

### *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.

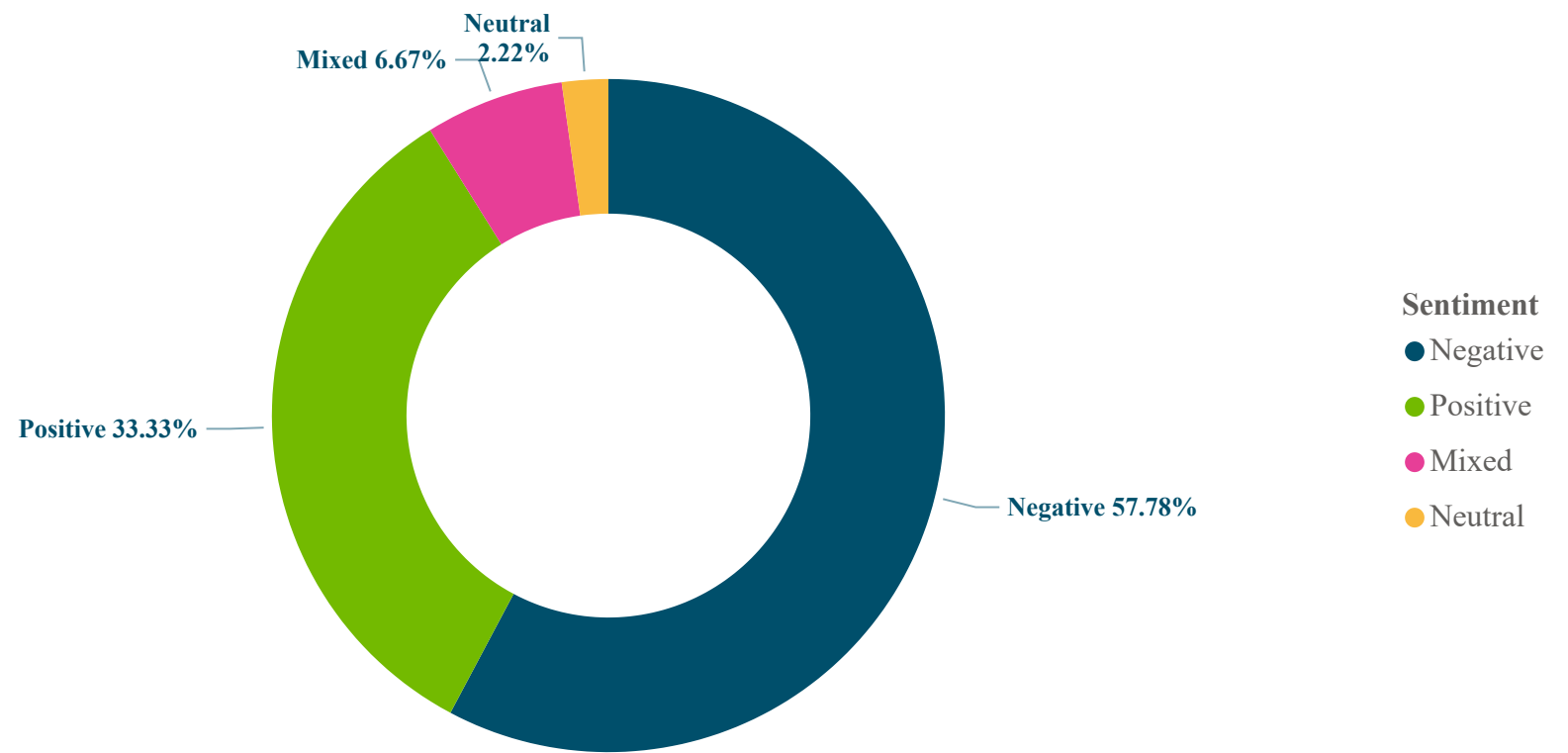
We have a feedback hub situated in a retail unit in The Galleries, Bristol and our team reaches into communities across the BNSSG area. Our aim is for the collected insights to help the system and its many providers personalise services, improve quality and innovate to overcome access issues. We take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

