

### *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.



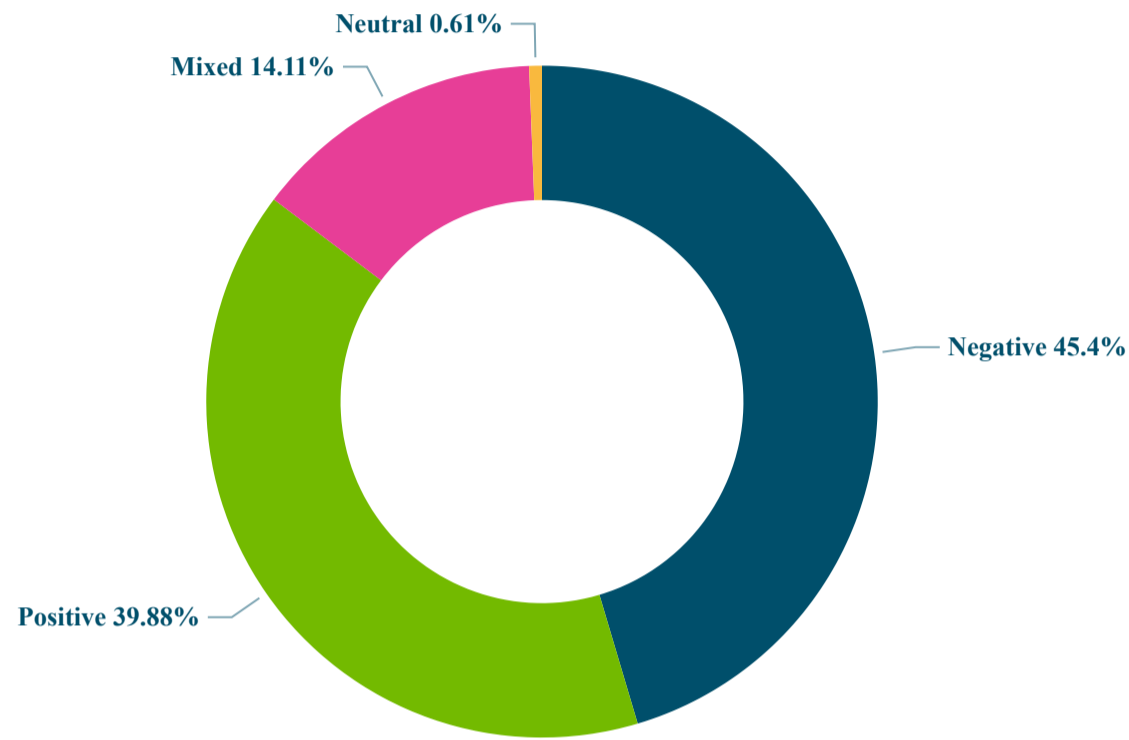


Total number of feedback contacts

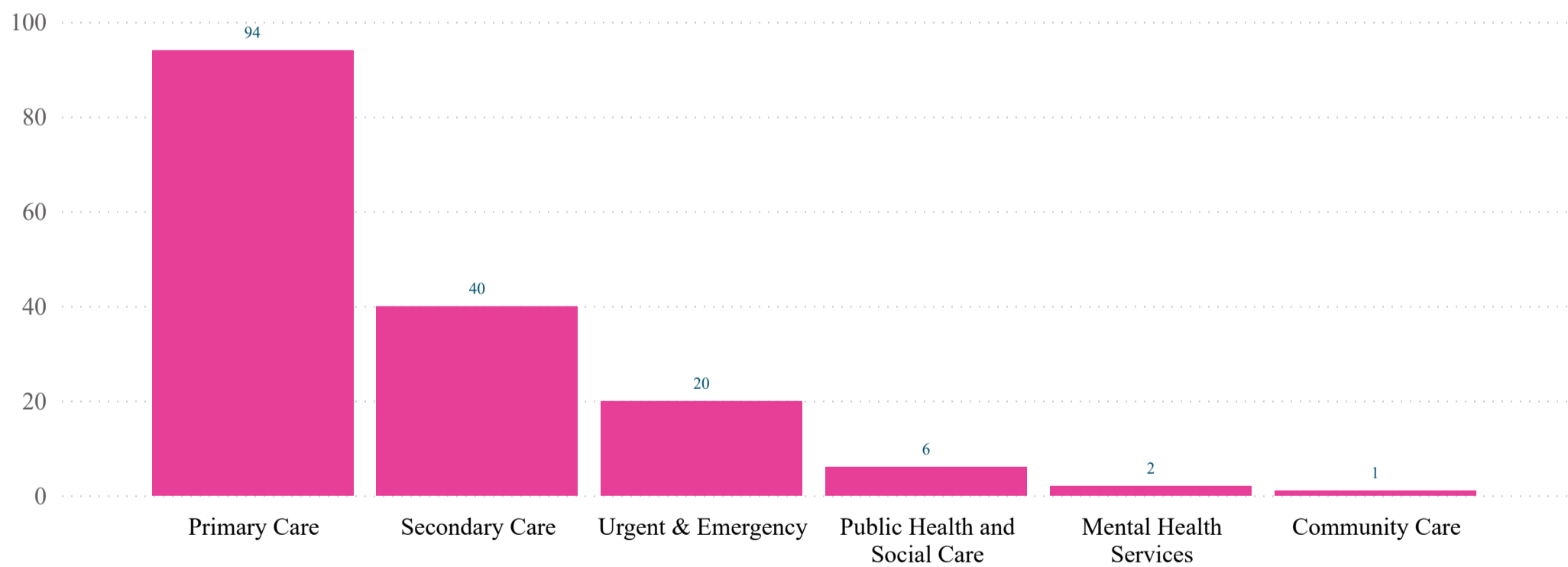
**163**



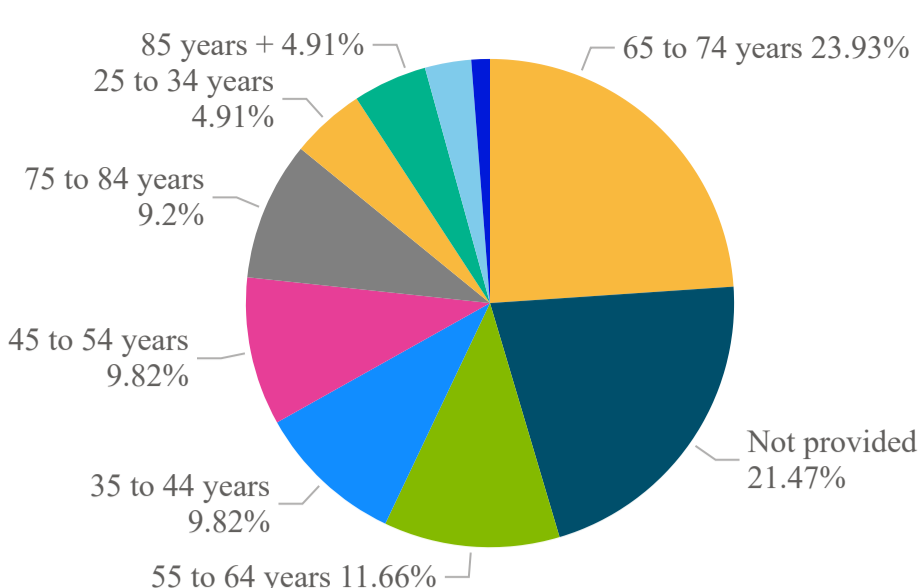
## Overall Sentiment of Feedback contacts



