff, Suitability	Negative	This individual gave feedback that the amount of junior doctors does not seem safe. Not enough senior doctors around.	Bristol Royal Infirmary,BRI Bristol
814	Continuity and Integration of Care, Access; Facilities and Surroundings; Facilities_and_Surroundings, Cleanliness (Environment); Staff, Communication between staff and patients	Mixed	This individual gave feedback that the department is excellent but also has its problems. Open access so can get an appointment easily within a week or two with advice best way of managing pain. They also say that Consultants can vary easily which can cause difficulties with continuity however the staff are welcoming and the department is clean.	Bristol Royal Infirmary,BRI Bristol
545	Access to Services, Accessibility and reasonable adjustments; Treatment and Care, Effectiveness	Negative	This individual gave feedback that their mother in law had a wonderful service from the dermatology dept. However she has limited mobility and a blue badge and they were concerned about the access to clarify before appointment. She was told there was disabled parking. They only found three bays and they were understandably full. It was a long difficult walk from main entrance to dermatology. They weren't offered a wheelchair and felt somewhat hassled by the friends of the BRI when they were trying to scope the path that they would need to take. They were approached twice by these volunteers and they had to park a mile and a half away.	Bristol Royal Infirmary,BRI Bristol
661	Administration, Medical Records	Negative	This individual gave feedback that their patients medical notes and condition were freely given to someone who called the hospital ward and claimed to be an NHS medical practitioner and on another occasion to be a family member. This continued even after she complained about it.	Bristol Royal Infirmary,BRI Bristol
831	Facilities_and_Surroundings, Car Parking Access; Facilities and Surroundings; Buildings & Infrastructure; Staff, Communication between staff and patients	Negative	This individual gave feedback that there is no parking, it feels like a maze, and the direction desk was not staffed. They felt that no real care was given - no words of comfort from the doctors and nurses. Lack of information. Got infections in the wound sites.	Bristol Royal Infirmary,BRI Bristol
998	Administration, Telephone; Communication, Written information, guidance and publicity	Negative	This individual gave feedback that they had a letter for an ENT appointment. Tried to get hold of someone to ask to have the appointment at Southmead instead. She couldn't get hold of anyone and she couldn't cancel the appointment either. She rang lots of different numbers many times to try and sort out the appointment - no one answered the phone. She eventually discovered that appointments at the BRI cannot be changed to Southmead.	Bristol Royal Infirmary,BRI Bristol
818	Administration, Admission Procedure	Negative	This individual gave feedback that they have had her leg operated on multiple times and it is still painful. They have been called to have their other leg operated on a short notice. They had to turn down the appointment as they are widowed and their daughter can visit but needs notice. This person son requires support and so they need to be able to drive and requires a disability badge.	Bristol Royal Infirmary,BRI Bristol
548	Treatment and Care, Experience	Positive	This individual gave feedback that they were diagnosed with prostate cancer and referred to the hospital. They have had ongoing radiotherapy since the beginning of 2023 and have had a very positive experience. When they had a heart problem they also had a very positive experience.	Bristol Royal Infirmary,BRI Bristol
584	Treatment and Care, Quality	Positive	This individual had hearing aids fitted after seeing a consultant at all concerned. He said the staff were attentive and the support was excellent with full explanations from all hospital. He wanted to commend the hospital on the quality of care	Bristol Royal Infirmary,BRI Bristol
588	Transport, General; Staff, Communication between staff and patients	Negative	This individual gave feedback that they feel that their health is suffering because of how they have been treated by E-Zec. E-zec refused to take him twice to appointments and cancelled him on 3 or 4 occasions. At one point, a member of staff was sick, but preparations should be made for this situation. This individual is an amputee using a wheelchair and cannot transfer onto different vehicles, however, he had one occasion where the crew could not put him on a bus as there was already an individual with a wheelchair on the bus (so they did not plan the route correctly). People who have health issues and do not go to appointments are seriously suffering from this.	E-zec Medical Transport - Bristol,
611	Treatment and Care, Safety of Care/Treatment	Negative	This individual gave feedback that she needs a single sex ward if in hospital but feels concerned/angry that males are allowed in single sex (women) wards if they identify as female. She is not confident that someone says they are female when they are. This person is blind.	North Bristol NHS Trust
808	Referrals, Timeliness; Treatment_and_Care, Speed	Negative	This individual gave feedback that they have been waiting for an appointment with the haematology department for 9 weeks. They were not seen within their 2 week cancer referral. After reading their reports which state their bloods should be monitored, they have not had any appointments to monitor their blood and feel their health is declining because of this. They feel discriminated against as they are not getting the appropriate treatment and are finding this situation exhausting as they already have another health condition.	North Bristol NHS Trust
846	Diagnosis, Assessment, Tests/Results; Continuity and Integration of Care, Integration of services and communication between professionals	Negative	This individual gave feedback that after having an X ray here they were told the results would be given in a matter of days and to call the service that referred them (the Strona Musculoskeletal interface service). They called after a week but were told it would take 6-8 weeks for the results to be sent to the Musculoskeletal interface service. They said the radiographer should have been aware of this. They feel like this is a long time to wait for X ray results.	South Bristol NHS Community Hospital, Hengrove Promenade,Bristol