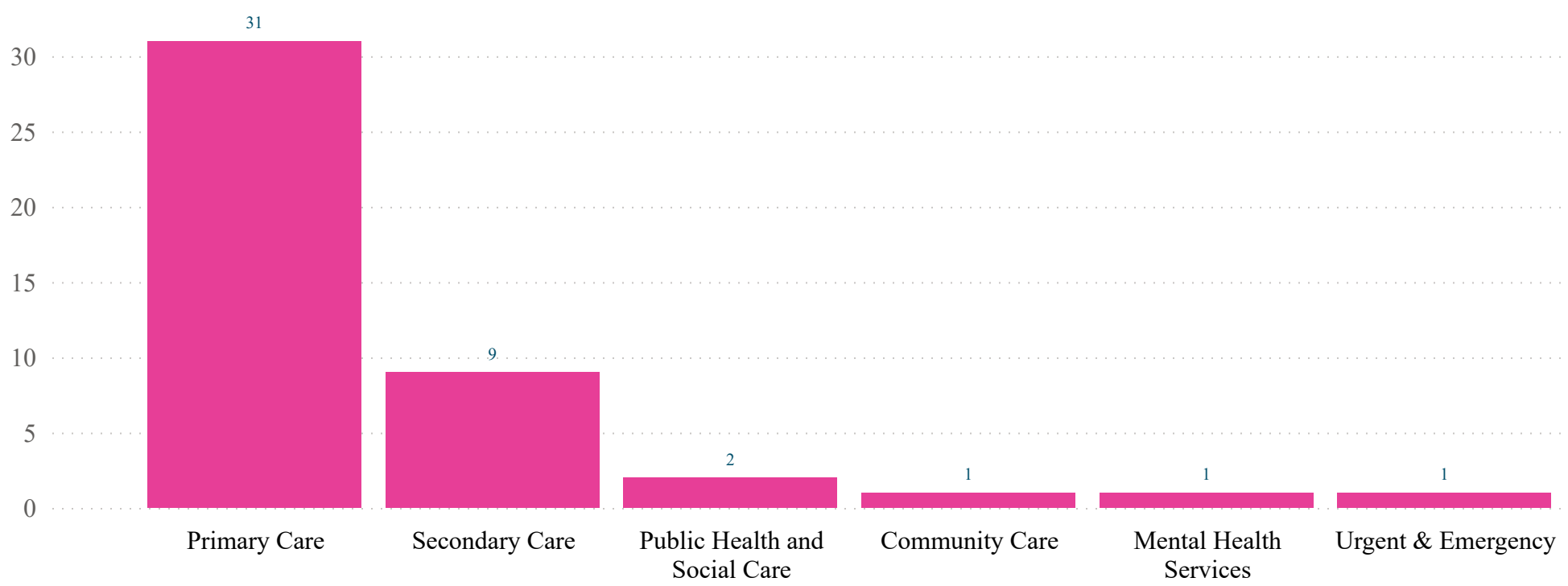




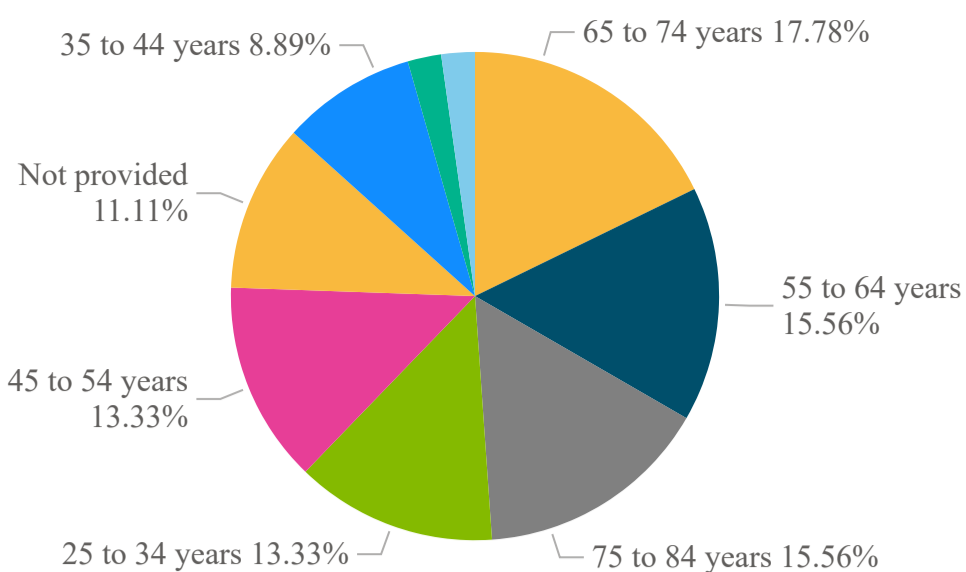
## Overall Sentiment of Feedback contacts