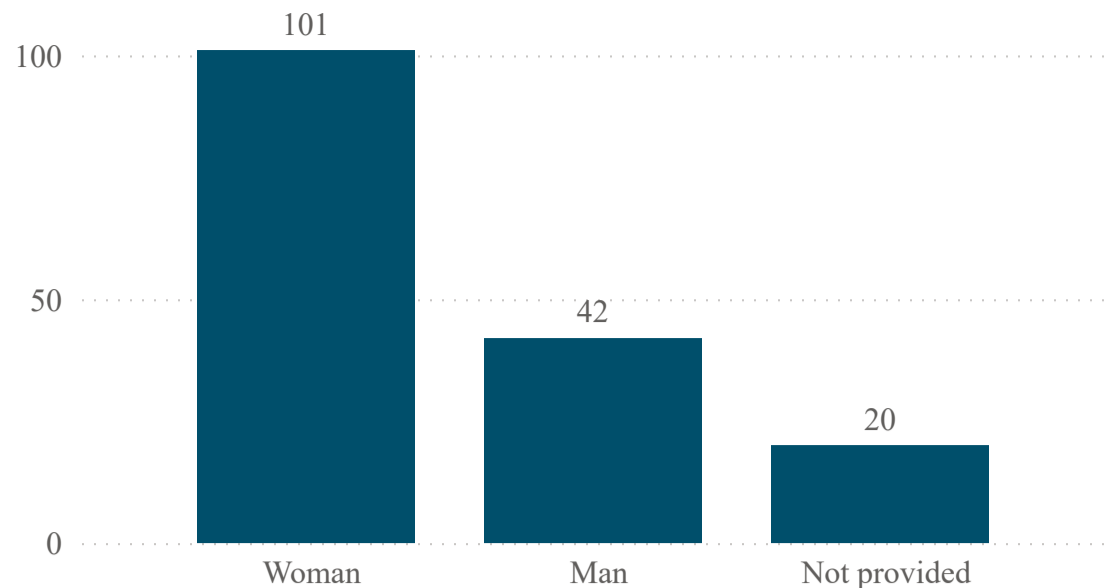
## Feedback contact by sector



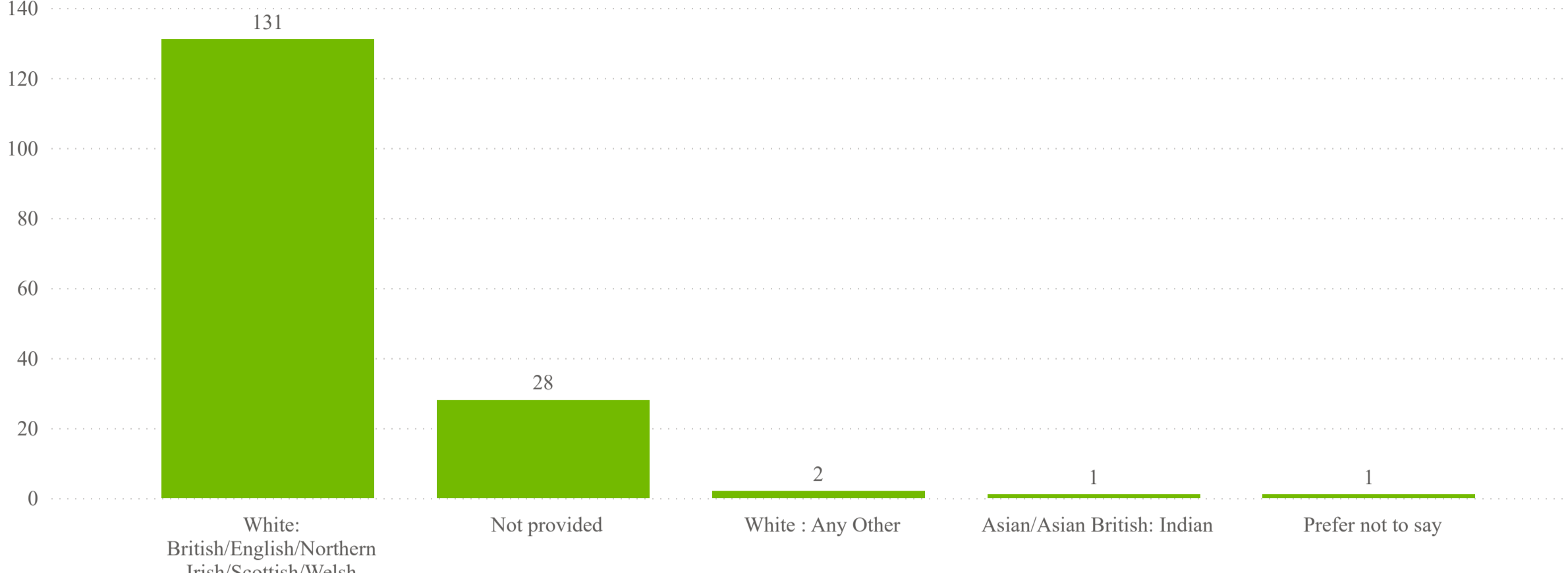
### Age Band



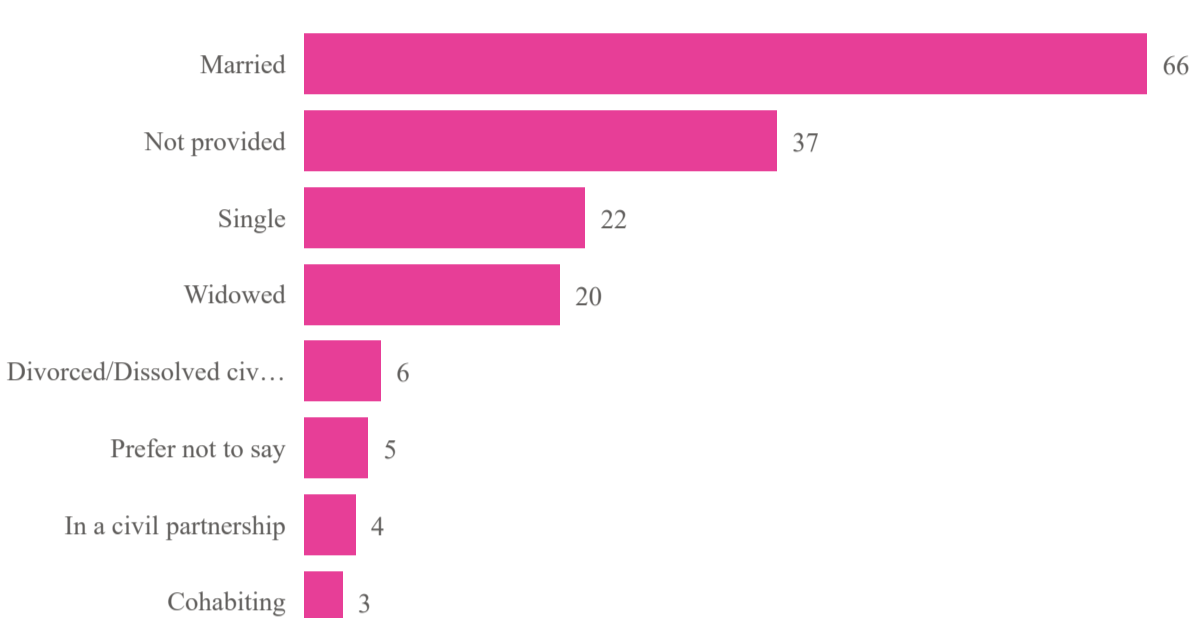
### Gender



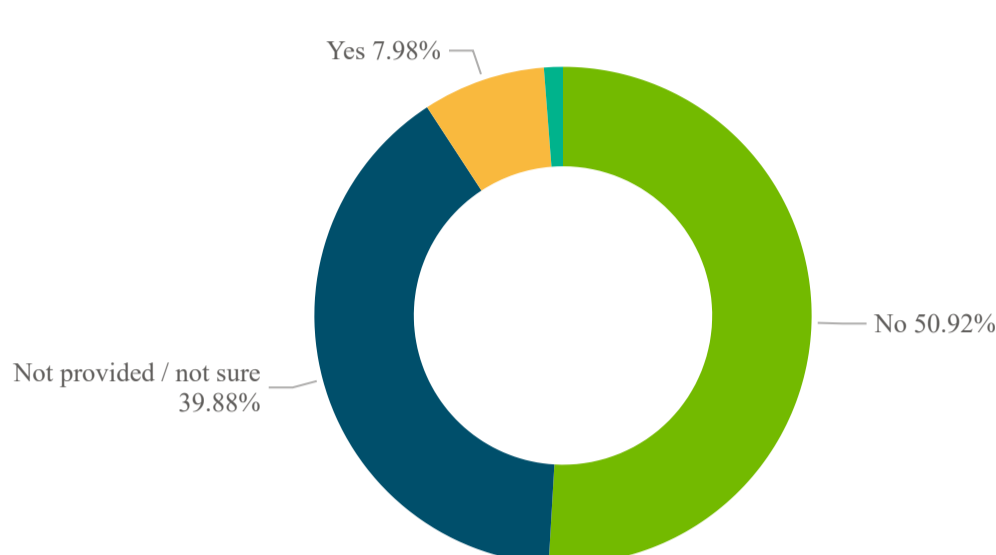
### Ethnicity



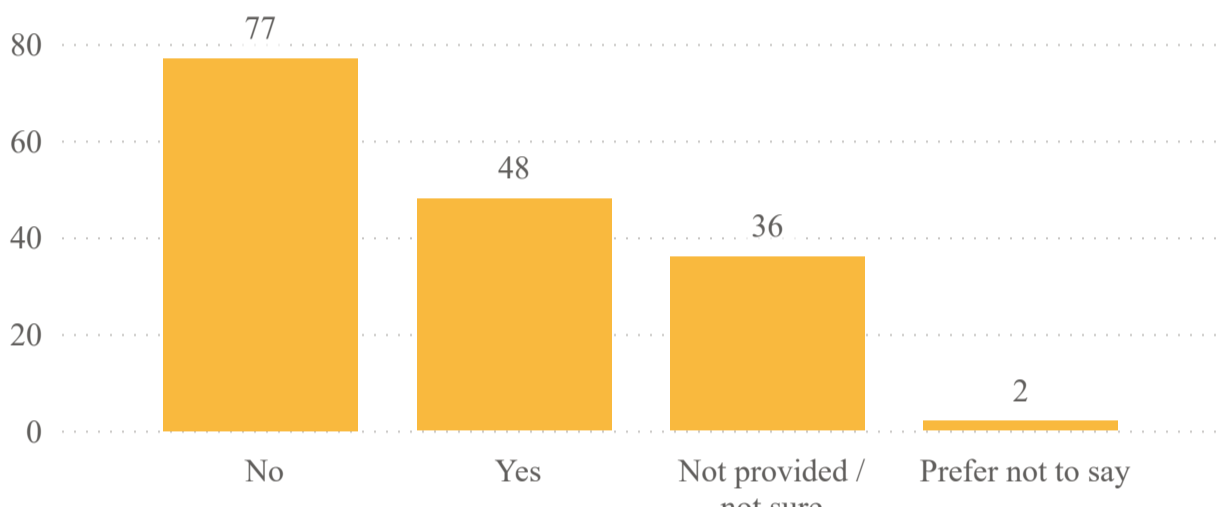
### Civil Status



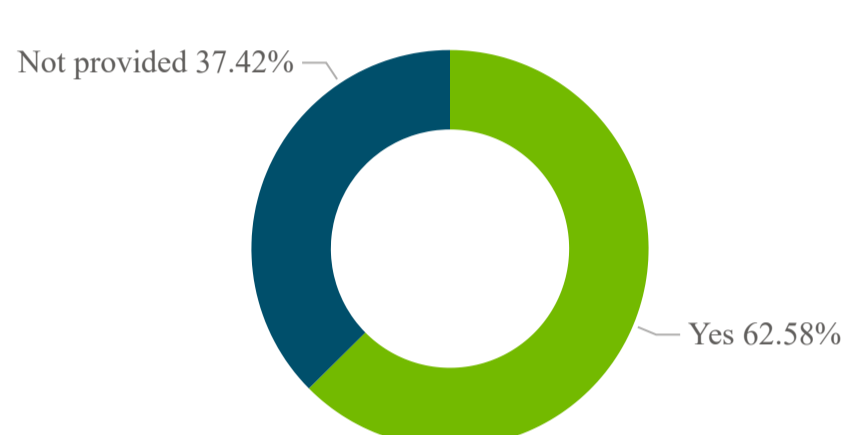
### Identifies as being a carer



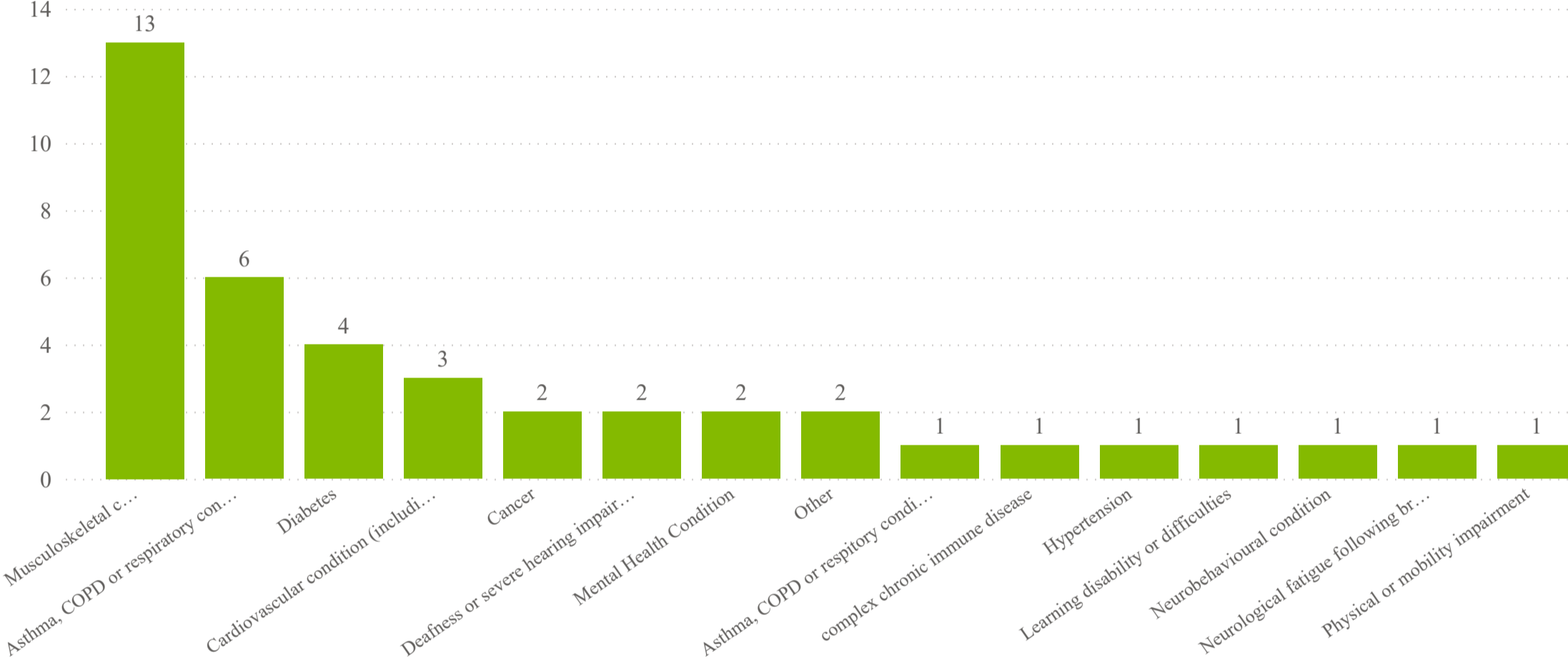
### Identifies as having a long term health condition / being disabled / having a disability



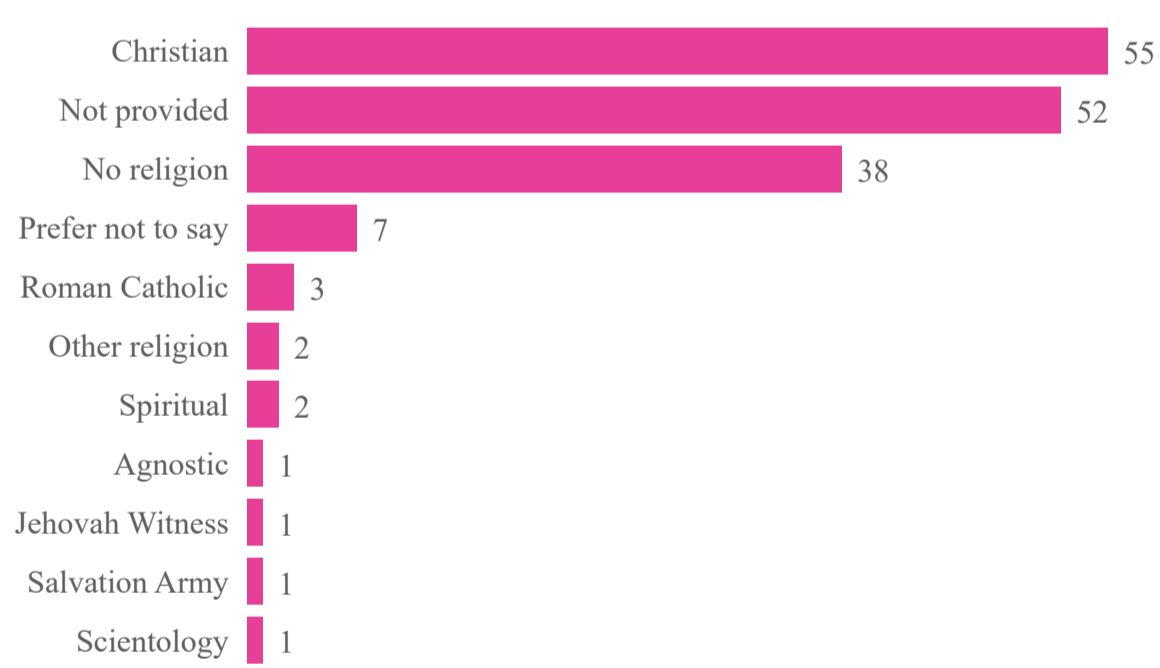
### Identifies with the gender assigned at birth



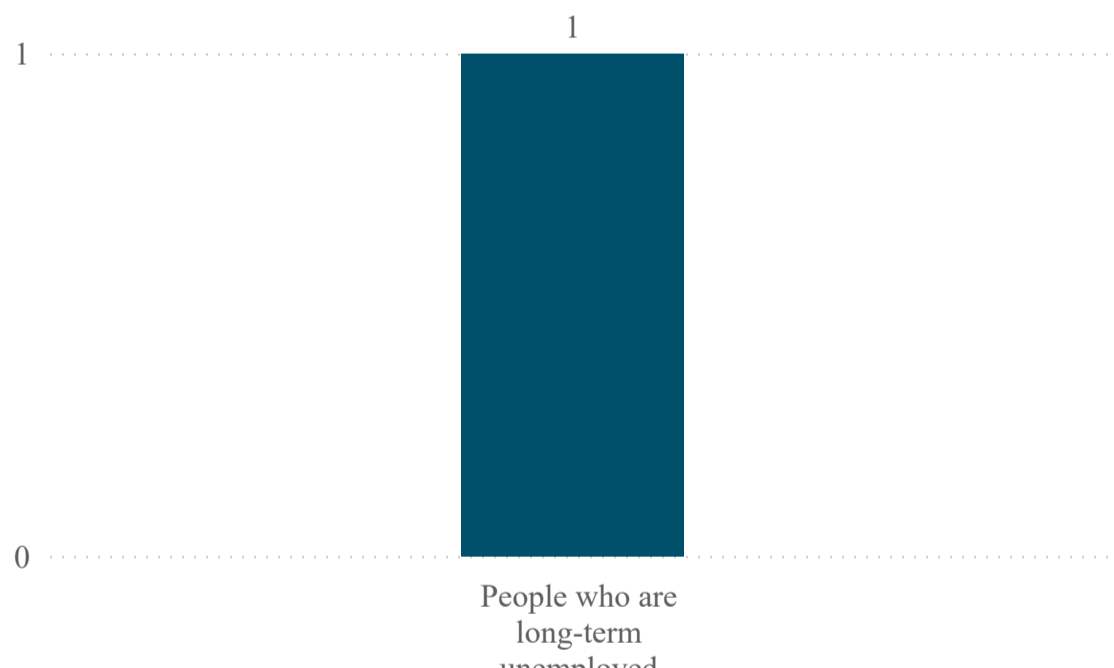
### Long-term health condition / disability