620	Treatment and Care, Explanation	Positive	This individual had a deep wound on his hand He went to urgent care only to be told that it was not deep enough for them to treat it and to go home and put a compress / bandage on. He insisted that he see someone as it had already bled through several attempts at putting a plaster on. They saw him and attempted butterfly stitches, however these would not take because of the excessive blood. He ended up being referred to Southmead A&E for stitches. Southmead saw him straight away, the nurse on duty was very compassionate and listened to him when he told her about his needle phobia. She took every effort to guide him through the process, distract him and used an extra small needle when administering anaesthetic. His hand was sorted in half an hour.	Southmead Hospital A&E
722	Diagnosis Assessment, Quality of Staff, Communication between staff and patients; Dignity and Respect, Equality & Inclusion	Negative	This individual feels they have been subjected to 3 years of discrimination as a gay male. In 2020, he was told by doctors he has suspected cancer. When he went for tests, they only tested him for HIV and syphilis and he was then discharged. He does not feel this was enough tests. He has complained in the past, but the doctor said he was threatening, which this individual feels is completely against his character. He does not feel he trust the NHS anymore because of his treatment. This is his 6th time he has been told he has a 2 weeks wait for a haematology referral. He has had this illness for 3 years but no one is taking this seriously. The doctor is still not putting this on his medical records - if he went to A&E, they would not know of it. He is hoping the doctors will help him as he is on statutory sick pay. He has symptoms of lymphoma and has not been offered genetic risk testing despite this.	Southmead Hospital, Bristol,
679	Continuity and Integration of Care, Follow on treatment and continuity of care; Treatment and Care, Experience	Mixed	This individual gave feedback on behalf of a friend who was an inpatient in the hospital following a stroke, and was placed on an end of life pathway. The inpatient experience was positive. However there was no occupational therapy assessment arranged and the friend was socially isolated in her own home for 11 months until she died. They were told that the wheelchair she had was not appropriate and despite the care company and the person giving feedback following up no one seem concerned.	Southmead Hospital, Bristol,
798	Administration, Waiting times, punctuality and queuing on arrival; Treatment_and_Care, Coordination of Services	Mixed	This individual gave feedback that although the appointment to see a consultant after MRI and EEG for neurological problem was on time, the EEG results were not ready.	Southmead Hospital, Bristol,
568	Treatment and Care, Experience	Positive	This individual gave feedback that he self prescribed 0.75 aspirin which he believes caused Sepsis. He bought the Aspirin over the counter and thinks you should not be able to do this, it should be prescribed by a doctor. He says that the hospital saved his life and are 100% brilliant.	Southmead Hospital, Bristol,
974	Communication, Lack of	Negative	This individual gave feedback that her husband had had a recurring sore on the back of his ear. His concern was dismissed by the GP, but subsequently he was referred to a dermatologist at the hospital. Following referral for surgery at a private hospital, her husband was advised that part of the ear would have to be removed. He has had about 1/3rd of his ear removed and they feel that there wasn't enough warning given about this. They considered this to be unsatisfactory service.	Southmead Hospital, Bristol,
758	Staff, Quality & Effectiveness	Negative	This individual gave feedback that her mother of 92 yrs. was an inpatient and she had to remind staff to give her medications and feed her meals (left on side). She is concerned for patients who don't have family to remind staff. Family are expected to help. Night staff are less caring.	Southmead Hospital, Bristol,
844	Medication prescriptions and dispensing, Medicines Management; Treatment_and_Care, Experience; Staff, Staffing Levels	Negative	This individual gave feedback that it was very busy and there didn't seem to be the capacity to deal with the need. The nurse did not fit their nebuliser correctly and this person felt that the attention to care was unacceptable and that he was left on his own to deal with the problem. He was only given 3 days of medication and when he went to A&E to get more they did not have enough.	Southmead Hospital, Bristol,
601	Treatment and Care, Experience; Treatment and Care, Speed	Positive	This individual gave feedback that since being diagnosed with breast cancer 6 months ago the hospital care has been amazing. The department treated her very well. The staff recognised the urgency.	Southmead Hospital, Bristol,
789	Treatment_and_Care, Experience	Positive	This individual gave feedback that the consultant and medical teams conducted a thorough medical assessment and investigation into this persons life threatening condition. This person is very grateful to them.	Southmead Hospital, Bristol,
677	Treatment and Care, Quality	Positive	This individual gave feedback that the hospital service is amazing	Southmead Hospital, Bristol,
527	Administration, Waiting times, punctuality and queuing on arrival; Staff, Quality & Effectiveness	Mixed	This individual gave feedback that the waiting time at the hospital was a concern but once they had seen the triage practitioner he was happy with the service	Southmead Hospital, Bristol,
529	Administration, Provision of services	Negative	This individual gave feedback that there is a lack of access to appointments for hearing aid reviews	Southmead Hospital, Bristol,
738	Administration, Admission Procedure; Administration, Appointment Availability	Negative	This individual gave feedback that they developed an advice issue. They had to press for the relevant blood tests for over a year then had to ask to see an endocrinologist and wait an additional year to be seen.	Southmead Hospital, Bristol,