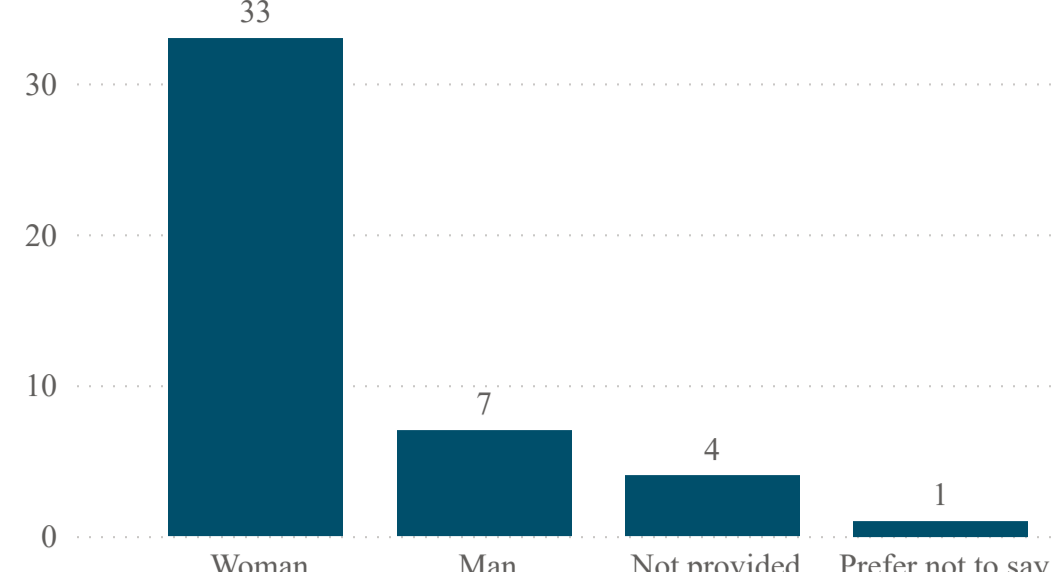
## Feedback contact by sector



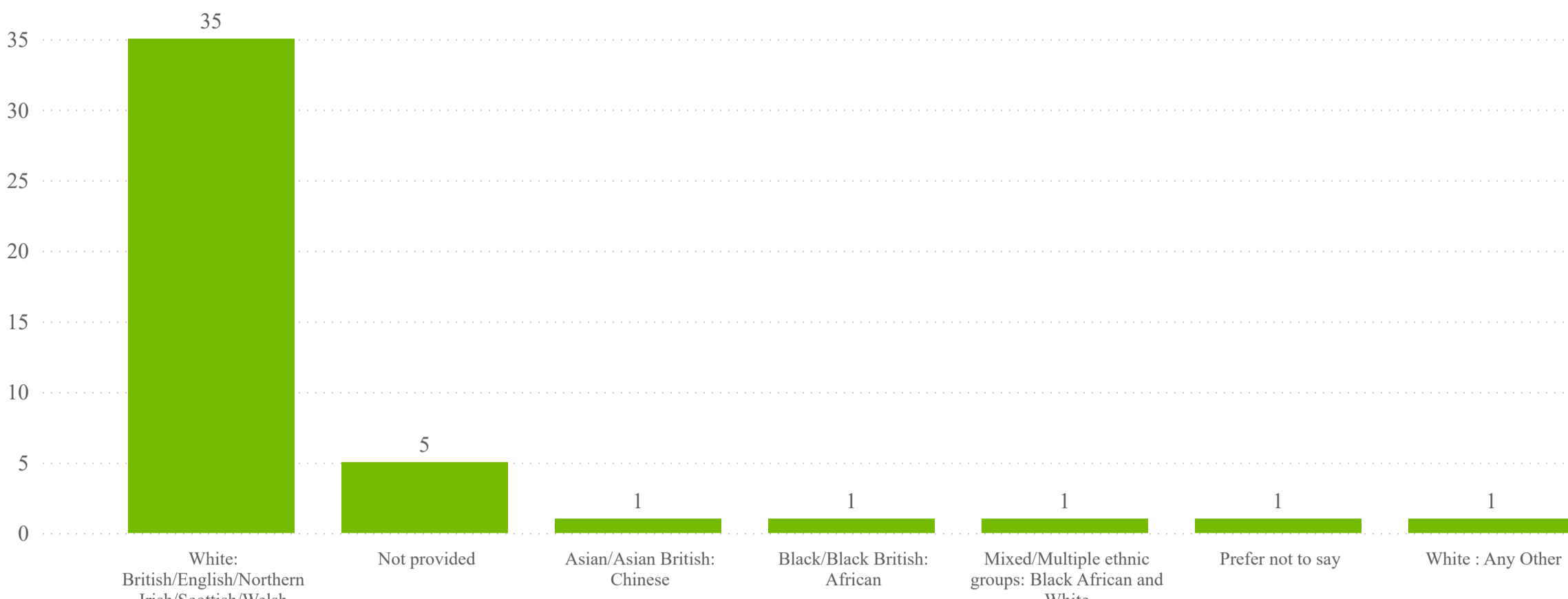
**Age Band**



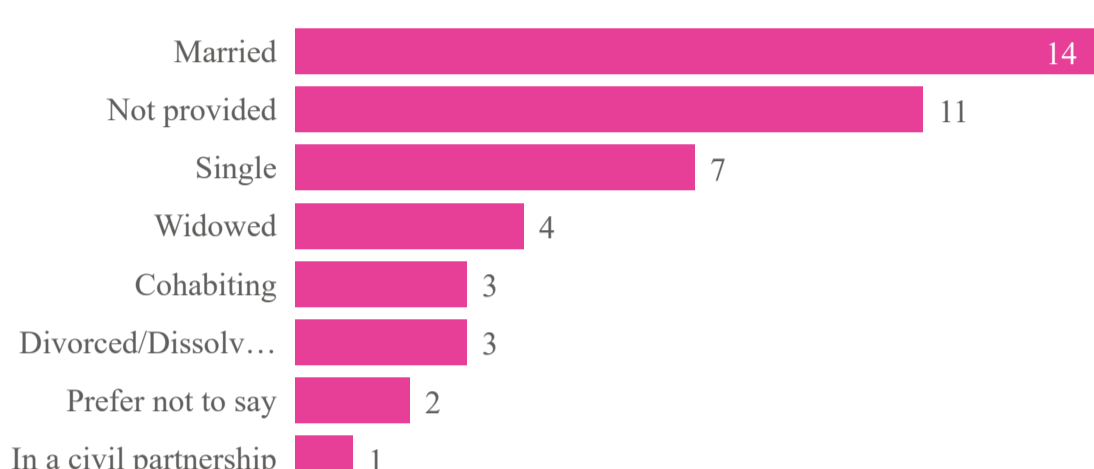
**Gender**



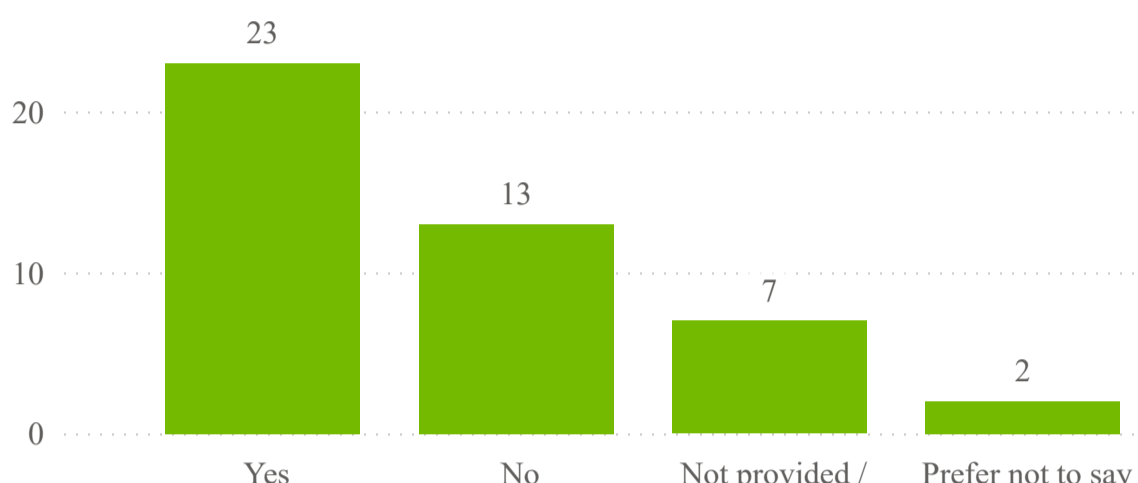