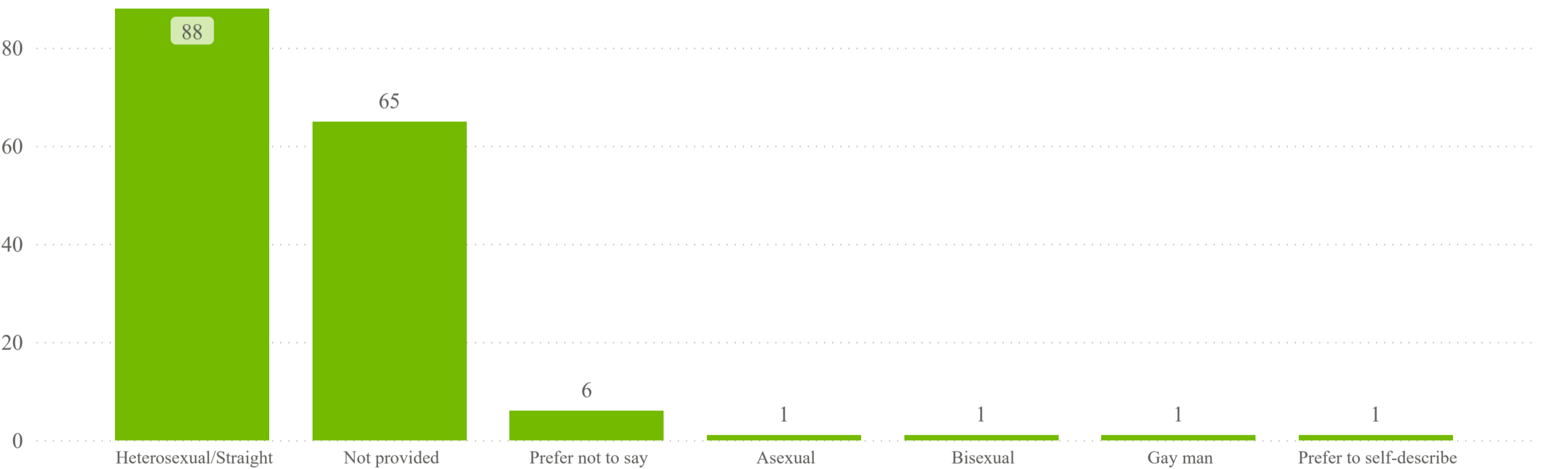
### Religion/Belief



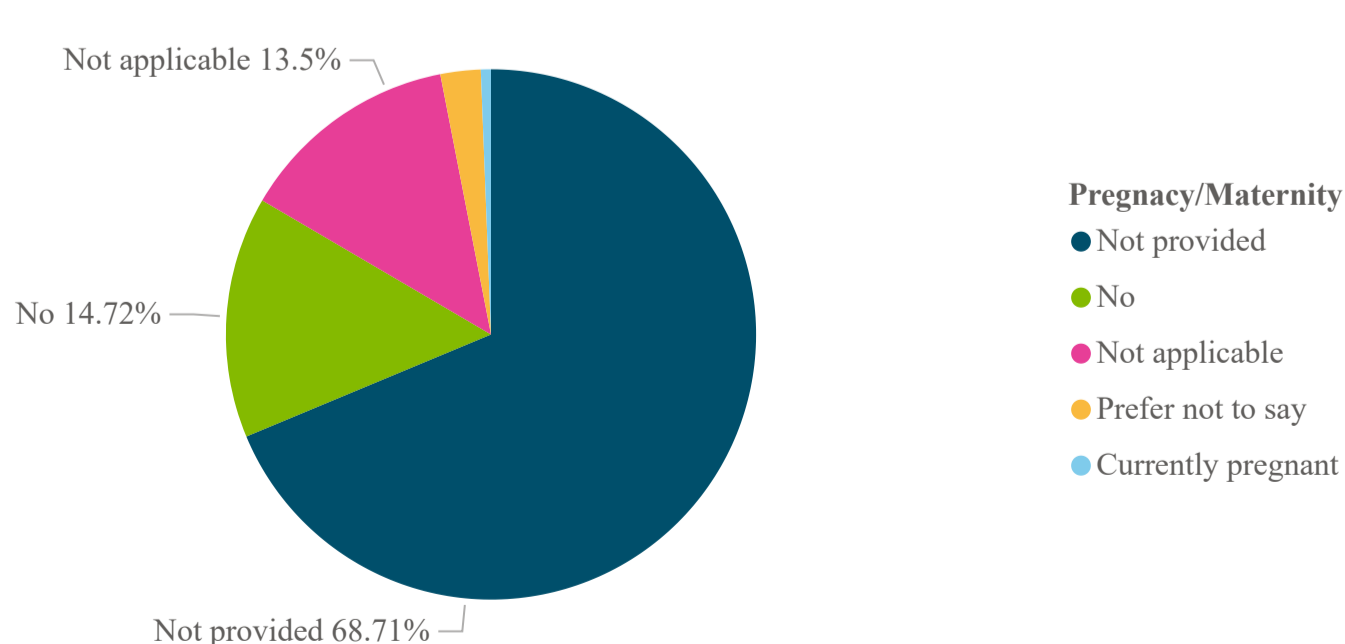
### Health Inclusion Group Category



### Sexual Orientation



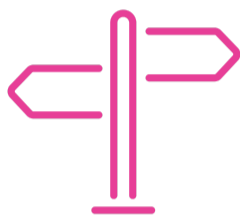
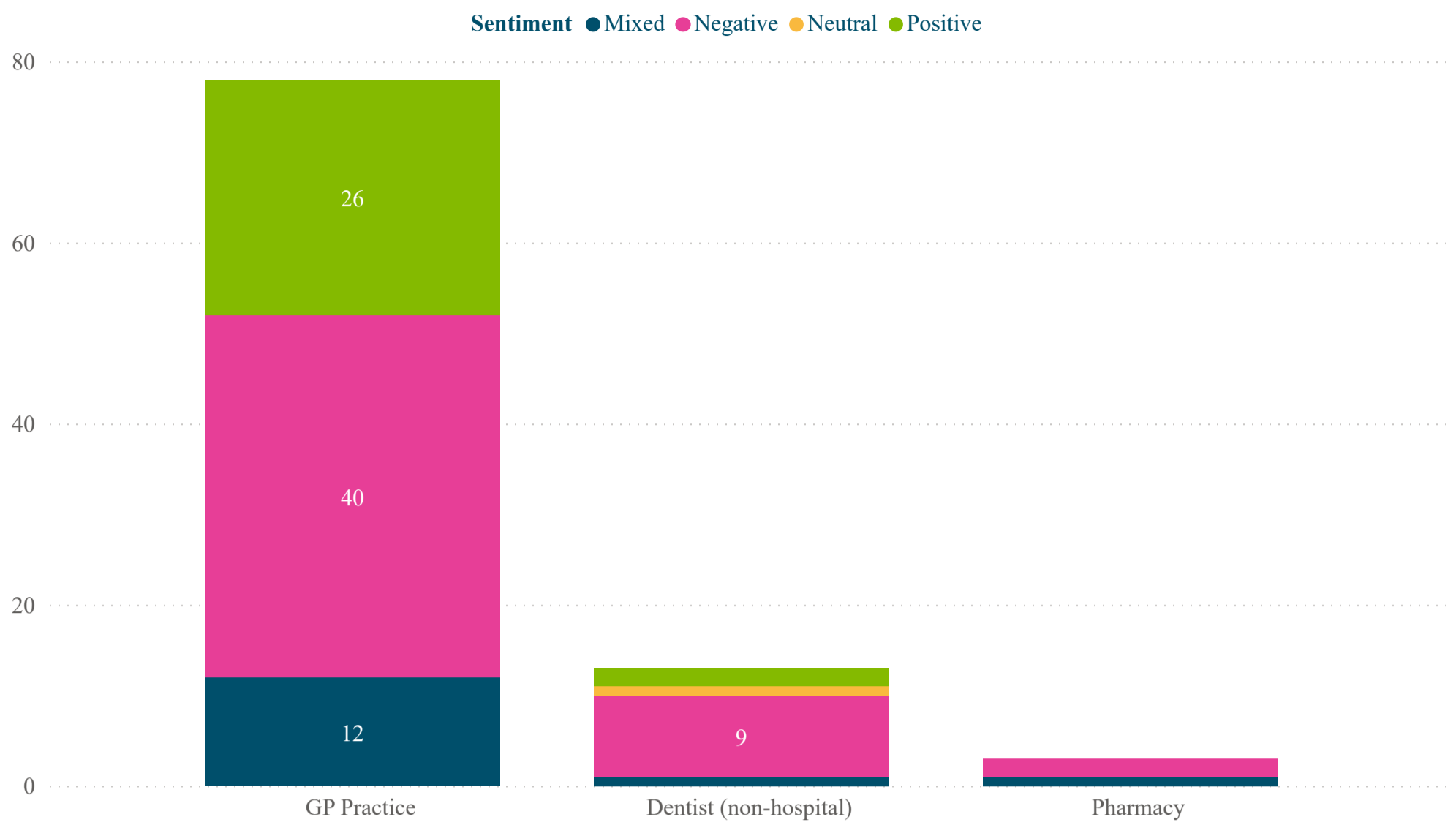
### Pregnancy/Maternity



# Primary Care Feedback

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

### Feedback contacts by Service Type with sentiment



### Signposting for Primary Care Feedback

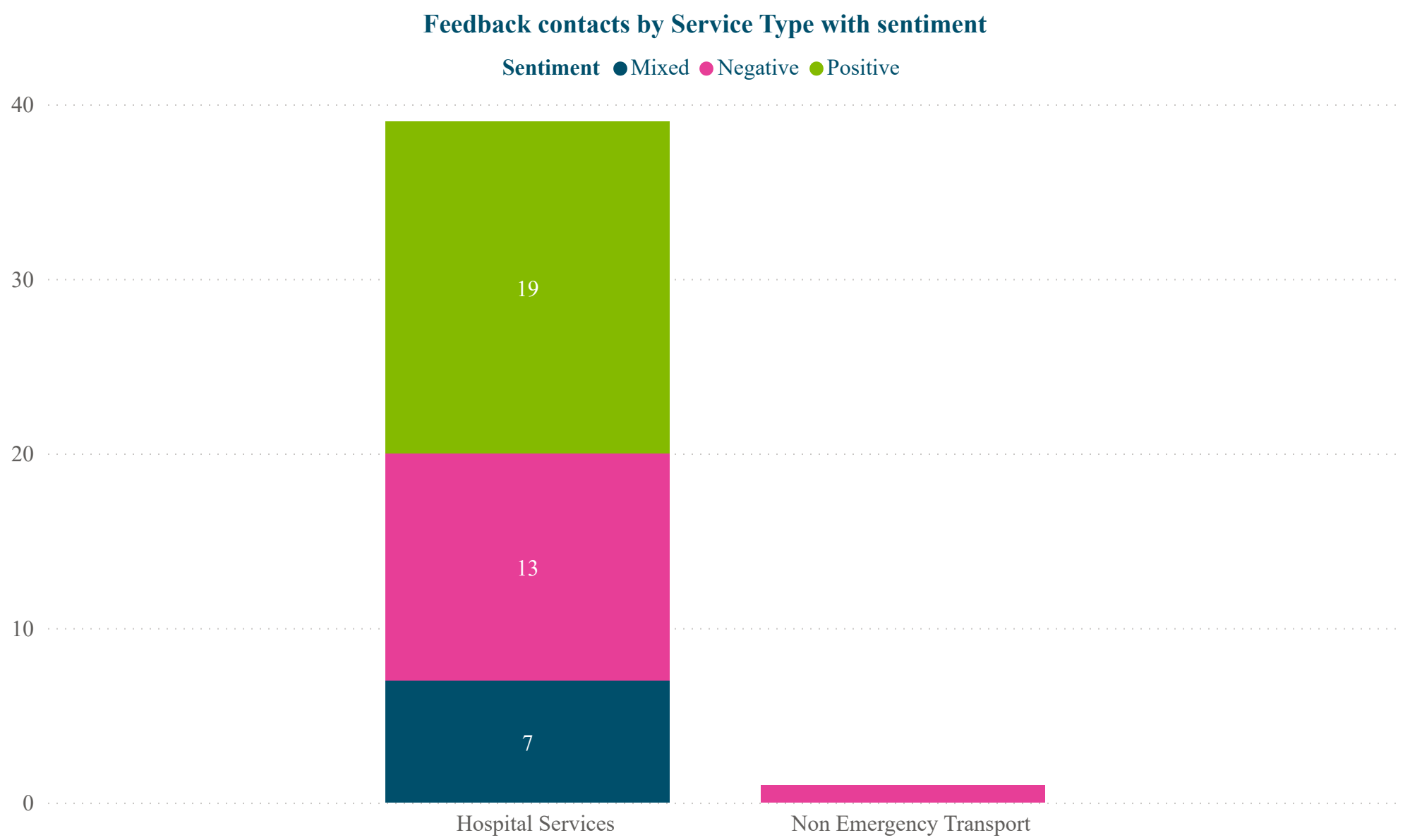
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### Themes and Sub-Themes with Sentiment for Primary Care Feedback