917	Treatment_and_Care, Experience	Positive	This individual gave feedback that they had emergency surgery. The care was good eventually	Southmead Hospital, Bristol,
975	Treatment_and_Care, Experience; Continuity and Integration of Care, Integration of services and communication between professionals	Mixed	This individual gave feedback that they had had treatment following a motorbike accident. Treatment was good, but departments do not talk to each other and she was given conflicting information. Once these issues were resolved, the treatment was good.	Southmead Hospital, Bristol,
747	Administration, Appointment Availability; Medication prescriptions and dispensing, Prescription Repeat Prescriptions	Negative	This individual gave feedback that they have been waiting since 2021 for weight-loss surgery and finally had things started in Spring 2023 to now he told it could be a years wait to see a surgeon then another year for surgery. This person can't get injections as there is a world wide shortage and they feel like they are a heart attack waiting to happen and that no-one is helping them.	Southmead Hospital, Bristol,
985	Referrals, Timeliness; Staff, Quality & Effectiveness	Positive	This individual gave feedback that they have had scans without having to wait for too long. They also said the staff are efficient and kind and that any issues are usually down to lack of resources.	Southmead Hospital, Bristol,
981	Referrals, Timeliness; Treatment_and_Care, Speed; Treatment_and_Care, Experience	Positive	This individual reported that she received very good care at the Oncology Department. She was having private cosmetic work done somewhere else when they alerted Southmead to an 'incidental finding'. This was a mole that was likely to be cancerous. The hospital saw her very quickly and this was removed in a day patient clinic which was very supportive and efficient.	Southmead Hospital, Bristol,
904	Dignity_and_Respect, Equality & Inclusion	Negative	This individual says that he had asked for a female doctor to see him at the next clinic appointment (because the last time he saw a male doctor he felt that he was discriminated against) The hospital told him there were 2 male and 1 female doctors for that clinic and they couldn't guarantee that he would be a female doctor. He stated that this was discrimination.	Southmead Hospital, Bristol,
621	Communication, Written information, guidance and publicity	Negative	This individual wanted information on how to make a formal complaint against Southmead hospital. They also wanted the number for the Care Quality Commission.	Southmead Hospital, Bristol,
862	Facilities_and_Surroundings, General	Negative	This individual wanted to express their alarm regarding the increased use of mixed-sex wards. As a sufferer of sexual trauma related PTSD she felt that being vulnerable and unprotected in a mixed-sex ward was distressing and that if she needed care she would refuse to enter a ward of this kind. She also felt that care givers should be of the same sex as the patient if requested.	Southmead Hospital, Bristol,
626	Staff, Caring, kindness, respect and dignity	Positive	This person found staff on the ward went above and beyond to help her with personal hygiene. Showing respect and sensitivity to her needs at all times.	Southmead Hospital, Bristol,
554	Referrals, Waiting Times for; Treatment and Care, Experience	Mixed	This individual gave feedback that they had a hip operation. This was good apart from the follow up when they were referred back to the NHS and this then took a long time to come through.	Spire Bristol Hospital, The Glen,Bristol
991	Referrals, General; Administration, Booking Appointments	Negative	This individual gave feedback that her situation had been ongoing for a year. She was referred here, but was then referred to Southmead, who referred her back here again but at all stages she had to keep chasing for an appointment. She feels she was able to do this because she is self-employed and able to make calls in the middle of the day, and also has sufficient resources on her phone to cope with waiting and being on hold. She identified barriers for others, e.g. when English not first language, don't have flexible work patterns or have sufficient credit. Feels that people are trying their best but suffering from lack of resources.	St Michael's Hospital, Bristol
895	Treatment_and_Care, Experience	Positive	This individual gave feedback that she had a review of hearing and new hearing aids. Staff pleasant and knowledgeable. Great service.	St Michael's Hospital, Bristol
698	Treatment and Care, Experience	Negative	This individual gave feedback that she was admitted for the birth of second child which was a complicated birth required spinal block. The anaesthesiologist tried 9 times to get the spinal block in but failed. Another anaesthesiologist was never called to try even though she requested this as she was uncomfortable. After the birth of her child she had to stay in hospital for a week as had a spinal leak from spinal block site. She had a biopsy taken post birth; this was sent to histology but was lost and was never given results. She felt that staff do not communicate effectively, they are not consistent with practice, they never seemed to have read her notes or records regarding medical history, leading to poor practice. This lady was not born in the UK and said she would never have another baby in the UK due to poor care.	St Michael's Hospital, Bristol
600	Treatment and Care, Experience	Negative	This individual gave feedback that they went to attended for a laparoscopy. On 3 separate occasions staff came to ask before the operation if she wanted the Mirena Coil. She told them each time she does not want this, as she had the coil before and this made her suicidal. She felt the staff were not listening to her and pushing her to get the coil.	St Michael's Hospital, Bristol
562	Staff, Suitability	Negative	This individual gave feedback that there is an unsafe level of Junior Doctors at night and weekends for safe care of patients.	UHBW
563	Treatment and Care, Experience; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that they broke their jaw and lost teeth. They were admitted as an emergency and had 2 operations. All staff were wonderful including food service, very gracious. They were seen quickly and the attitude of staff was great.	UHBW