**Ethnicity**



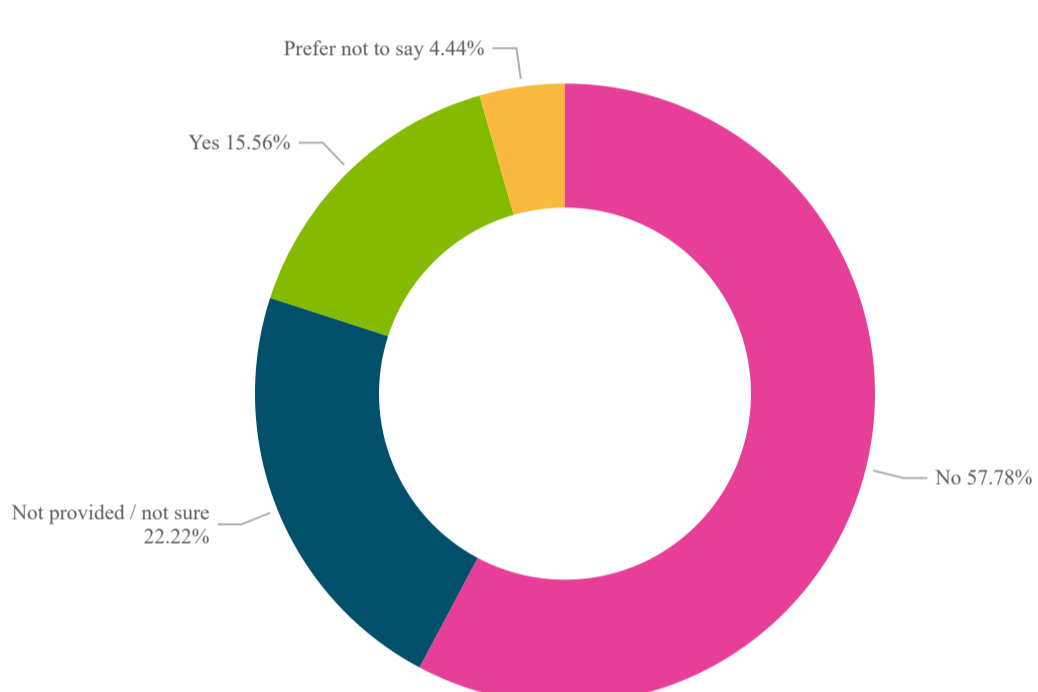
**Civil Status**



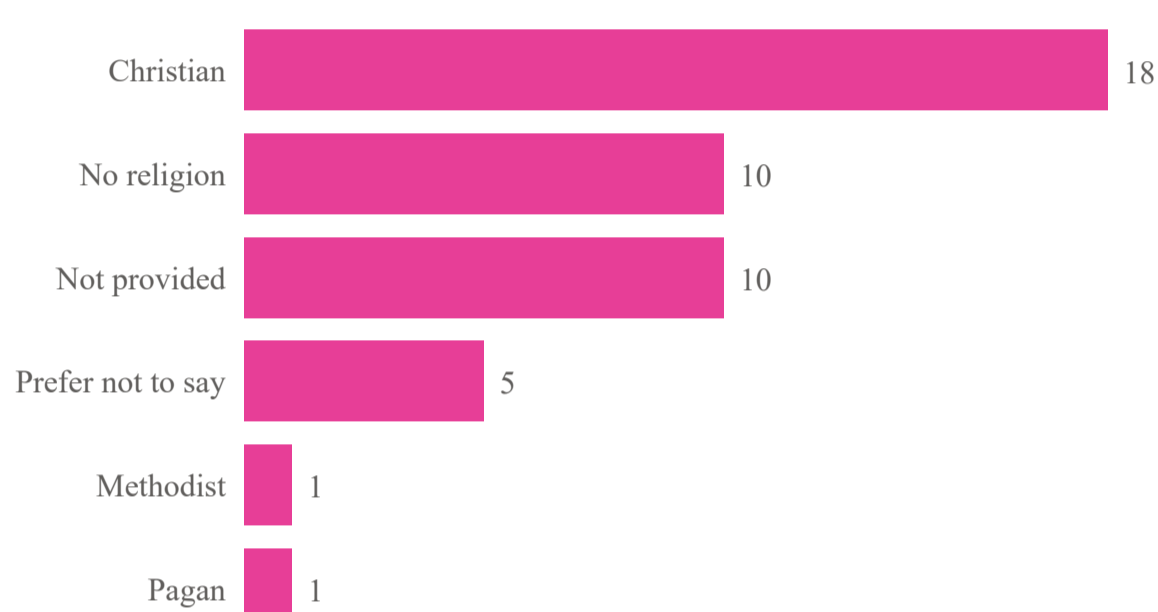
**Identifies as having a long term health condition / being disabled / having a disability**