Main Theme	Mixed	Negative	Positive	Total
<b>Access_to_Services</b>		<b>25</b>	<b>6</b>	<b>31</b>
Access to NHS Dentist		9		9
Remote appointments and digital services		11	6	17
See my own GP		5		5
<b>Administration</b>		<b>38</b>	<b>13</b>	<b>51</b>
Admission Procedure		1		1
Appointment Availability		13	8	21
Booking Appointments		9	2	11
Medical Records		2		2
Provision of services		3		3
Telephone		10	3	13
<b>Communication</b>		<b>4</b>	<b>1</b>	<b>5</b>
General			1	1
Lack of		2		2
Written information, guidance and publicity		2		2
<b>Continuity_and_Integration_of_Care</b>		<b>2</b>		<b>2</b>
Follow on treatment and continuity of care		1		1
Integration of services and communication between professionals		1		1
<b>Facilities_and_Surroundings</b>		<b>1</b>		<b>1</b>
Buildings & Infrastructure		1		1
<b>Medication_prescriptions_and_dispensing</b>		<b>5</b>	<b>1</b>	<b>6</b>
Medicines Management		1		1
Pharmacy Services		2		2
Prescription/Repeat Prescriptions		2	1	3
<b>Referrals</b>		<b>1</b>	<b>5</b>	<b>6</b>
Availability of		1		1
Timeliness			4	4
Waiting Times for			1	1
<b>Staff</b>	<b>1</b>	<b>10</b>	<b>11</b>	<b>22</b>
Caring, kindness, respect and dignity		1	8	9
Communication between professionals		1		1
Communication between staff and patients	1	6	3	10
Quality & Effectiveness		1		1
Suitability		1		1
<b>Treatment_and_Care</b>			<b>15</b>	<b>15</b>
Effectiveness			1	1
Experience			11	11
Quality			3	3
<b>Total</b>	<b>1</b>	<b>86</b>	<b>52</b>	<b>139</b>

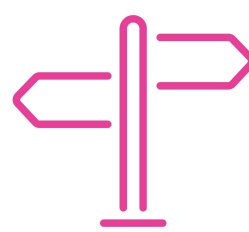
## Secondary Care Feedback

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



### Secondary Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Positive	Total
Accident & Emergency			2	2
All Services	2		3	5
Audiology	1			1
Cardiology		1		1
Dentist	1			1
Diagnostic/Screening Service	1	2		3
Discharge			1	1
GP Practice			1	1
Hospital Inpatient	1	3	7	11
Hospital Services (not stated)		1	1	2
Maternity care	1			1
Medical Imaging			1	1
Neurology and stroke care		1		1
Not Specified		3	2	5
Ophthalmology		1		1
Patient Transport		1		1
Rheumatology		1		1
Sexual Health			1	1
<b>Total</b>	<b>7</b>	<b>14</b>	<b>19</b>	<b>40</b>



### Signposting for Secondary Care Feedback

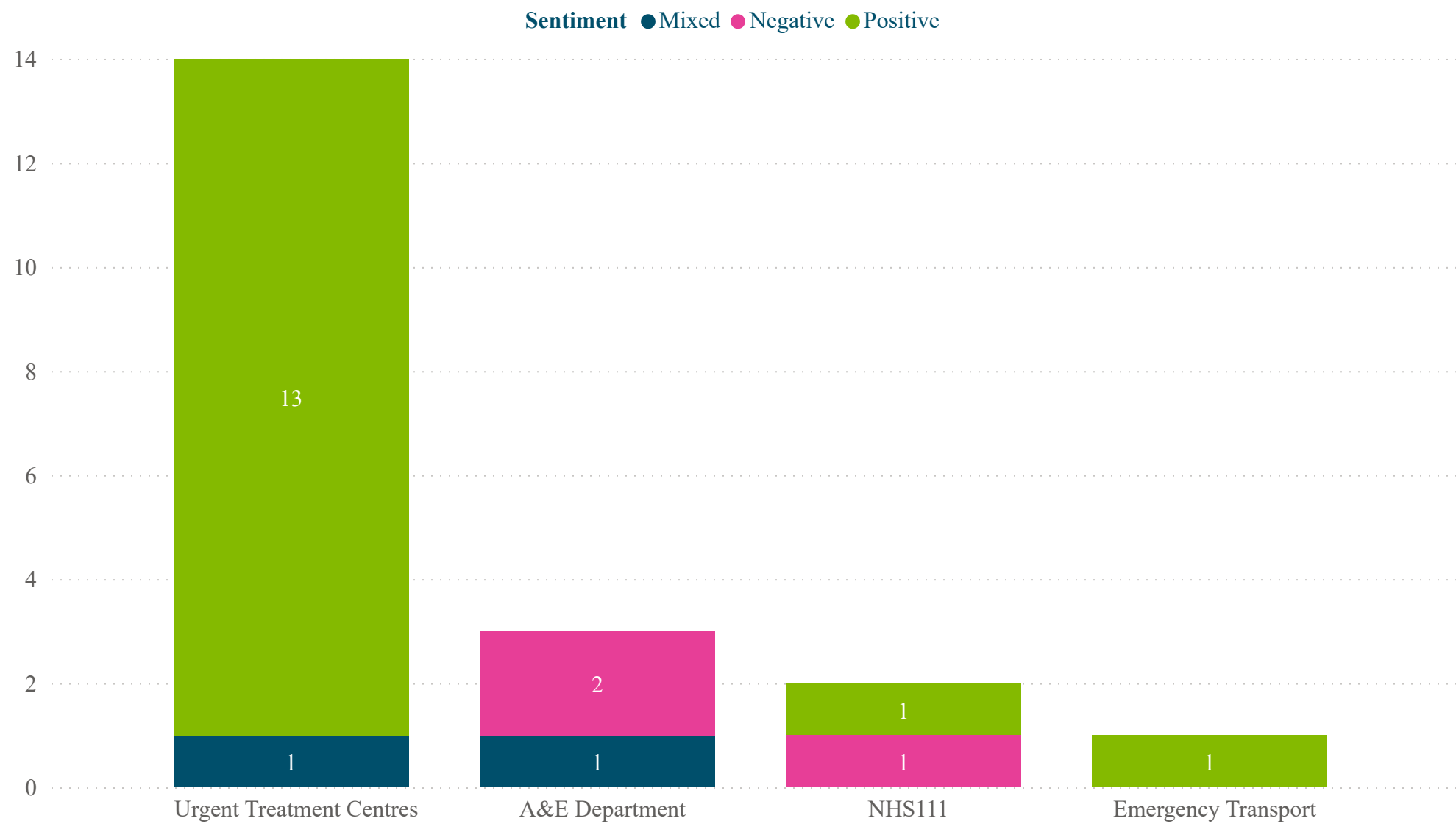
#### Themes and Sub-Themes with Sentiment for Secondary Care Feedback

Main Theme	Negative	Positive	Total
<b>Access_to_Services</b>	<b>3</b>		<b>3</b>
Access to NHS Dentist	1		1
Accessibility and reasonable adjustments	2		2
<b>Administration</b>	<b>1</b>	<b>3</b>	<b>4</b>
Appointment Availability	1	2	3
Waiting times, punctuality and queuing on arrival		1	1
<b>Communication</b>	<b>2</b>		<b>2</b>
Interpreter Services	1		1
Lack of	1		1
<b>Continuity_and_Integration_of_Care</b>	<b>2</b>	<b>1</b>	<b>3</b>
Follow on treatment and continuity of care	1		1
Integration of services and communication between professionals	1	1	2
<b>Diagnosis_Assessment</b>	<b>3</b>		<b>3</b>
Quality of	1		1
Timing of	2		2
<b>Discharge</b>	<b>2</b>	<b>1</b>	<b>3</b>
General		1	1
Preparation	1		1
Safety	1		1
<b>Facilities_and_Surroundings</b>	<b>8</b>	<b>2</b>	<b>10</b>
Car Parking Access	2		2
Car Parking Charges	1		1
Cleanliness (Infection Control)	2	1	3
Equipment	1		1
Food & Hydration		1	1
General	2		2
<b>Referrals</b>	<b>1</b>	<b>1</b>	<b>2</b>
Timeliness	1	1	2
<b>Staff</b>	<b>2</b>	<b>16</b>	<b>18</b>
Capacity	1		1
Caring, kindness, respect and dignity	1	8	9
Communication between professionals		1	1
Communication between staff and patients		5	5
Quality & Effectiveness		2	2
<b>Transport</b>	<b>1</b>		<b>1</b>
Availability	1		1
<b>Treatment_and_Care</b>	<b>3</b>	<b>16</b>	<b>19</b>
Effectiveness		1	1
Experience	2	12	14
Quality	1	2	3
Speed		1	1
<b>Total</b>	<b>28</b>	<b>40</b>	<b>68</b>

# Urgent & Emergency Feedback

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

## Feedback contacts by Service Type with sentiment



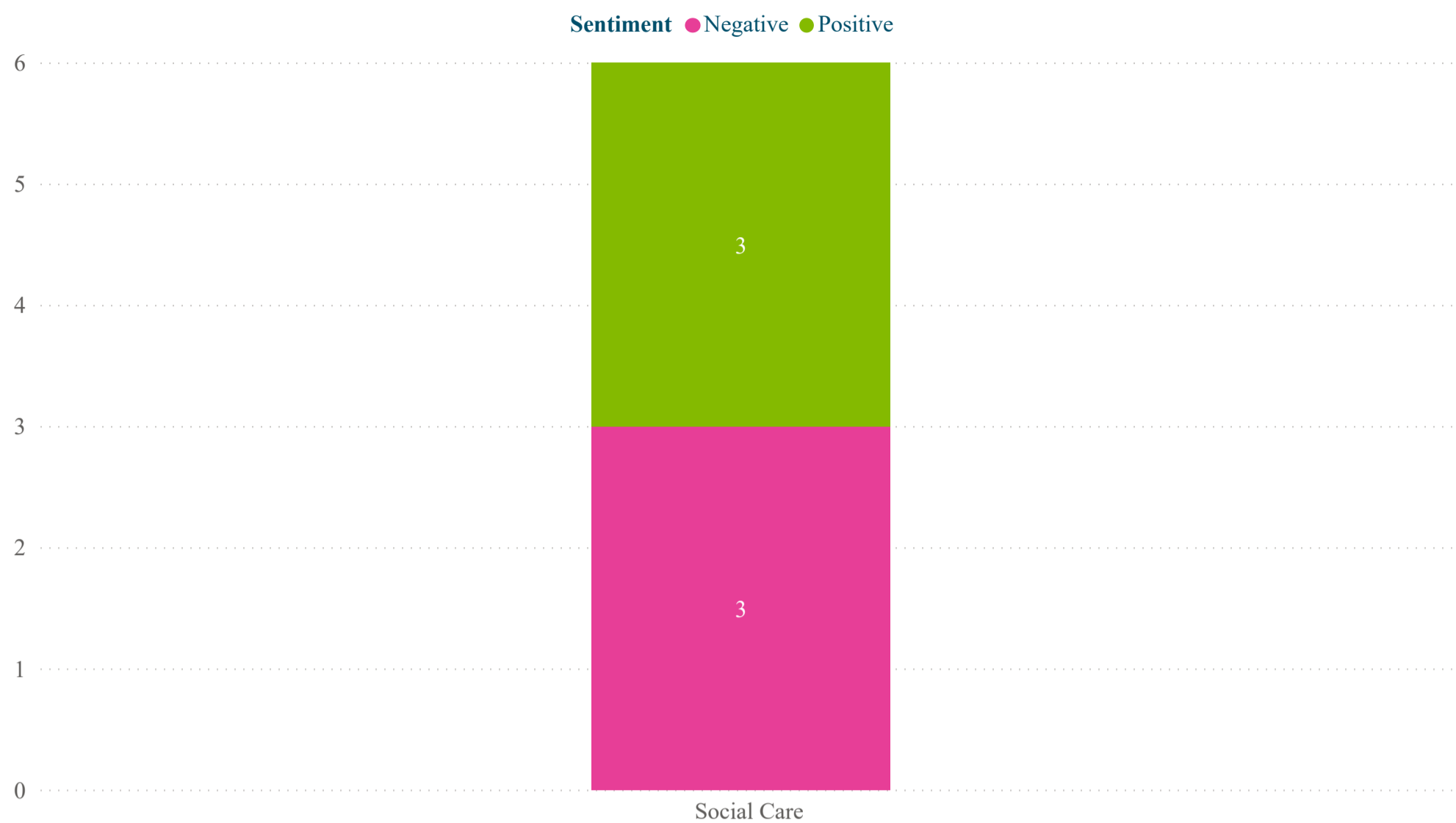
## Themes and Sub-Themes with Sentiment for Urgent & Emergency Feedback

Main Theme	Negative	Neutral	Positive	Total
<input type="checkbox"/> <b>Administration</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>
Waiting times, punctuality and queuing on arrival	1	1	2	4
<input type="checkbox"/> <b>Medication_prescriptions_and_dispensing</b>			<b>1</b>	<b>1</b>
Prescription/Repeat Prescriptions			1	1
<input type="checkbox"/> <b>Staff</b>	<b>1</b>		<b>8</b>	<b>9</b>
Caring, kindness, respect and dignity			6	6
Communication between staff and patients	1		1	2
Quality & Effectiveness			1	1
<input type="checkbox"/> <b>Treatment_and_Care</b>	<b>3</b>		<b>8</b>	<b>11</b>
Effectiveness			2	2
Experience	3		5	8
Quality			1	1
<b>Total</b>	<b>5</b>	<b>1</b>	<b>19</b>	<b>25</b>