# Urgent & Emergency Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officer have been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
596	Dignity and Respect, General; Staff , Caring, kindness, respect and dignity; Discharge, General	Negative	This individual gave feedback that he was attacked on the street and went to hospital to get his cheek X-rayed. Some staff were unhelpful, he wasn't informed about what was going on. Staff didn't help him to shower despite having smashed his knee. Did not offer a way to get home. Found the discharge process shocking, had no phone or wallet due to attack. Could hardly walk and in clothes covered in blood. Had no support after being in the hospital. Also mixed up support from Red Cross, told he would get help from them but didn't.	Bristol Royal Infirmary A&E
659	Treatment and Care, Experience	Negative	This individual gave feedback that she went in an ambulance with her mother to A&E where they waited in the car park for 9 hours. Her mother was elderly and frail with a bladder condition and frequently needed to go to the toilet. Each time she was taken from the ambulance to the toilets in the cold and dark and was frightened and confused.	Bristol Royal Infirmary A&E
929	Diagnosis_Assessment, Quality of	Negative	This individual gave feedback that she went to A & E with chest pains and was advised she had indigestion/acid reflux but a couple of weeks later she had a cardiac arrest. She understands that women present differently to men when it comes to heart disease and wonders whether this wasn't taken into consideration in her first diagnosis.	Bristol Royal Infirmary A&E
921	Administration, Waiting times, punctuality and queuing on arrival; Treatment_and_Care, Quality	Mixed	This individual gave feedback that they had an outbreak of shingles and didn't know what it was. They phoned their GP and was triaged on the phone. However a doctor was supposed to phone back after 24 hours but no one phoned back. They had to do to A&E in the middle of the night and it was 8.5 hours before they were seen, triaged and given painkillers for shingles. The clinician at BRI was marvellous.	Bristol Royal Infirmary A&E
851	Treatment_and_Care, Experience	Positive	This individual had difficulty breathing, and the ambulance arrived to pick them up within the hour of them calling for it. The individual went into A&E where they were given an X-ray and scans. Although there was no doctors available due to the strikes, a very kind senior nurse came to tell this individual the results of the X-ray, and prescribed them with medication. The hospital then sent this individual home in a paid for taxi. This is not this individuals first time in the hospital, but each time they have received excellent care that they cannot fault.	Bristol Royal Infirmary A&E
696	Treatment and Care, Experience	Positive	A couple of months ago this individual dropped a steak knife onto her leg which caused considerable bleeding which she dressed herself. The next morning it had not stopped bleeding so she was advised by the GP to visit the pharmacy who in turn suggested she attend the unit . She was quite reluctant to do so as it says Urgent Care on the door but staff were reassuring and she rated the treatment and care as very good and even after waiting for three and a half hours she felt it was an excellent service.	Bristol Urgent Treatment Centre (South Bristol NHS Community Hospital
958	Treatment_and_Care, Experience	Positive	This individual gave feedback that the service is good.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
763	Administration, Appointment Availability	Negative	This individual gave feedback that despite repeated call for help with dental treatment they were not offered any dental appointments for their dental infection.	NHS 111
967	Staff, Suitability	Negative	This individual gave feedback that he finds the service to be unfit for purpose because the staff are not medically trained, they simply follow a question and answer algorithm and miss important information and also send out valuable ambulances resources unnecessarily because the formula says they must do so. He feels people should take more responsibility for their own health care and this is not supported by places such as call centres that offer little proper advice or information about ongoing conditions.	NHS 111
691	Staff , Communication between staff and patients	Negative	This individual gave feedback that they called NHS111 for a dentists appointments because their mother suffered from tooth pain and was diabetic. The person found the reception staff to be rude and unhelpful during the phone conversation.	NHS 111
574	Treatment and Care, Effectiveness	Negative	This individual gave feedback that they had to call the ambulance for their husband. They felt that they asked too many questions on the phone instead of getting an ambulance out straightaway.	South West Ambulance Service (SWAST)
971	Treatment_and_Care, Experience; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that they had broken their shoulder and had received treatment for this. Service described as brilliant and individual could not praise them enough.	Southmead Hospital A&E