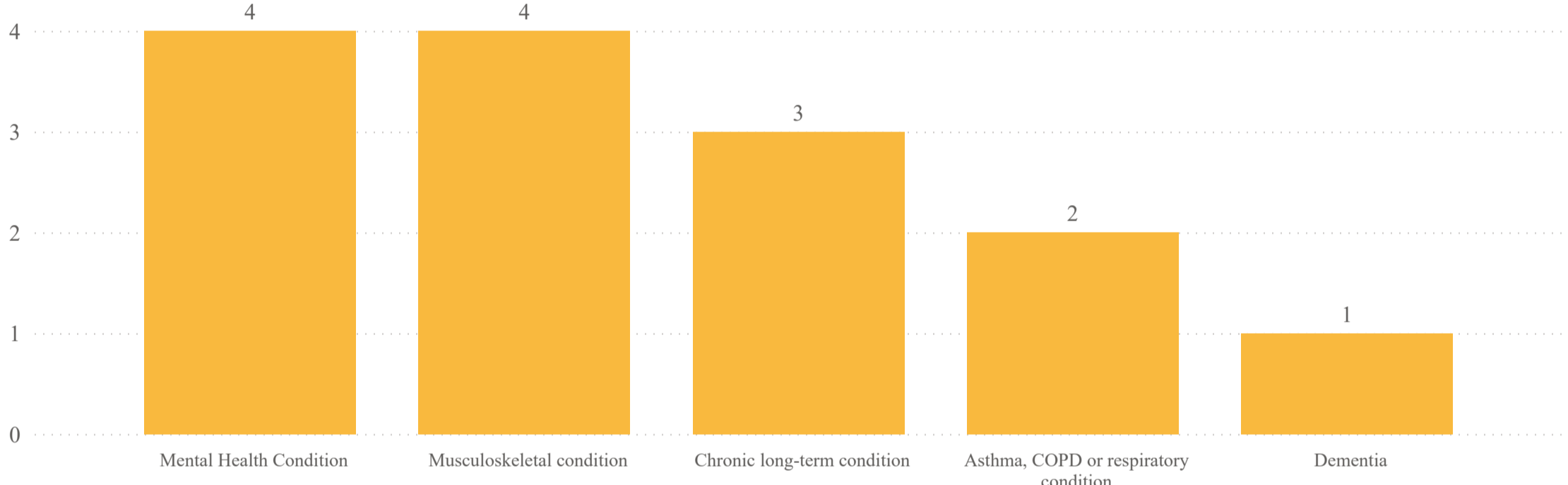
**Identifies as being a carer**



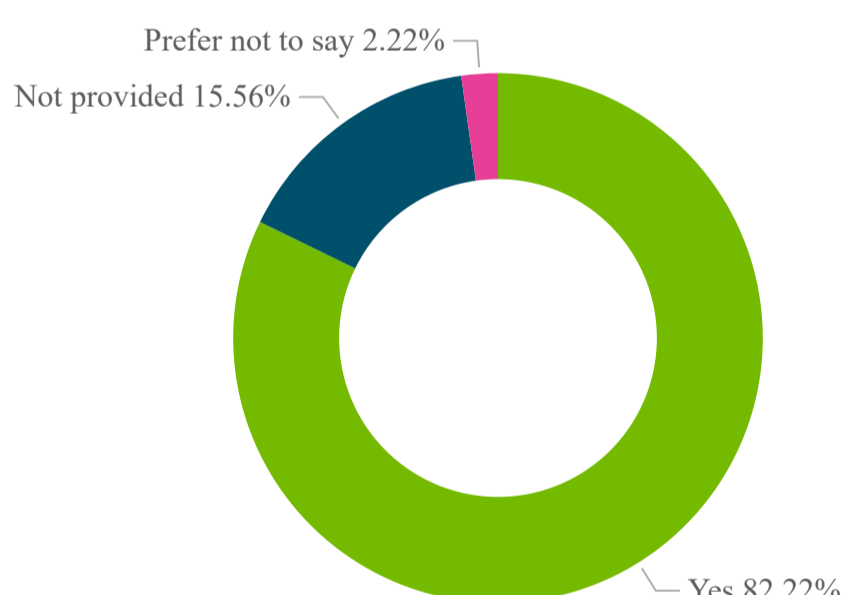
**Religion/Belief**