# Public Health and Social Care Feedback

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

## Feedback contacts by Service Type with sentiment



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

Service Level	Negative	Positive	Total
Adult Social Care	2	1	3
Home Care and Domiciliary Care	1		1
Mental Health Services (other services)		1	1
Public Health		1	1
<b>Total</b>	<b>3</b>	<b>3</b>	<b>6</b>

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

Main Theme	Negative	Positive	Total
▲ <b>Care_Home_Management</b>	<b>1</b>		<b>1</b>
General	1		1
▣ <b>Lifestyle_and_wellbeing</b>		<b>2</b>	<b>2</b>
Social Prescribing		2	2
▣ <b>Safety_Safeguarding_Abuse</b>	<b>1</b>		<b>1</b>
	1		1
▣ <b>Staff</b>	<b>1</b>	<b>1</b>	<b>2</b>
Caring, kindness, respect and dignity	1	1	2
▣ <b>Treatment_and_Care</b>	<b>1</b>	<b>1</b>	<b>2</b>
Effectiveness	1		1
Experience		1	1
<b>Total</b>	<b>4</b>	<b>4</b>	<b>8</b>

# Community Care Feedback

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



## Feedback contacts by Service Type with sentiment

Sentiment ● Negative



Community/Other Services

## Community Care Feedback Sentiment by Service Level

Service Level	Negative	Total
Care of the Elderly	1	1
<b>Total</b>	<b>1</b>	<b>1</b>

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

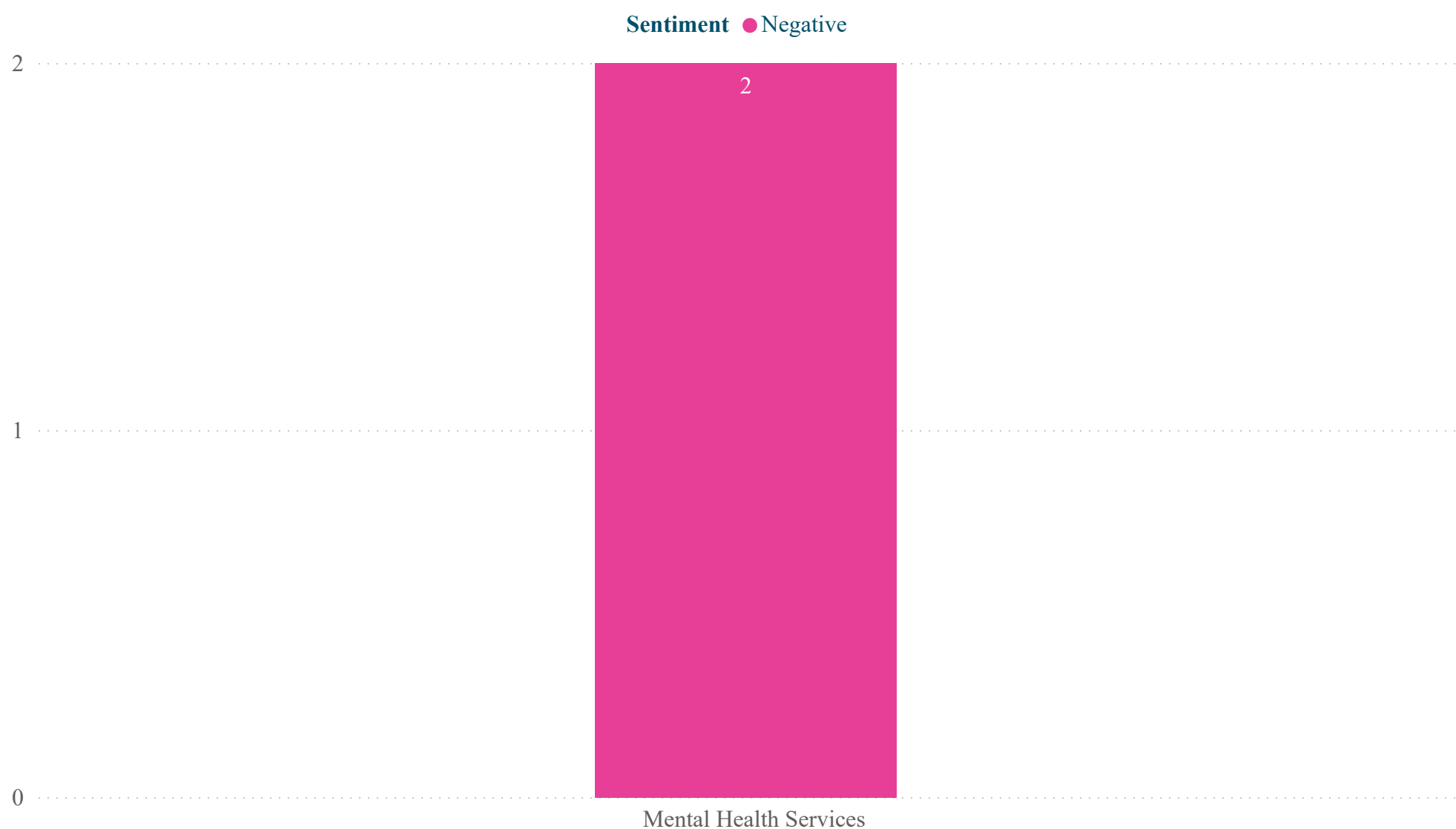
Main Theme	Negative	Total
▲		
☐ Staff	1	1
Suitability	1	1
<b>Total</b>	<b>1</b>	<b>1</b>



# Mental Health Services Feedback

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

## Feedback contacts by Service Type with sentiment



### Mental Health Services Feedback Sentiment by Service Level

Service Level	Negative	Total
Mental Health Services (other services)	2	2
<b>Total</b>	<b>2</b>	<b>2</b>

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

Main Theme	Negative	Total
<b>Communication</b>	<b>1</b>	<b>1</b>
Lack of	1	1
<b>Discharge</b>	<b>1</b>	<b>1</b>
General	1	1
<b>Staff</b>	<b>1</b>	<b>1</b>
Communication between staff and patients	1	1
<b>Total</b>	<b>3</b>	<b>3</b>

# General All NHS Feedback

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

## Feedback contacts by Service Type with sentiment - no feedback this quarter

# All Themes and Sub-themes with Feedback Sentiment



Main Theme	Mixed	Negative	Neutral	Positive	Total
<b>Access_to_Services</b>		<b>28</b>		<b>6</b>	<b>34</b>
Access to NHS Dentist		10			10
Accessibility and reasonable adjustments		2			2
Remote appointments and digital services		11		6	17
See my own GP		5			5
<b>Administration</b>		<b>40</b>	<b>1</b>	<b>18</b>	<b>59</b>
Admission Procedure		1			1
Appointment Availability		14		10	24
Booking Appointments		9		2	11
Medical Records		2			2
Provision of services		3			3
Telephone		10		3	13
Waiting times, punctuality and queuing on arrival		1	1	3	5
<b>Care_Home_Management</b>		<b>1</b>			<b>1</b>
General		1			1
<b>Communication</b>		<b>7</b>		<b>1</b>	<b>8</b>
General				1	1
Interpreter Services		1			1
Lack of		4			4
Written information, guidance and publicity		2			2
<b>Continuity_and_Integration_of_Care</b>		<b>4</b>		<b>1</b>	<b>5</b>
Follow on treatment and continuity of care		2			2
Integration of services and communication between professionals		2		1	3
<b>Diagnosis_Assessment</b>		<b>3</b>			<b>3</b>
Quality of		1			1
Timing of		2			2
<b>Discharge</b>		<b>3</b>		<b>1</b>	<b>4</b>
General		1		1	2
Preparation		1			1
Safety		1			1
<b>Facilities_and_Surroundings</b>		<b>9</b>		<b>2</b>	<b>11</b>
Buildings & Infrastructure		1			1
Car Parking Access		2			2
Car Parking Charges		1			1
Cleanliness (Infection Control)		2		1	3
Equipment		1			1
Food & Hydration				1	1
General		2			2
<b>Lifestyle_and_wellbeing</b>				<b>2</b>	<b>2</b>
Social Prescribing				2	2
<b>Medication_prescriptions_and_dispensing</b>		<b>5</b>		<b>2</b>	<b>7</b>
Medicines Management		1			1
Pharmacy Services		2			2
Prescription/Repeat Prescriptions		2		2	4
<b>Referrals</b>		<b>2</b>		<b>6</b>	<b>8</b>
Availability of		1			1
Timeliness		1		5	6
Waiting Times for				1	1
<b>Safety_Safeguarding_Abuse</b>		<b>1</b>			<b>1</b>
		1			1
<b>Staff</b>	<b>1</b>	<b>16</b>		<b>36</b>	<b>53</b>
Capacity		1			1
Caring, kindness, respect and dignity		3		23	26
Communication between professionals		1		1	2
Communication between staff and patients	1	8		9	18
Quality & Effectiveness		1		3	4
Suitability		2			2
<b>Transport</b>		<b>1</b>			<b>1</b>
Availability		1			1
<b>Treatment_and_Care</b>		<b>7</b>		<b>40</b>	<b>47</b>
Effectiveness		1		4	5
Experience		5		29	34
Quality		1		6	7
Speed				1	1
<b>Total</b>	<b>1</b>	<b>127</b>	<b>1</b>	<b>115</b>	<b>244</b>