# Public Health and Social Care Feedback Comments by Provider

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.



ID	Theme	Sentiment	Feedback	Service Provider
859	Making_a_Complaint, Complaints Management	Negative	This individual raised serious concerns about the accommodation for their son and his health, and there was retaliation from the care manager.	Accomplish Group Ltd Housing
589	Continuity and Integration of Care, Follow on treatment and continuity of care; Finance, Cost and funding of services	Negative	Individual's son had a stroke 2 years ago which resulted in him being paralyzed down his right side. After his care in hospitals in Bristol, they sent him to a Care Home in Tewksbury which wasn't suitable for him – it was far from home and no other patients there were black. Eventually, she got him moved to a Care Home in Dudley, which is better, but he still doesn't have a social worker. His mother has been told that she is the one who has to write to Care Direct herself if she wants to a social worker for him and if she wants him to have a carer. She has been told that the cost of this will be £300.	Bristol City Council
858	Treatment_and_Care, Effectiveness; Making_a_Complaint, Complaints Management; Safety_Safeguarding_Abuse,	Negative	This individual feels social workers do not have medical knowledge to be interfering in medical matters and in the hospital. This individual feels that social workers should not be talking to medical providers about their family and carers. This individual's son was taken into care during lockdown, when they feel he should have only have received respite care. His mental and physical health both deteriorated in care. His social worker who wrote his support plan did not include health needs, so he did not get care he needed. This individual has raised safeguarding concerns for her son, but the social worker manager has ignored these.	Bristol City Council
813	Continuity_and_Integration_of_Care, Follow on treatment and continuity of care	Neutral	This individual gave feedback that Bristol City Council gave him a support worker when he was homeless, but once he moved into his supported living he no longer has one. He was directed by his support worker to a community arts programme which has helped him manage his stress tremendously.	Bristol City Council
552	Staff, Quality & Effectiveness	Positive	This individual gave feedback that he was helped to apply for a bus pass. This helps him pick up his medications for his allergies and with his financial position.	Bristol City Council
689	Administration, Provision of services	Negative	This individual gave feedback that without conducting needs assessment for the service user, Care Direct refused community home visits to the elderly person who is now in the middle stage of Alzheimer's Disease.	Bristol City Council
546	Communication, Lack of	Negative	This person wanted to record his concerns regarding social care policy in Bristol. He feels that the Mental Capacity Act has not been used correctly and that he has been stopped taking his mother out from her care home by the use of Deprivation of Liberty Guidelines being quoted by the care home that are both irrelevant and incorrect. The office at the council is aware of his complaint but he has had very little communication and feels anxious and ignored. He feels the law is being interpreted solely for the convenience of the professionals involved.	Bristol City Council
538	Administration, Provision of services	Negative	This individual reported that there is no help available for Ketamine addiction and that even when you are referred here you get very little support because it is not the kind of drug they are used to and if you don't fit a certain demographic, you get very little support.	Bristol Drugs Project
654	Care Home Management, Communication	Negative	This individual gave feedback that her brother frequently absconds from care but the care home co-ordinator only tells her when they cannot find him because they want her to provide information and yet refuse to share information that they have with her. She recently lost track of him for several hours so she called his previous secure housing at Claro Housing Supported living in Bedminster but the manager was extremely rude and would not help, saying she "did not have time for this call" and hung up.	Claro Homes, 11-16 Philip Street, Bristol



# Community Care Feedback Comments by Provider



Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
847	Staff, Communication between staff and patients; Referrals, Timeliness	Mixed	This individual gave feedback that they were referred to physio by their GP and they found the physio to be flippant and said that the GP's didn't have the knowledge to diagnose this type of syndrome and that they could have an auto-immune disease which was misdiagnosed or never found. This shocked this person and caused anxiety. They felt disheartened and hopeless. The physio lacked empathy and should have been able to see the patients' records. This person was happy that they were referred for x ray and ultrasound.	Sirona Community Services
949	Safety_Safeguarding_Abuse,	Negative	This individual wanted to express concern about her late fathers care by care agencies. She reported that over a short space of time he had more than 40 different carers attending his flat and each knew the key code and entered without knocking and she suspects that money from his wallet and his bank card had gone missing . He said he had seen a carer taking cash and she was so concerned that she contacted the police but let the case drop after her father died in November 2022. She hoped that other people would be aware and more careful of elderly relatives' money and the carers that came into the house.	Sirona Community Services