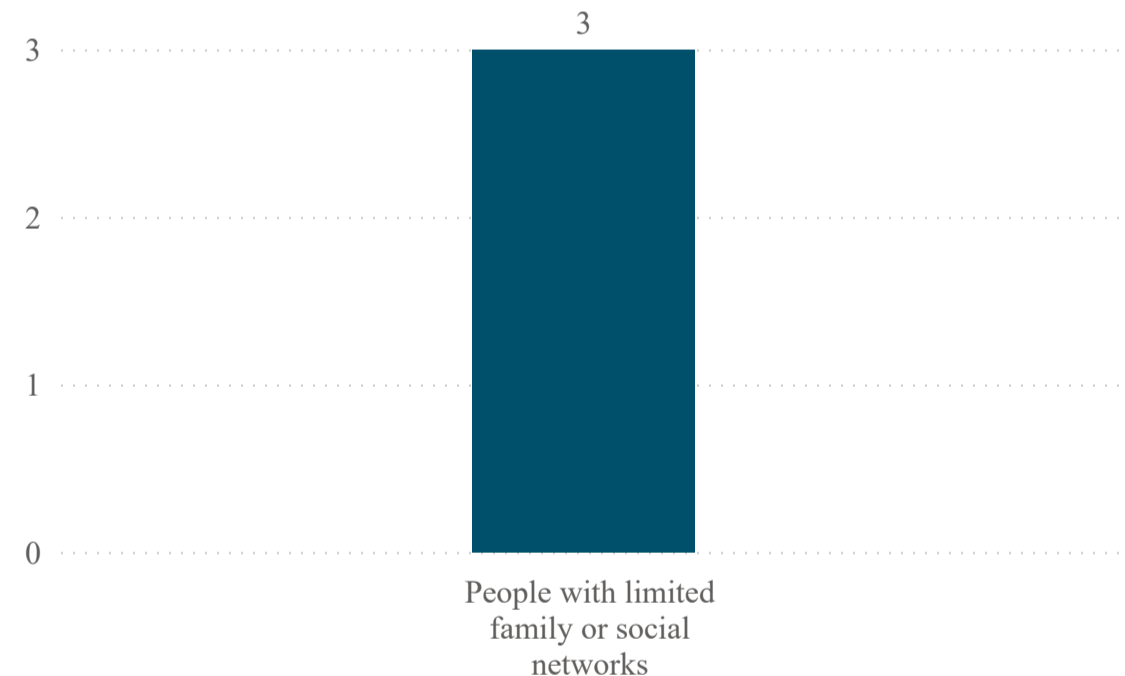
**Long-term condition / disability**



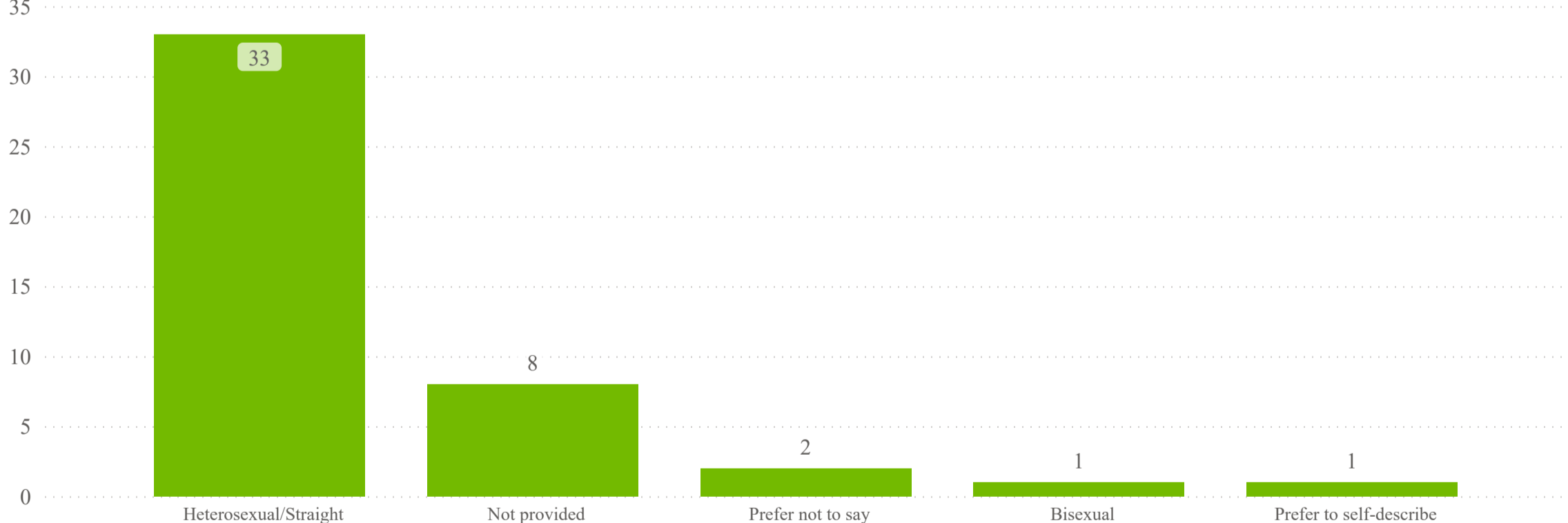
**Identifies with the gender assigned at birth**