# Primary Care Feedback Comments by Provider A-M

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



ID	Theme	Sentiment	Feedback	Service Provider
580	Administration, Medical Records; Staff, Communication between staff and patients	Negative	This individual gave feedback that 3 months ago they asked the practice for a medical report which they needed for the DVLA. They have still not received it and are unable to drive until they have it which is affecting their mental health. They have tried to ring them only to be very rudely spoken to by a receptionist saying we will contact you in due course.	168 Medical Group
663	Treatment and Care, Experience	Positive	This individual gave feedback that GP's are great can't fault them.	168 Medical Group
662	Staff, Communication between staff and patients	Negative	This individual gave feedback that reception staff are obstructive and rude and that they dread speaking to them.	168 Medical Group
765	Medication prescriptions and dispensing; Medicines Management	Negative	This individual gave feedback that she had her medication reviewed and the GP stopped her sleeping medication which she had been taking for 8 years. No other medication was offered and she had withdrawal symptoms. as a side effect of stopping abruptly.	168 Medical Group
721	Administration, Appointment Availability	Negative	This individual gave feedback that they can never get an appointment. They think that a 2 day wait to get a phone call is unacceptable.	168 Medical Group
770	Access to Services, Remote appointments and digital services; Continuity and Integration of Care, Follow on treatment and continuity of care; Administration, Medical Records	Negative	This individual gave feedback that they phoned 111 with health concerns. An ambulance came and they did clinical observations and decided not to admit to hospital but to get a GP review. The GP only communicated by "Ask my GP" and refused to see her in person. The ambulance service sent a 16 page report to the GP and a frailty nurse referral had been made. She had not consented to this and was not aware of the 16 page report from the ambulance crew. She would like to see the report but the GP refused to see her. She feels there is poor communication and care, she is frustrated and has anxiety.	168 Medical Group
706	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that there are absolutely no dentists taking on any new patients - you just cannot get in. Follow ups have gone out to 6 months if you are lucky, if not well over a year and then the appt still gets cancelled.	ALL NHS DENTAL
833	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are unable to get NHS dental care.	ALL NHS DENTAL
778	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are unable to find a dentist	ALL NHS DENTAL
671	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they moved to Somerset at the end of COVID and still unable to register with a dentist. They are in desperate need of work on their dentures.	ALL NHS DENTAL
854	Access to Services, Access to NHS Dentist	Negative	This individual is unable to find an NHS dentist taking patients for treatment. She has been offered a waiting list position but told that this could be two years. She has had some recent pain and would like to see someone before it develops into a real problem. She is a pensioner and unable to afford private treatment.	ALL NHS DENTAL
637	Access to Services, Access to NHS Dentist	Negative	This individual is unable to find an NHS dentist. Their dentist closed down, and they are now on a 2-year waiting list. They needs 4 teeth removing and is on epileptic medication which effects their teeth.	ALL NHS DENTAL
723	Access to Services, Access to NHS Dentist	Negative	This individual requested information on how to find an NHS dentist	ALL NHS DENTAL
766	Administration, Telephone; Staff, Communication between staff and patients	Negative	This individual gave feedback that it took her 4 hours to get through on the phone and then the GP was sharp and rude in attitude. Eventually health complaint got sorted out but the stress of trying to speak to a GP was awful.	Cedars Surgery
767	Access to Services, Remote appointments and digital services; Administration, Provision of services	Negative	This individual gave feedback that she has just moved to the area and has had no communication at all from new GP regarding New Patient Checks. She finds "Ask My GP" hard to navigate, doesn't understand how to use the system and it makes her anxious.	Cedars Surgery
708	Treatment and Care, Experience; Communication, Lack of	Mixed	This individual gave feedback that they found it difficult making an appointment to see the GP and were eventually given a telephone appointment and referred to physio which was great. She was sent an appointment for a smear test but when she arrived for an appointment they said that they couldn't do it because she was too old and shouldn't have been sent the appointment letter. It was a waste of everyone's time.	Cedars Surgery
786	Treatment and Care, Experience	Positive	This individual gave feedback that Clevedon GPs really amazing really great service, really quick with daughters blood results	Clevedon Medical Centre
816	Administration, Telephone; Treatment and Care, Experience	Mixed	This individual gave feedback that it's tricky to get through on phone. The GP service is great.	Clevedon Medical Centre
625	Access to Services, Remote appointments and digital services; Administration, Booking Appointments; Administration, Telephone; Staff, Communication between staff and patients	Negative	This individual gave feedback that they find it difficult to access GP appointments or get through on the phone. They find the exception staff rude and unhelpful when you need urgent help. Finds she is just directed to online portals and not a clinician. They find it difficult to navigate online appointments, is registered on the system but finds it difficult to get in the system. Patient has been to surgery to ask for help with this, but never gets help or support with this. Finds the practice is not a patient focused health centre.	Clevedon Medical Centre
825	Medication prescriptions and dispensing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that they previously used the NHS App and medications were ready for collection within 72 hours. Since last year this has now been taking more than 2 weeks and a text to say they are ready does not always arrive.	Day Lewis Pharmacy, Weston-Super-Mare,
882	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that 'Ask my GP' used to be portrayed as a 24/7 service but is now reduced to just one hour a day and they wonder why this is - it is just a two-way messaging service similar to an e-mail or text. Why can you not just leave a message? They feel that this would enhance the service, make it available at all times so those working are not excluded, and make sure urgent cases are not missed through lack of access.	Graham Road Surgery
709	Administration, Booking Appointments	Negative	This individual gave feedback that it is horrendous to get an appointment.	Graham Road Surgery
687	Communication, Lack of	Negative	This individual gave feedback that the last time they called for an appointment they were told they no longer did face-to-face appointment. They were told to submit pictures which they did do. This was over a month ago and they've still to hear back from them.	Graham Road Surgery
683	Facilities and Surroundings, Buildings & Infrastructure	Negative	This individual gave feedback that the practice building needs condemning, it is no longer fit for purpose.	Graham Road Surgery
682	Treatment and Care, Experience	Positive	This individual gave feedback that the practice they could not have been more helpful. Even during COVID they had a face-to face appointment with nurse & their son got an appointment recently.	Graham Road Surgery
665	Staff, Communication between professionals	Negative	This individual gave feedback that the reception staff in the practice are much better. They phone at 8am to get an appointment. However there is poor communication between reception and the GP which means that mixed messages were given to the individual.	Graham Road Surgery
681	Administration, Appointment Availability; Referrals, Waiting Times for	Positive	This individual gave feedback that they had to use the practice during the pandemic and had a number of face-to-face appointments. Recently they had problems and sent a message on askmyGP at 8am with pictures and had a call 15 minutes later to say antibiotics had been sent to their pharmacy and they'd expedite a referral to podiatry which they did and was seen by podiatry within a few weeks. They take a lot of stick but this person can't fault them at the moment.	Graham Road Surgery
1025	Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that GP practice phoned after her surgery to check she was ok and recovering well. She said it was an unexpected, nice, personal touch.	Harbourside Family Practice
1019	Referrals, Availability of; Medication prescriptions and dispensing, Prescription/Repeat Prescriptions; Administration, Appointment Availability	Negative	This individual gave feedback that her daughter has a diagnosis of autism, sensory processing and anxiety. She has low self esteem and low confidence and attendance at school is poor and she is isolated with no friends. On visits to the GP, they have been told to contact an independent counselling service. After a long wait she went for an assessment and was told she needs CAMHS not counselling. On numerous occasions they were told she doesn't meet the criteria for CAMHS as not self harming etc. 3 months later they are still waiting for GP to make a referral, after the letter from the independent counselling service stating it is Mental Health support she needs. Daughter struggles with sleep. GP unable to prescribe medication and a paediatrician appointment is a 2 year wait.	Harbourside Family Practice
640	Communication, Written information, guidance and publicity	Negative	This individual gave feedback that the practice needs more information and posters in their surgery about anxiety and where to find information to self-educate.	Harbourside Family Practice
1021	Administration, Provision of services	Negative	This individual gave feedback that the the Over 60 check, which suggests patients will be invited for a free NHS Health Check every 5 years if aged between 40 and 74 years of age and do not already have a pre-existing condition, was not available so they went private.	Harbourside Family Practice
891	Referrals, Timeliness; Treatment and Care, Quality	Positive	This individual gave feedback that they can always get an appointment with the GP when needed. They tend to go into the GP to make appointments and staff are always happy to help. They are happy with the practice and staff. Reception is always happy and helpful. The multidisciplinary team attached to the Practice are all really good. Impressed with quick referral system to hospital.	Harbourside Family Practice
942	Referrals, Timeliness	Positive	This individual gave feedback that the doctor provided an efficient referral to hospital for an acute illness, and gave good follow-up.	Heywood Family Practice
962	Staff, Caring, kindness, respect and dignity; Treatment and Care, Experience	Positive	This individual gave feedback that the GP service was good with no concerns, they were able to get an appointment, the GP communicated well. Staff were friendly and the reception and nursing staff were good.	Heywood Family Practice
1020	Communication, Written information, guidance and publicity; Staff, Suitability	Negative	This individual gave feedback that they feel the practice could do with more awareness around neurodivergent referrals and medications. Not enough posters around this in the GP Practice. Not enough reception staff awareness when staff are making appointments.	Heywood Family Practice
955	Access to Services, See my own GP	Negative	This individual gave feedback that a consultant at the hospital told them to see GP but they could only get an appointment with a nurse practitioner who they felt is not qualified to deal with the issue.	Horizon Health Centre
672	Access to Services, Remote appointments and digital services	Negative	this individual reported that Ask My GP is not user friendly time-wise as they work full time and struggle to get an appointment.	Horizon Medical Centre
824	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that cannot see an NHS dentist and was removed from their list during Covid.	Houston - Weston super Mare
634	Administration, Appointment Availability	Negative	This individual gave feedback that they tried to get an emergency dental appointment but was unable to get seen for over 3 weeks. Pain became increasingly worse.	Houston - Weston super Mare
631	Medication prescriptions and dispensing, Pharmacy Services	Negative	This individual gave feedback that queues are very long, repeat prescriptions are never ready and you always need to come back again. This person has now changed to another pharmacy.	Lloyds Pharmacy, Portishead
715	Staff, Communication between staff and patients; Administration, Appointment Availability	Negative	This individual gave feedback that their daughter had to wait 3 weeks for a telephone consultation, and then they called on a different day as to what was booked. The nurse was extremely rude to her and tried to tell the daughter what contraceptive to try even when she told her numerous times her options are limited due to hereditary issues due to which an oncologist has recommended she doesn't use certain types. This person's daughters health has impacted her daily activities and the nurse was not sympathetic at all.	Locking Castle Medical Centre
768	Administration, Telephone; Staff, Communication between staff and patients	Mixed	This individual gave feedback that there is a long wait on hold on the phone and you can't get a GP appointment. She is unhappy that the reception staff try to get personal information. Telephone service is awful. GP's very good if you get to see one.	Locking Castle Medical Centre
707	Administration, Booking Appointments	Negative	This individual gave feedback that they rarely need a GP appointment, luckily, but when they do it can be very time consuming to get one. It often takes over 30mins on hold to get through and then all the appointments have gone. They wait until they've got more than one issue or something that can't wait before they call. The time that you have to call up is often over the school run or while trying to go to work. During the pandemic they implemented Ask My GP which this person found very useful. Questions were answered and it was great for minor ailments. This person doesn't mind when they get a phone consultation (most if the time) as sometimes they just need advice and it seems a waste of a GP appointment when it can be dealt with over the phone (or previously via ask my GP). They will call you in if needed and they have had a few issues dealt with quickly and efficiently through the phone consultation route. If there were multiple ways to access services then it would suit more people.	Locking Castle Medical Centre
710	Administration, Booking Appointments	Negative	This individual gave feedback that trying to make an appointment to see a GP face to face is near-on impossible. "Ask My GP" has been cancelled a long time back so patients are asked to telephone the appointment line from 8.00am until 8.30am to book an appointment to get a telephone conversation with a GP for the same day. If you telephone 30 seconds earlier than 8.00am you get the "we are closed" message then at 8.00am. You have to constantly call to try and talk to someone before the cut off time (this person rang 64 times in one instance and still didn't get in). You can attend the surgery to try and book but you have to be there before 8.00am to join the queue. If you go into the surgery on a working day you're told that all appointments have been booked and ring again tomorrow. They can book appointments for 2/3 weeks ahead - alright if you've got to see the nurse but hopeless if it's important. Other surgeries have a specialist nurse/doctor who deals only with people over 75.	Locking Castle Medical Centre
717	Access to Services, Remote appointments and digital services; Staff, Caring, kindness, respect and dignity	Mixed	This individual gave feedback that you can't see a GP face to face - always a phone call and photos. The nurses are fantastic however.	Locking Castle Medical Centre
945	Staff, Caring, kindness, respect and dignity; Administration, Appointment Availability	Mixed	This individual gave feedback that it had been difficult to obtain follow-up appointments following blood tests about long Covid. Staff described as amazing, but difficult to get follow-up and chasing on the phone required. Limited follow-up support available.	Mendip Vale Medical Practice
668	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they are unable to get a GP appointment due to the electronic system and is frustrated.	Mendip Vale Medical Practice
959	Access to Services, See my own GP; Administration, Booking Appointments	Negative	This individual gave feedback that they have no designated GP and never see the same GP so there is no consistency in GP care. Can't make appointments easily. GPs don't seem to care or know patient's medical history.	Mendip Vale Medical Practice
702	Continuity and Integration of Care, Integration of services and communication between professionals	Negative	This individual reported that she is concerned that she feels that information is not shared between the practice and the hospital and this means care and results are very slow and that each time she attends the hospital she has to explain again about her problems and treatment needs and this is stressful as she has learning difficulties.	Mendip Vale Medical Practice
714	Access to Services, Remote appointments and digital services	Positive	This individual gave feedback that Ask my GP is a brilliant way of getting hold of a doctor and usually means things are sorted in an email or phone call without having to go to the surgery. This person loves it.	Milton Surgery
819	Treatment and Care, Experience; Administration, Appointment Availability; Access to Services, Remote appointments and digital services	Positive	This individual gave feedback that the surgery dealt with a urine infection quickly and efficiently. The GP is really nice and they are able to get an appointment. They like the online system.	Milton Surgery
712	Staff, Caring, kindness, respect and dignity; Access to Services, Access to NHS Dentist	Mixed	This individual gave feedback that the staff were lovely. However this person feels extremely let down by this practice; they joined as an NHS patient, having always been one, along with their child. They had appointments booked for both of them and now they are forced to be a private patient which they cannot afford.	Mydentist - Beaconsfield Road - Weston Super Mare
669	Administration, Appointment Availability	Negative	This individual gave feedback that they need to see a dentist because they have a broken tooth and are not able to get one until September.	Mydentist - Beaconsfield Road - Weston Super Mare