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
635	Administration, Provision of services	Negative	This individual gave feedback that they have an eating disorder (bulimia) and were sent to the GP to have her weight checked, a blood test and blood pressure check. The GP was very good. She's been referred to the STEPs service because she has bulimia and exercises too much. She has been told that she's reached the top of the waiting list, has been called in for an appointment. She then attends the appointment, explains everything to the healthcare professional, which is complicated and emotionally draining but then she doesn't hear anything and eventually she's been told that she's back on the waiting list, with no explanation of why this has happened. This has been going on for 3 years now!	Blackberry Hill Hospital, Bristol
653	Staff , Communication between professionals; Continuity and Integration of Care, Follow on treatment and continuity of care	Negative	This individual gave feedback that there was no proper communication between the unit, social worker and the care co-ordinator and the units team did little to support any after care, she is on/off carer for her brother.	Callington Road Hospital, Bristol
952	Administration, Appointment Availability	Negative	This individual gave feedback that It is impossible to access mental health services for children. This service is not fit for purpose and leaves our children (and their families) to get to crisis point before even accepting them onto a 2+ year waiting list.	CAMHS Service , Bristol
978	Discharge, Safety; Treatment_and_Care, Quality	Negative	This individual gave feedback that he wished to express his anger regarding the lack of mental health services in the city. He has attempted suicide in the past and is epileptic and on medication. He feels unable to get any lasting help, although he has asked to be sectioned numerous times. He feels very let down by the unit who he says refused to escalate any treatment for him and will put people back on the streets although they are still clearly mentally very unwell.	Petherton Resource Centre (AWP)
655	Care Home Management, General; Communication, Lack of	Negative	This individual gave feedback that the unit is very poor and has frequently resulted in her brothers fragile mental health being left unsupported while important information is not shared with family or other professionals.	Petherton Resource Centre (AWP)
812	Treatment_and_Care, Experience; Continuity_and_Integration_of_Care, Follow on treatment and continuity of care	Negative	This individual gave feedback that they have functional neurological disorder and went to the centre for support. He managed to recover, but quickly became ill again. The centre said to him they cannot help him. He now feels neglected by health services and feels like he would have been cured if he had more support.	Rosa Burden Centre
524	Administration, Appointment Availability; Treatment and Care, Experience	Negative	This individual gave feedback that she has been on the waiting list for years. Although the service offers two types of therapy she has no confidence in them. She is currently going through CBT with this service, which is OK but worries that this is not a long term solution and fears how she will feel in the winter. She does not feel that this service supports people well enough when they are in crisis. She also feels that the surveys patients have to fill in are unsupportive.	Vitaminds / IAPT
740	Administration, Admission Procedure; Treatment and Care, Experience	Positive	This individual gave feedback that this service was really good. There was a long waiting list but this person telephoned and explained the situation and was seen quickly, which was appreciated.	Vitaminds / IAPT

Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
968	Finance, Cost and funding of services	Negative	This individual gave feedback about the changes in NHS provision. As an ex NHS employee he said he is concerned by the way in which staff bear the burden of funding cuts and the expectations that patients have around care and prolonging life when the quality of life is so degraded. He feels the system is broken and what he has witnessed of processes since 2020 particularly have led him to believe that the NHS needs to look hard at where it funds care rather than keep paying for more and more complex management systems.	All NHS
530	Staff , Staffing Levels; Treatment and Care, Experience	Mixed	This individual gave feedback on the NHS in general. Observed that he is aware of understaffing and pressures on NHS. Makes him reluctant to see his GP. However thinks highly of NHS care provision once you get it.	All NHS
755	Communication, Written information, guidance and publicity	Positive	This individual gave feedback that she is expecting a Bowel Testing kit by post and is concerned because her mother died of this condition. She feels that there should be more reassurance and explanation as she is quite fearful.	All NHS
892	Administration, Booking Appointments; Administration, Management of Service	Negative	This individual gave feedback that the NHS is slow, and is very bureaucratic and is going the way of being privatised. The person could not get appointment for blood tests after several attempts.	All NHS
534	Finance, Cost and funding of services; Administration, Provision of services; Treatment and Care, Experience	Mixed	This individual gave feedback that the NHS seems to be moving towards privatisation. More and more services are having to be paid for and they feels that this is targeting sick people. They do not believe it is right that dentists can practice in the NHS for a year then can go over to private practice. However the NHS, when needed, is excellent.	All NHS
923	Dignity_and_Respect, Consent, choice, user involvement and being listened to	Negative	This individual gave feedback that they feel stigmatised because they do not agree with Covid vaccinations.	All NHS
694	Administration, Provision of services	Negative	This individual gave feedback that they feel the NHS is under funded, and therefore feels there will be a massive disparity between people who can afford healthcare and those who cannot. This individual feels social care settings are not trained enough, and councils are not doing enough about the housing crisis.	All NHS
954	Treatment_and_Care, Experience; Treatment_and_Care, Experience	Mixed	This individual gave feedback that they suffer from depression and anxiety. The GP services as well as chemist staff have been very supportive but psychiatric care has not felt so caring.	All NHS
852	Communication, Written information, guidance and publicity	Negative	This individual wanted to say that he believes the NHS is still a great institution but that the news about it is always bad and critical. The strikes have been negatively reported instead of concentrating on what a brilliant service it is and trying to encourage people to understand that. He worries about privatisation and thinks it is important that people take a positive attitude and continue to support the service.	All NHS
861	Access_to_Services, Inequality	Negative	This individual wanted to share concerns that she has regarding GP's attitudes and the NHS system toward Covid and its aftermath. She states that she feels socially ostracised since refusing the vaccination.	All NHS
839	Access_to_Services, Remote appointments and digital services	Negative	This individual moved to Bristol and wanted to register with a GP, which the NHS website says there is one nearby and said they can accept new patients outside their catchment area. However, when checking this, the NHS app for catchment areas is inaccurate and their boundaries need questioning. This individual knows the app is wrong as they have checked the catchment area where they have moved from, and the app says their old practice is not within their old houses' boundaries, even though it was. This individual feels the boundaries are wrong on the app, and the system is not right.	NHS App
583	Finance, Cost and funding of services	Positive	This individual expressed the desire as a foreign national to be able to pay for NHS care. She had used an out of hours Bristol GP and felt that she should not have it for free and that there should be some way of paying especially as the NHS were struggling, even if it was a donation	Not specified
790	Administration, Appointment Availability; Administration, Provision of services	Negative	This individual gave feedback that have diabetes and now find it very difficult to get an appointment with the NHS podiatry service. They say the frequency with which individuals with diabetes are able to access the NHS podiatry service has been declining over the last 10 years.	Not specified
850	Medication_prescriptions_and_dispensing, Medicines Management; Diagnosis_Assessment, Availability of; Staff, Communication between professionals	Negative	This individual has chronic mental and physical health issues. The GP and pharmacy asks them to go to these services multiple times a day if needed to amend prescriptions, however this individual struggles to do this due to their condition. This means the individual struggles to get their prescriptions on time and the pharmacy won't deliver due to the type of medication it is. These services assume that this individual has help, but they do not have family nearby and have been waiting for a care assessment for 9 months. As these are invisible syndromes and disorders, this individual feels health and care services to not acknowledge her situation and feels each of the disorders are approached as an individual issues rather than taken in as a whole. They feel they are constantly repeating themselves to different health and care professionals, which is affecting their mental health.	Not specified