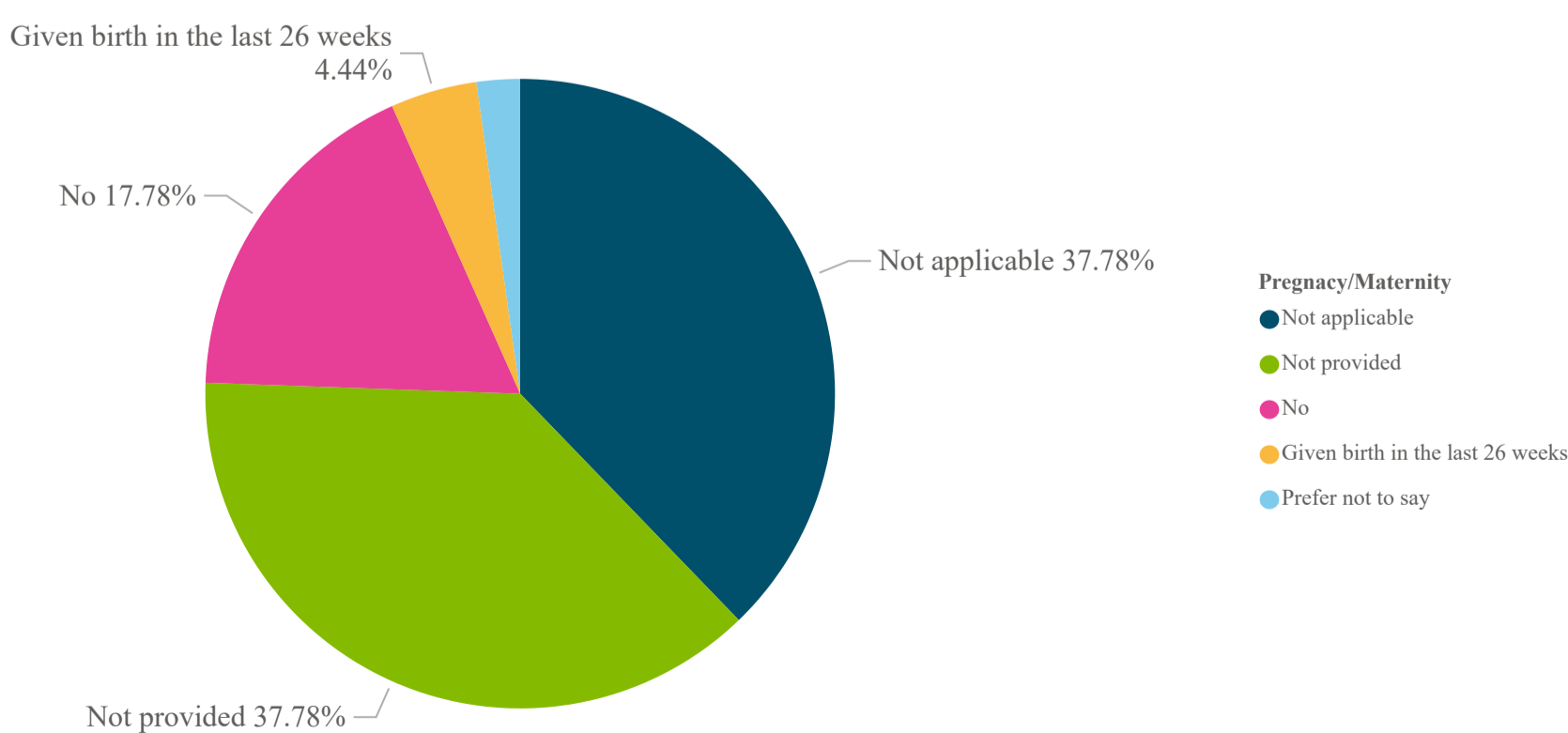
**Health Inclusion Group Category**



**Sexual Orientation**



**Pregnancy/Maternity**



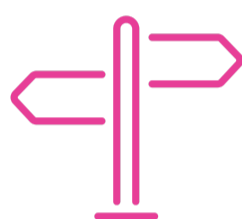
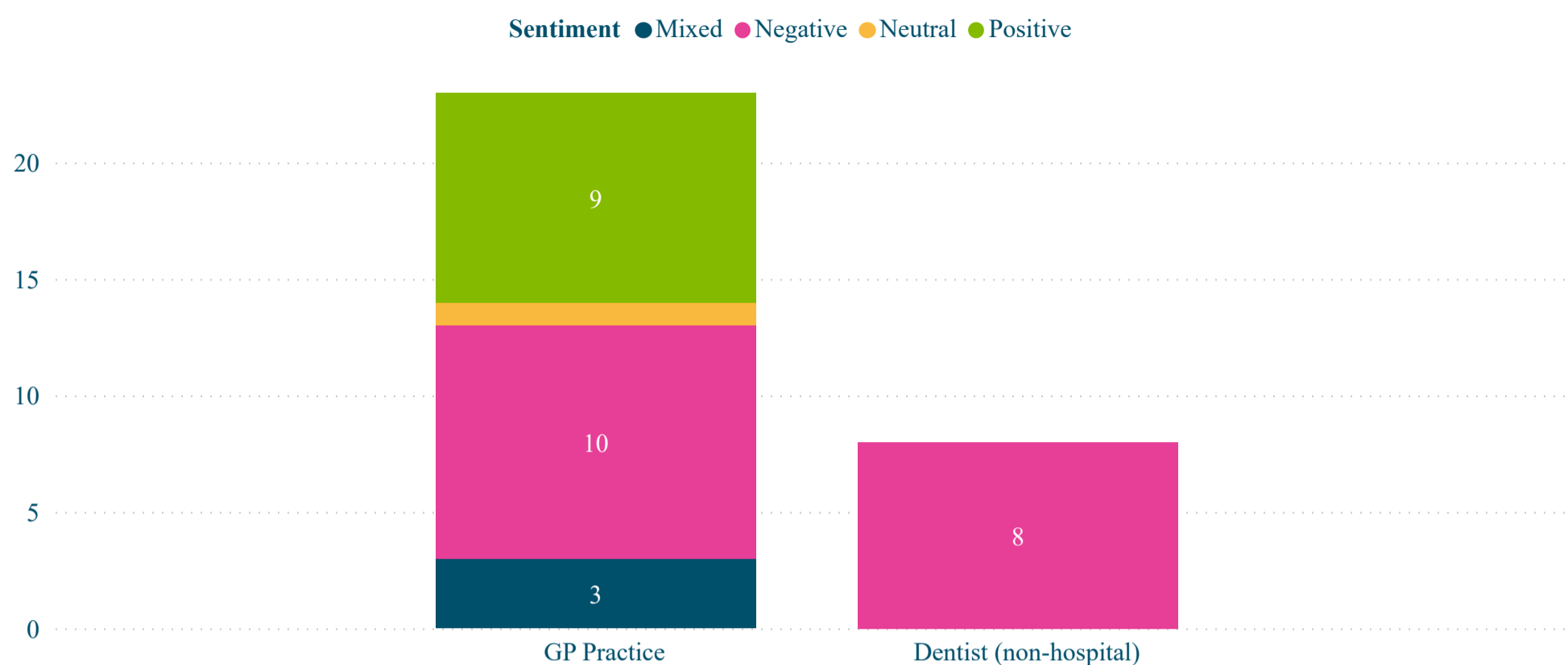
**Pregnancy/Maternity**