## Primary Care Feedback Comments by Provider N-Z

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

ID	Theme	Sentiment	Feedback	Service Provider
777	Treatment_and_Care, Effectiveness	Positive	This individual gave feedback that they had a good service and the GP dealt with multiple concerns in one appointment. Great care no problems.	Portishead Dental Practice
772	Access_to_Services, Remote appointments and digital services; Administration, Booking Appointments	Mixed	This individual gave feedback that he had a good response about asthma using an online link but still had to arrange an appointment with the GP about his blood pressure. He had difficulty in arranging the GP appointment.	Portishead Medical Group
612	Administration, Appointment Availability	Negative	This individual gave feedback that it is absolutely impossible to get an appointment over the last year. Especially difficult as she works full time. She needs to book routine appointments in advance.	Portishead Medical Group
773	Administration, Telephone; Staff, Communication between staff and patients	Mixed	This individual gave feedback that it is difficult to get an appointment as there is always a long wait on the phone. When the individual speaks with the GP the care is excellent, they really listen and really helped.	Portishead Medical Group
718	Administration, Appointment Availability; Treatment and Care, Quality	Mixed	This individual gave feedback that it is very difficult to book a routine appointment. They called at 8 exactly on 3 consecutive days to be over 40 in the waiting list with no hope of an appointment. That said, once they were able and to get an appointment the care was excellent.	Portishead Medical Group
719	Administration, Appointment Availability	Negative	This individual gave feedback that it's impossible to get an appointment. If you phone when lines open you are number 30 in the queue, and then there are no appointments. They have been to go to the surgery at 7.30am and speak to reception and if they are lucky they may get an appointment. They don't like confrontations so will not make a fuss, but they are worried about their health.	Portishead Medical Group
815	Administration, Telephone; Access_to_Services, Remote appointments and digital services; Medication_prescriptions_and_dispensing, Prescription/Repeat Prescriptions	Positive	This individual gave feedback that never had problems getting through on telephone. Easy access to GP and repeat prescriptions on Patient Access. Great system no problems.	Portishead Medical Group
630	Staff, Quality & Effectiveness	Negative	This individual gave feedback that reception staff are rude and don't seem to know what they are doing.	Portishead Medical Group
1009	Treatment_and_Care, Quality	Positive	This individual gave feedback that the GPs are good.	Portishead Medical Group
1015	Access_to_Services, Remote appointments and digital services; Administration, Telephone; Staff, Communication between staff and patients	Negative	This individual gave feedback that the online system is hard to follow and confusing. Trying to get an appointment is impossible by phone. Reception staff did not explain the booking system clearly.	Portishead Medical Group
1016	Access_to_Services, Remote appointments and digital services	Negative	This individual gave feedback that the online system is tricky to access as this person has no mobile phone or internet. Phoning first thing in the morning is hard to get an appointment or anyone to answer and makes this person feel worthless because they do not have online access.	Portishead Medical Group
644	Administration, Telephone	Negative	This individual gave feedback that they are unable to get a GP appointment. The queue times are very long on the phone and then then phone line cuts out.	Portishead Medical Group
720	Administration, Appointment Availability	Negative	This individual gave feedback that they can't get an appointment.	Portishead Medical Group
779	Access_to_Services, See my own GP; Administration, Booking Appointments	Negative	This individual gave feedback that they can't get a GP appointment consistently and never see the same GP twice.	Portishead Medical Group
666	Administration, Telephone	Negative	This individual gave feedback that they can't get an appointment and takes a long time to get through on the phone.	Portishead Medical Group
1022	Administration, Provision of services; Administration, Booking Appointments; Staff, Caring, kindness, respect and dignity	Mixed	This individual gave feedback that they can't get an appointment online and it's even more difficult by phone. It's not possible to get a Covid vaccine. The receptionist is really kind and helpful though.	Portishead Medical Group
775	Administration, Appointment Availability	Positive	This individual gave feedback that they had a face to face appointment with the GP - they called the surgery at 8.00am and had a phone consultation at 8.30am. They saw the GP in person at 10am. Good service no complaints.	Portishead Medical Group
799	Access_to_Services, Remote appointments and digital services; Administration, Telephone	Positive	This individual gave feedback that they have never had a problem getting through to the practice on the phone. Easy access to GP and prescriptions on 'my patient access', its a great system. This person has no problems or concerns.	Portishead Medical Group
1017	Access_to_Services, Remote appointments and digital services; Administration, Telephone	Negative	This individual gave feedback that they haven't been able to book a covid jab because they couldn't get through on the phone . They tried 3 times. Also unable to book on the online Accruit system even though there are appointments open as they have received a letter and text regarding booking them.	Portishead Medical Group
1026	Administration, Telephone; Administration, Appointment Availability	Negative	This individual gave feedback that they phoned but could never get through to GP, they tried for 3 days unsuccessfully. Eventually they went into the surgery to get an appointment but couldn't get a face to face with the GP - had to have a telephone appointment. They ended up at Southmead hospital via the GP but felt that really they should have been seen sooner.	Portishead Medical Group
638	Administration, Admission Procedure; Administration, Booking Appointments	Negative	This person has found impossible to get a GP appointment in the last year. They are not able to book appointments in advance.	Portishead Medical Group
711	Administration, Appointment Availability	Negative	This individual gave feedback that trying to get an appointment with eConsult took two weeks for them to call this person back after they had received a text saying they would contact them in 72 hours. They wanted to see a doctor and were fobbed off with a clinical pharmacist. Then it was a month's wait for that appointment and it turned out to be a telephone call. They wonder how you diagnose someone over the phone. No clinical observations can be done. They say that they will pay privately next time to see someone.	St Georges Surgery
764	Access_to_Services, See my own GP	Negative	This individual gave feedback that he was unable to make a GP appointment and saw the Nurse Practitioner instead for antibiotics. When he went for a routine hospital appointment the consultant said he should have seen the GP from the start.	Tudor Lodge Surgery
713	Administration, Appointment Availability; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that it is a fantastic surgery, really friendly and helpful staff. Pretty quick to get an appointment or phone call.	Tudor Lodge Surgery
826	Access_to_Services, Remote appointments and digital services	Positive	This individual gave feedback that online services quick and efficient.	Tudor Lodge Surgery
686	Administration, Booking Appointments	Positive	This individual gave feedback that this is a great surgery, no problems getting an appointment.	Tudor Lodge Surgery
878	Treatment_and_Care, Experience; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that staff are consistently helpful irrespective of day or time of day. Their GP is always empathetic and professional. Despite the workload the whole team give consistent care and attention to patients. they feel very fortunate to have access to this practice. They have had a new diagnosis of a complex chronic condition and feel very supported by the team.	Tyntesfield Medical Group
879	Treatment_and_Care, Experience	Positive	This individual gave feedback that their husband has received an excellent service looking. Always very helpful and kind.	Tyntesfield Medical Group
938	Administration, Appointment Availability; Administration, Telephone	Positive	This individual gave feedback that they are able to get GP appointments by phone or going in.	Tyntesfield Medical Group
881	Staff, Communication between staff and patients	Positive	This individual gave feedback that they are always able to get an appointment the same day. They were even willing to call the person again later in the day when the medication given earlier in the day were not helping. Receptionist very helpful.	Tyntesfield Medical Group
880	Treatment_and_Care, Experience; Administration, Appointment Availability; Administration, Appointment Availability	Positive	This individual gave feedback that they cannot fault the wonderful GPs who work at the medical centre. They can always get an appointment on the same day and the GPs have a lovely manner, are kind and compassionate. They say that they are very grateful for their hard work and dedication. The practice nurses who have vaccinated their children have always been super helpful too.	Tyntesfield Medical Group
827	Referrals, Timeliness	Positive	This individual gave feedback that they requested an initial assessment and referral for a swollen Lymph Node below in their neck. A referral was provided.	Tyntesfield Medical Group
792	Treatment_and_Care, Experience	Positive	This individual gave feedback that they saw their GP about a knee complaint, got examined then referred to a first point of contact physio and found this to be a brilliant service.	Tyntesfield Medical Group
1018	Medication_prescriptions_and_dispensing, Pharmacy Services; Staff, Communication between staff and patients	Mixed	This individual gave feedback that getting medication can be problematic as stock is always low, but they are always helpful.	West Hill Pharmacy, Portishead,
716	Communication, General	Positive	This individual gave feedback that it is never a problem to get a reply to a query or speak with a clinician on the day if needed or in a timely manner if not urgent. This person cannot fault this practice and staff, they have multiple conditions but support is there and well managed.	Winscombe and Banwell Family Practice
976	Staff, Caring, kindness, respect and dignity	Negative	This individual gave feedback that she feels very unsupported by her GP around her difficult family situation.	Winscombe and Banwell Family Practice
771	Referrals, Timeliness; Administration, Appointment Availability	Positive	This individual gave feedback that there are no problems getting an appointment, they will see emergencies and this person had a quick referral to the dental hospital Good service, caring and polite.	Woodburn Cottage Dental Surgery

# Secondary Care Feedback Comments by Provider

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



ID	Theme	Sentiment	Feedback	Service Provider
932	Treatment and Care, Experience	Positive	This individual gave feedback that her daughter was an inpatient for 3 days, she was well monitored and great service.	Bristol Childrens Hospital
639	Administration, Appointment Availability; Staff, Communication between staff and patients	Positive	This individual gave feedback that they are unable to fault the speed in which in their young daughter was seen by a consultant for possible cancer. The whole process was quick and supportive.	Bristol Childrens Hospital
821	Access to Services, Access to NHS Dentist; Treatment and Care, Experience	Mixed	This individual gave feedback that they are unable to find a dentist. They called NHS111 for dental pain. Eventually seen here, and the care was amazing. Still unable to find a dentist though.	Bristol Dental Hospital
939	Diagnosis_Assessment, Timing of	Negative	This individual gave feedback that a colonoscopy report was not normal but still doesn't know the results, was originally told 18 weeks wait for results now it's 52.	Bristol Royal Infirmary,BRI Bristol
1023	Facilities_and Surroundings, Cleanliness (Infection Control); Facilities_and Surroundings, General	Negative	This individual gave feedback that the day ward is overwhelmed by patients coming in. There is not enough space and poor infection control because of the number of patients.	Bristol Royal Infirmary,BRI Bristol
1013	Diagnosis_Assessment, Timing of	Negative	This individual gave feedback that their mother was in hospital and had a urinary infection and requested a test on Sunday but it wasn't done till Thursday, despite the family chasing the test, then she was prescribed antibiotics. The daughter is not sure why the test was delayed but finds it to be unacceptable.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
877	Access to Services, Accessibility and reasonable adjustments; Transport, Availability; Staff, Caring, kindness, respect and dignity	Mixed	This individual gave feedback that the staff on transport are excellent. However dispatch is still not able to allow the time to load and unload a wheelchair, 10 mins each end, plus allowing for the time to walk to the clinic or treatment area which often in hospitals can take another 15 mins. This has meant so far missing two appointments as the clinic was closed by the time this individual and their husband got there. The operator asks the time of the appointment and says be ready 2 hours before. Who, if anyone, adjusts the time to load and unload and walk down to the clinic especially if you are at the gate for neurology at end of Southmead corridor. This individual does not have a car and their husband can't get there without help.	E-zec Medical Transport - Bristol,
642	Treatment and Care, Experience	Positive	This individual gave feedback that a recent scan found a bulging disc, causing trapped nerve. The service was fantastic..	Southmead Hospital, Bristol,
796	Referrals, Timeliness; Treatment_and_Care, Speed	Positive	This individual gave feedback that the GP referred her child to the hospital for investigation of possible autoimmune disease. They had x-ray and had blood tests. The child was seen within a week. X-ray results and further results were received within a week.	Southmead Hospital, Bristol,
633	Discharge, Preparation; Discharge, Safety	Negative	This individual gave feedback that the hospital discharged their wife home following a stroke and she was not assessed properly for equipment at home. Complaint was made to North Somerset Council as they were not coping at home and desperately needed services. A referral was made to a stroke co-ordinator, who never came to visit. Care connect was eventually contacted, someone eventually came out and assessed social needs. Grab rails were fitted.	Southmead Hospital, Bristol,
774	Staff, Quality & Effectiveness; Facilities_and Surroundings, Car Parking Access; Facilities_and Surroundings, Car Parking Charges	Mixed	This individual gave feedback that the staff provide an excellent service. There is a lack of parking facilities and parking is expensive.	Southmead Hospital, Bristol,
783	Continuity_and_Integration_of_Care, Follow on treatment and continuity of care	Negative	This individual gave feedback that their husband was diagnosed with Parkinson's Disease. He saw a consultant who prescribed medication. There was no follow up review, no support group offered and no multidisciplinary team. The couple do not feel supported. Gp offered no support either.	Southmead Hospital, Bristol,
785	Staff, Capacity	Negative	This individual gave feedback that their daughter who has additional needs was admitted. They felt they had to stay with their daughter (adult) as the nursing staff were chatting around the desk. This person feels that the staff were not able to cope with patients with additional needs.	Southmead Hospital, Bristol,
890	Referrals, Timeliness; Treatment_and_Care, Experience	Negative	This individual gave feedback that their GP referred them to the chest pain clinic at the hospital. They never received an appointment from the hospital. They went back to G.P who chased the appointment. Still no appointment from the hospital 2 months later. They chased the hospital themselves for the appointment and eventually got an appointment. They felt neglected by the hospital. They are unsure what went wrong with the referral system.	Southmead Hospital, Bristol,
937	Staff, Quality & Effectiveness	Positive	This individual gave feedback that they had a good hospital experience, staff very good, sociable and polite, good treatment, good follow up.	Southmead Hospital, Bristol,
1024	Treatment_and_Care, Quality; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that they had breast cancer and an operation. The hospital was really good, faultless, fantastic, great staff.	Southmead Hospital, Bristol,
632	Facilities and Surroundings, General	Negative	This individual gave feedback that they refused to have surgery to both eyes at the hospital due to mixed sex wards	Southmead Hospital, Bristol,
941	Treatment_and_Care, Experience; Facilities_and Surroundings, Cleanliness (Infection Control)	Positive	This individual gave feedback that they were well looked after following admission for acute illness. Had a good experience. Wards clean and tidy. Nurses were good at giving information.	Southmead Hospital, Bristol,
1012	Staff, Caring, kindness, respect and dignity	Negative	This individual gave feedback their mother was an inpatient and she was handled quite roughly and her dignity was not respected. Some of nurses didn't seem to care about what they were doing at all. This person tried to complain at the time but because their mother didn't want a fuss they didn't investigate.	Southmead Hospital, Bristol,
776	Administration, Appointment Availability; Communication, Lack of	Negative	This individual had an MRI at the end of 2022 and had to chase for the results. They had a long wait of up to 6 months for an appointment for a flex sigmoidoscopy. No follow up care caused a lot of anxiety.	Southmead Hospital, Bristol,
569	Treatment and Care, Effectiveness	Positive	This individual gave feedback that they were very impressed by the service offered and the promptness and professionalism offered.	UHBW
832	Facilities_and Surroundings, Car Parking Access; Administration, Waiting times, punctuality and queuing on arrival; Staff, Communication between staff and patients	Mixed	This individual gave feedback that audiology appointment was on time, staff friendly but found car parking confusing.	Weston General Hospital, Weston-super-mare
664	Staff, Communication between staff and patients	Positive	This individual gave feedback that PALS system out standing, all staff are friendly. Doctors treats patients with so much respect.	Weston General Hospital, Weston-super-mare
674	Discharge, General	Positive	This individual gave feedback that the discharge nurse and team assessed their home prior to discharge. All equipment fitted ready for this person to go home. A good service.	Weston General Hospital, Weston-super-mare
822	Staff, Communication between staff and patients; Treatment_and_Care, Experience; Communication, Interpreter Services	Mixed	This individual gave feedback that the staff are nice, food is good and there are high standards of care . The only issue was the lack of Polish translator, so they struggled with communication.	Weston General Hospital, Weston-super-mare
841	Treatment_and_Care, Experience; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that the ward staff who looked after their Mum were really nice and friendly. Felt well looked after.	Weston General Hospital, Weston-super-mare
769	Continuity_and_Integration_of_Care, Integration of services and communication between professionals	Negative	This individual gave feedback that their husband was having end of life care and was moved from ward to ward 3-4 times. There was no consistency from Drs. and nurses,	Weston General Hospital, Weston-super-mare
566	Treatment and Care, Quality	Positive	This individual gave feedback that they had appendicitis and was found a bed on a ward by 11pm after phoning 111 at 6pm.	Weston General Hospital, Weston-super-mare
829	Treatment_and_Care, Experience	Positive	This individual gave feedback that they had Pneumonia and in the hospital for 2 weeks, staff were good and she was well cared for, no complaints.	Weston General Hospital, Weston-super-mare
940	Staff, Communication between staff and patients	Positive	This individual gave feedback that they have a chronic disease. Went to hospital to discuss blood results. Staff were helpful and helped this person understand results. Offered follow up appointment. Staff were described as caring.	Weston General Hospital, Weston-super-mare
995	Treatment_and_Care, Quality; Facilities_and Surroundings, Cleanliness (Infection Control); Staff, Caring, kindness, respect and dignity	Mixed	This individual gave feedback that they spent over a week in hospital. She said one person in the department was excellent. She stated the rest of the services let her down. This individual was diagnosed with tuberculosis and she felt that staff there did not follow NICE guidance following her diagnosis and she felt she had a poor response from infection control.	Weston General Hospital, Weston-super-mare
667	Treatment and Care, Experience; Facilities and Surroundings, Food & Hydration	Positive	This individual gave feedback that they were in the hospital for five weeks. The staff were nice and they were well cared for. Food was good. Overall faultless experience.	Weston General Hospital, Weston-super-mare
817	Treatment_and_Care, Experience; Staff, Communication between professionals; Continuity_and_Integration_of_Care, Integration of services and communication between professionals	Positive	This individual gave feedback that when they had a TIA mini stroke the hospital were great. The doctors and nurser were great and they were in the emergency department for 24 hours and had scans here and there. Communication between the dept and this persons GP was very good.	Weston General Hospital, Weston-super-mare
936	Diagnosis_Assessment, Quality of; Staff, Caring, kindness, respect and dignity	Mixed	This individual gave feedback that when they went for their first pregnancy scan they thought that it was much further along than it turned out to be, and when they were told that it was 6-8 weeks less it was quite a stressful experience. Not a complaint as staff were empathic and lovely.	Weston General Hospital, Weston-super-mare
641	Treatment and Care, Experience	Negative	This individual was put on a ward at with Dementia patients and she felt afraid. She was not given the right treatment.	Weston General Hospital, Weston-super-mare
943	Staff, Caring, kindness, respect and dignity; Treatment_and_Care, Experience	Positive	This individual gave feedback that following a fall in the garden they had an x-ray. They were seen quickly. Staff described as very good, caring and kind and helpful. Was given a follow-up appointment.	X-ray Dept Clevedon MIU (NBT)
794	Treatment_and_Care, Experience	Positive	This individual gave feedback that they had an ultrasound scan. The service was excellent, no waiting, seen early, staff pleasant, X-ray department caring and professional.	X-ray Dept Clevedon MIU (NBT)
947	Treatment_and_Care, Experience; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that they had had an x-ray at the unit. Staff described as very quick and friendly. Patient very glad the service was available. Very helpful.	X-ray Dept Clevedon MIU (NBT)
784	Administration, Appointment Availability; Staff, Caring, kindness, respect and dignity; Facilities_and Surroundings, Equipment	Mixed	This individual gave feedback that they had no wait time for an Xray. The staff were caring but they feel that improvements could be made to equipment.	X-ray Dept Clevedon MIU (NBT)
801	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they were very annoyed that their X-ray was done here instead of Weston-super-Mare and they had to pay to get there.	X-ray Dept Clevedon MIU (NBT)