Healthwatch Bristol Patient, Family & Carer Feedback

Quarter 1: April, May, June 2023

North Bristol NHS Trust is pleased to receive the feedback from Healthwatch Bristol and to have the opportunity to respond.

The Patient Experience Team receives and reviews the comments from Healthwatch. Where appropriate feedback is shared with the relevant Divisional Directors of Nursing or Divisional Patient Experience Leads to investigate further and provide a response.

This report, the comments received, and the Trust's responses are then discussed at our Patient & Carer Experience Group (P&CEG). P&CEG is attended by representatives from each of the Trust's divisions. This ensures that feedback is received by Senior Managers within the relevant division so they can disseminate the feedback to their teams who may be referenced in the comments. Members of Healthwatch also participate in this meeting.

Reference Number	Sentiment	Theme	Comment	Service	NBT Response
200	Negative	Access to Services, Information and Advice, Medication, prescriptions and dispensing, Medicines Management	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 stated that her medication never arrived in the post.	North Bristol NHS Trust	Thank you to this individual for their feedback regarding the centralised outpatient call centre. This feedback has been shared with the service. We apologise for the inconvenience caused to the individual ahead of their surgery.
394	Mixed	Treatment & Care, Coordination of Services, Administration, Admission Procedure	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 buzzer calls. The individual was distressed and anxious after the nurses failed to arrange a urine test.	Southmead Hospital, Bristol	We are sorry to hear that this individual did not receive timely responses to their buzzer calls. This is something we audit closely and seek to ensure is monitored so patients are not waiting a long time for a response to their request for assistance.

Reference Number	Sentiment	Theme	Comment	Service	NBT Response
164	Negative	Access to Services, Making a Complaint, Complaints Management	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	Thank you to this individual for providing their feedback. We are aware of their complaint. We are sorry that the complaint has been protracted for several reasons however we hope this has now been resolved for the individual and their son.

Reference Number	Sentiment	Theme	Comment	Service	NBT Response
452	Negative	Referrals, Timeliness	This individual is an NHS staff member. They observed that when someone is referred to the SameDay 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	Thank you to this individual for sharing their feedback about the pathway for laparoscopic cholecystectomies. This feedback has been shared with the operational lead for the service to review the pathway.
158	Negative	Staff, Communication between staff and patients	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	We are disappointed to learn of this individual's experience. Staff are aware that there are clear face masks available which should be worn at the request of the patient or where the patient is hard of hearing. We are very sorry that for this patient, the clear mask has not been utilised. We will raise this on our internal communications to remind all staff.
210	Negative	Access to Services, Remote appointments and digital services	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	Thank you to this individual for sharing their feedback about the booking process for Dermatology. The feedback has been shared directly with the Dermatology department to review their processes.
191	Negative	Administration, Medical Records	This individual gave feedback that her medical records are inaccurate, and she has been trying to get them amended so her medical	Southmead Hospital, Bristol	Thank you to this individual for sharing their feedback regarding amending their medical records. Our Patient Advice and Liaison Service would be

Reference Number	Sentiment	Theme	Comment	Service	NBT Response
361	Negative	Treatment & Care, Pain Relief, Dignity & Respect, General	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	We are very sorry to learn of this patient's experience, shared by their husband. This feedback has been shared with the central delivery suite for reflection and learning. Thank you for taking the time to share this with us.
478	Mixed	Treatment & Care, Experience	This individual gave feedback that the care provided postpartum was not the same as provided prenatally. 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	Thank you to this individual for sharing their feedback. This has been passed on to the post-natal ward for reflection. We would also like to apologise for the difference in experience between her births.
373	Negative	Transport, Availability, Staff, Communication between staff and patients, Administration, Management of Service	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	We are disappointed to learn of the individual's feedback. We have been working hard to raise awareness of these issues to ensure good communication between staff and next of kin or carers. We are sorry that this did not happen on this occasion and that the transport requested was not arranged. This is not the level of

Reference Number	Sentiment	Theme	Comment	Service	NBT Response
514	Negative	Communication, Lack of, Access to Services, Inequality, Treatment & Care, Experience	This individual gave feedback that their daughter-in-law went in for an induction at 4.30pm. At 6pm 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 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	We are very sorry to hear of the experience of our maternity service by this individual's daughter-in-law. We are experiencing high levels of demand for services which can, at times, mean there is a delay. We are very sorry for the impact this had on the patient and the stress and anxiety caused. We would wish to reassure the individual that we treat everyone equally irrespective of their background or belief, and that this experience was due to a lack of capacity within the team.
363	Mixed	Access to Services, Lack of access, Treatment & Care, Lack of, Treatment & Care, General	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	We are very sorry to hear of the impact of waiting for treatment for this individual. We are pleased that the care received by the hospital has been good and supportive. If there is anything further we can do to support this individual please do not hesitate to contact our Patient Advice and Liaison Service (PALS@nbt.nhs.uk 0117 414 4569).

Reference Number	Sentiment	Theme	Comment	Service	NBT Response
405	Negative	Administration, Incident Reporting	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	Thank you for sharing this feedback. Our Patient Advice and Liaison Service (PALS) would be very happy to support the individual with obtaining a copy of the incident report if they'd like to contact PALS@nbt.nhs.uk or call 0117 414 4569
218	Negative	Staff, Attitudes: Treatment & Care, Quality	This individual gave feedback that they were referred to the tropical and infectious diseases 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	Southmead Hospital, Bristol	Thank you to this individual for providing their feedback. We are aware of their complaint which has been investigated and a response has been provided by the service. We'd like to apologise once again for their experience.

Reference Number	Sentiment	Theme	Comment	Service	NBT Response
153	Negative	Access to Services, General, Communication, General	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	We are very sorry to hear about this patient's experience and that she felt this was discriminatory. This feedback has been shared with the physiotherapy team for reflection. Should the individual wish to have this formally investigated the Complaints Team would be happy to assist. complaints@nbt.nhs.uk 0117 414 4567
160	Negative	Lifestyle and wellbeing, Help with	This individual had a stroke and was given information about what food they should and not eat. They feel that the information was not accessible enough and that pictorial resources should also be available.	Southmead Hospital, Bristol	Thank you to this individual for their feedback. We are sorry that the information they received was not accessible. We are committed to providing accessible information for our patients and have an active panel

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270	Negative	Communication, Lack of	This individual's 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	We are very sorry to learn of this father's experience of their father's care at our hospital. We are aware that they are still awaiting the outcome of our incident report. Our Patient Advice and Liaison Service would be happy to look into this for the individual if they would like some support in getting the report outcome. PALS@nbt.nhs.uk 0117 414 4569
464	Negative	Communication, Lack of	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	Southmead Hospital, Bristol	Thank you for this very helpful feedback which has been shared with our Plastic Surgery department. We are very sorry to this individual for the wasted journey and for the inconvenience and cost incurred.

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303	Positive	Treatment & Care, Experience	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	Thank you to this individual for providing their positive feedback which has been shared with the Burns Unit.
271	Positive	Treatment & Care, Experience	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	Thank you to this individual for taking the time to provide their positive feedback.
517	Positive	Treatment & Care, Experience	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	Thank you to this individual for taking the time to provide their positive feedback, this has been shared with the maternity service.

Reference Number	Sentiment	Theme	Comment	Service	NBT Response
285	Positive	Staff, Quality & Effectiveness	This individual gave feedback that the staff have exceptional knowledge and are very quick. They feel lucky to live in Bristol!	Southmead Hospital, Bristol	Thank you to this individual for their lovely feedback.
483	Positive	Treatment & Care, Experience	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	Thank you to this individual for sharing their positive feedback about their mother's knee operation.
329	Positive	Staff, Communication between staff and patients	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	Thank you for this lovely feedback. We are pleased we got it right for this patient and were able to deliver a person-centred experience.
439	Positive	Treatment & Care, Quality	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	Thank you to this individual for taking the time to provide this positive feedback about the hospital.