# Urgent & Emergency Feedback Comments by Provider

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

ID	Theme	Sentiment	Feedback	Service Provider
960	Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback on behalf of a relative that the staff were reassuring, they were kind and helpful.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
795	Treatment_and_Care, Experience	Positive	This individual gave feedback that after a knee injury they were seen quickly by a nurse and given full knee examination. They had an x-ray after a short wait. Seen by a nurse again and an orthopaedic referral was made. Was given crutches with good instructions about how to use them.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
933	Administration, Waiting times, punctuality and queuing on arrival	Positive	This individual gave feedback that he went here as he has difficulty getting an appointment with his GP. The wait time was much shorter than with his GP.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
608	Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that she had a very good experience at the unit. Everyone was friendly and nice.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
823	Staff, Communication between staff and patients; Treatment_and_Care, Experience	Mixed	This individual gave feedback that she went on a busy morning and the reception staff were very friendly and helpful. The nursing staff were dismissive though and it felt like a fight to get treatment for a dislocated toe, as it is a small extremity of the body.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
628	Staff, Quality & Effectiveness	Positive	This individual gave feedback that staff are friendly, helpful, efficient and go out of their way to solve issues.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
961	Staff, Caring, kindness, respect and dignity; Medication_prescriptions_and_dispensing, Prescription/Repeat Prescriptions	Positive	This individual gave feedback that the staff were quick to see them and were thorough, really professional and caring. A follow up appointment was made and a prescription was sorted quickly.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
629	Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that the unit is a blessing for the local community. The staff there are caring, professional and competent. This persons was well looked after fracturing both hands after having a fall.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
609	Administration, Waiting times, punctuality and queuing on arrival	Neutral	This individual gave feedback that there was a long wait to see a health care professional in the minor injuries unit but thought that the bleep system was a good idea so that patients are not stuck in the waiting room. This person assumed that the wait was because the unit was busy as making up for shortage of GP services and didn't want to complain.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
944	Treatment_and_Care, Experience	Positive	This individual gave feedback that they attended the unit following a severe allergic reaction to a hornet sting. Staff described as good. Was seen immediately and given antibiotics. Experience described as good.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
797	Treatment_and_Care, Quality	Positive	This individual gave feedback that they felt unwell and were not able to get an appointment with a GP. Seen in the unit after a bit of a wait. All the staff they saw were professional, they were given medication and follow up advice.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
787	Treatment_and_Care, Experience	Positive	This individual gave feedback that they had a positive experience. Staff good and seen in good time.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
946	Administration, Waiting times, punctuality and queuing on arrival; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that they had attended the centre on a Saturday. It was busy, but they were seen in good time and staff were described as 'great'.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
793	Treatment_and_Care, Experience	Positive	This individual gave feedback that they had stabbed their foot with a garden fork and attended the unit. They thought the care was brilliant, the wait quick, staff helpful and caring. There was a good follow up service too.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
948	Treatment_and_Care, Experience; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that they were seen quickly in the unit. Staff were caring and the care was good . reception staff very good and really kind.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
564	Treatment and Care, Effectiveness	Positive	This individual gave feedback that she phoned 111 as she had acute pain. The operator asked the right questions and arranged for an ambulance to attend.	NHS 111
994	Treatment_and_Care, Experience	Negative	This individual gave feedback that the response from 111 was poor and that the service failed her, even though she was telling them how unwell she was.	NHS 111
565	Treatment and Care, Effectiveness	Positive	This individual gave feedback that the paramedics arrived in 10 mins and were very polite, she had acute pain which turned out to be appendicitis.	South West Ambulance Service (SWAST)
931	Administration, Waiting times, punctuality and queuing on arrival; Staff, Communication between staff and patients	Negative	This individual gave feedback that her daughter had an arthrogram and reacted badly so they took her to A&E in severe pain 2 days later. They waited for 5 hours and were then told they couldn't treat her and to go to Bristol Children's Hospital.	Weston General Hospital A&E
842	Treatment_and_Care, Experience	Negative	This individual gave feedback that when their Mum collapsed at home the family brought her to A&E but there was a long wait outside on a trolley.	Weston General 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 officer has been working with the provider this quarter and not that their service has suddenly changed.

ID	Theme	Sentiment	Feedback	Service Provider
885	Care_Home_Management, General	Negative	This individual gave feedback that it's a very bad place, things are not being done as they should be.	Ambleside Nursing Home, 6 Southside, Weston Super Mare
1010	Lifestyle_and_wellbeing, Social Prescribing	Positive	This individual gave feedback that they received emotional support at the walk and talk support group. They said that the well trained volunteers who she shared her feelings with and who understood how she was feeling, helped reduce her anxiety.	Cruse Bereavement, Portishead
982	Treatment_and_Care, Effectiveness	Negative	This individual gave feedback regarding her son who has various learning disabilities. The 18 year told his support worker that he no longer required her services, subsequently they have said that then can no longer work with him as he has declined care. This has now affected funding, and he has no stimulation throughout the day. His mother finds the situation very worrying.	North Somerset Council
780	Lifestyle_and_wellbeing, Social Prescribing	Positive	This individual gave feedback that group health walk and runs make a difference to their physical and mental health. Good for socialising and meeting people from different cultures.	North Somerset Council
828	Staff, Caring, kindness, respect and dignity; Safety_Safeguarding_Abuse,	Mixed	This individual gave feedback that their Social Worker was uncaring, and their actions made a Domestic Violence situation even worse. They left the family at high risk. Now they have a new Social Worker and things are much better.	North Somerset Council
810	Treatment_and_Care, Experience	Positive	This individual gave feedback that when their father had lung cancer the family felt well supported. Their father was treated well and he was comfortable kept at home.	Weston Hospicecare, Jackson Barstow House, Weston Super Mare



# Community Care Feedback Comments by Provider



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

ID	Theme	Sentiment	Feedback	Service Provider
1011	Staff, Suitability	Negative	This individual gave feedback that the community support workers service should receive more training and mentoring before home visit to elderly people.	Sirona Community Services

# Mental Health Services Feedback Comments by Provider

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



ID	Theme	Sentiment	Feedback	Service Provider
820	Communication, Lack of; Staff, Communication between staff and patients	Negative	This individual gave feedback that their GP has referred them here. This person has had previous experience with a staff member here and a senior nurse refuses to see them due to past admissions. This is causing this individual distress.	Avon and Wiltshire Mental Health Partnership (AWP)
997	Discharge, General	Negative	This individual gave feedback that they had a complaint regarding poor care standards with the discharge process relating to a family member in hospital under the Mental Health Act.	Avon and Wiltshire Mental Health Partnership (AWP)

# General NHS Services Feedback Comments

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



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ID	Theme	Sentiment	Feedback	Service Provider
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# Provider Responses about the Previous Quarter's Report

## Healthwatch North Somerset Patient, Family & Carer Feedback

### Quarter 1: April, May, June 2023

North Bristol NHS Trust is pleased to receive the feedback from Healthwatch North Somerset 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
492	Negative	Administration, Appointment Cancellation	This individual gave feedback that a long awaited appointment for their husband was cancelled the day before. This meant altering E-zec transport and home care assistants.	Southmead Hospital, Bristol	Thank you to this individual for providing their feedback. We are sorry that their husband's appointment was cancelled at short notice and for the inconvenience that this caused. This falls below the level of communication we would hope to provide for all our patients.
358	Negative	Administration, Appointment Waiting Times	This individual gave feedback that there is a long waiting list for a hernia repair. This happened in summer 2022 and they are still on the waiting list.	Southmead Hospital, Bristol	Thank you to this individual for sharing their feedback. We are sorry to learn of the delays to their hernia repair surgery. If they would like to contact PALS on 0117 414 4569 <a href="mailto:PALS@nbt.nhs.uk">PALS@nbt.nhs.uk</a> we would be happy to help support them and provide an update.

Reference Number	Sentiment	Theme	Comment	Service	NBT Response
317	Negative	Diagnosis/Assessment, Lack of	This individual gave feedback that she has been unable to get a diagnosis for bipolar disorder, which is affecting her day-to-day life. She being waiting for an appointment for the Rosa Burden clinic, mental health service. She is currently not on any medication and feels as if she should be. She feels abandoned and left alone to cope, despite trying to chase the appointment multiple times. She is told there is a long waiting list.	Southmead Hospital, Bristol	We are very sorry to hear about this individual's experience waiting for an appointment at the Rosa Burden clinic and for the distress this is causing her. If the patient is feeling unable to cope whilst waiting for their appointment, we would advise them to contact their GP for support in the first instance. If they would like any further support or information about wait times for appointments they can contact our Patient Advice and Liaison Service (PALS) <a href="mailto:PALS@nbt.nhs.uk">PALS@nbt.nhs.uk</a> or by calling 0117 414 4569.

Reference Number	Sentiment	Theme	Comment	Service	NBT Response
411	Positive	Staff, Caring, kindness, respect and dignity	This individual gave feedback that the staff on the ward went above and beyond to help them maintain personal hygiene, showing respect at all times and being sensitive to all their needs.	Southmead Hospital, Bristol	Thank you to this individual for sharing their feedback, we really appreciate them taking the time to share their positive experience.
356	Positive	Treatment & Care, Quality; Staff, Caring, kindness, respect and dignity	This individual gave feedback that they had a CT scan with contrast for bowel and bladder issues. The experience was faultless. Staff had fantastic communication	Southmead Hospital, Bristol	Thank you to this individual for sharing their positive experience of having a CT scan. We are grateful that they have taken the time to share their positive experience which will be shared to the Imaging team.

Reference Number	Sentiment	Theme	Comment	Service	NBT Response
321	Positive	Administration, Appointment Waiting Times; Staff, Attitudes	This individual gave feedback that they had an endoscopy procedure, and the staff were excellent and a follow up appointment was made. There was no waiting time and it was a really professional and efficient service.	Southmead Hospital, Bristol	Thank you to this individual for sharing their positive feedback regarding an endoscopy procedure. This has been shared with the service.
186	Positive	Staff, Caring, kindness, respect and dignity	This individual gave feedback that they had very good experience at Southmead and they said that all the staff were helpful, kind, and friendly.	Southmead Hospital, Bristol	Thank you to this individual for sharing their feedback, we really appreciate them taking the time to share their positive experience.
253	Positive	Diagnosis/Assessment	This individual gave feedback that when they was referred to the hospital by their GP for a suspected basal cell carcinoma on their face they expected a long wait for a hospital appointment (as had been the case previously in 2015). They were pleased that the referral took under the 2 week cancer wait rule - they had a consultation 15 days later and an appointment for a biopsy procedure less than 3 weeks after that. Given all the publicity about the backlog in hospitals they are very happy with the speed at which this has occurred.	Southmead Hospital, Bristol	Thank you to this individual for the positive feedback regarding their prompt treatment. We hope they are recovering well from their procedure.