- Not applicable
- Not provided
- No
- Given birth in the last 26 weeks
- Prefer not to say

# 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

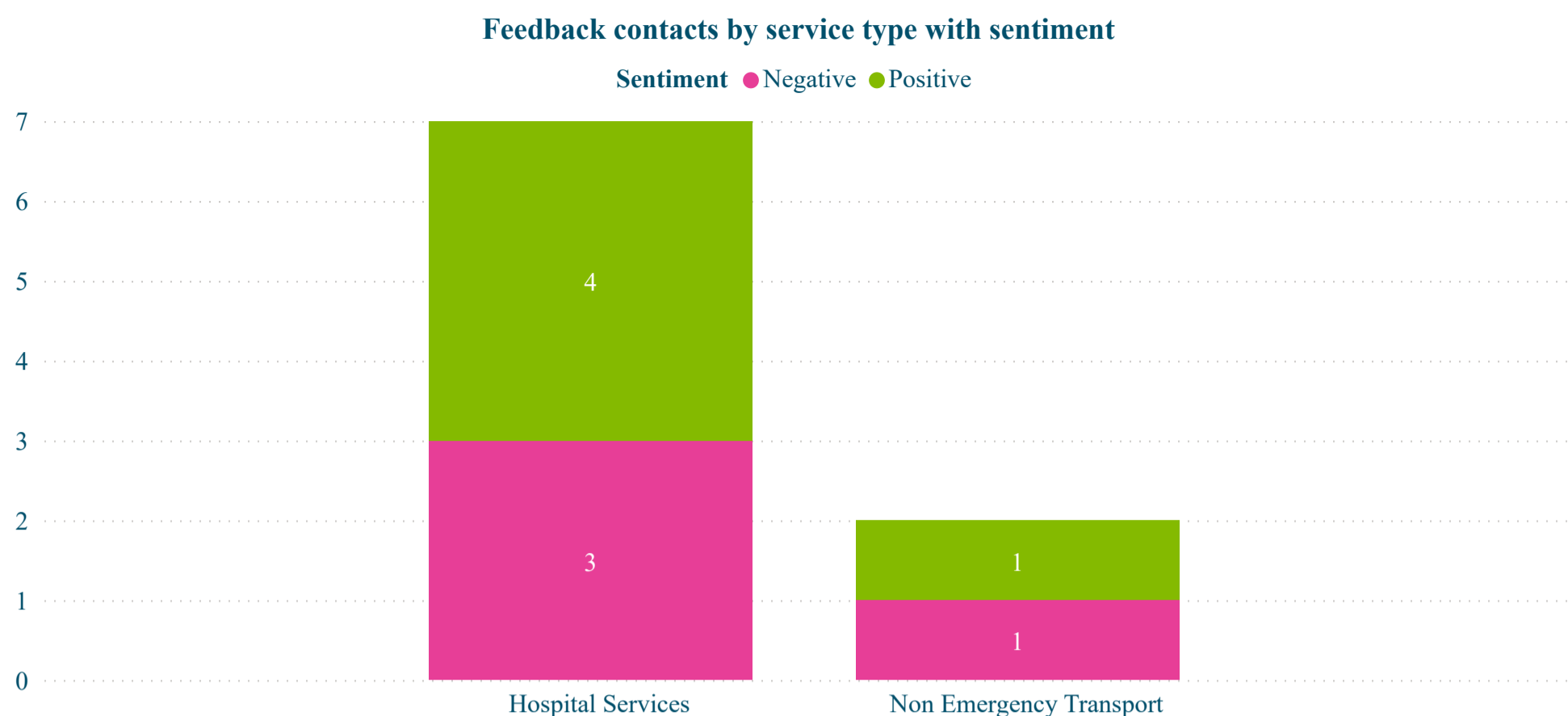
5

Themes and Sub-Themes with Sentiment for Primary Care Feedback

Main Theme	Negative	Neutral	Positive	Total
<b>Access_to_Services</b>	<b>11</b>		<b>3</b>	<b>14</b>
Access to NHS Dentist	5			5
Remote appointments and digital services	5		2	7
See my own GP	1			1
Suitability of Provider			1	1
<b>Administration</b>	<b>8</b>		<b>5</b>	<b>13</b>
Appointment Availability	1		1	2
Booking Appointments	4		2	6
Medical Records	1			1
Provision of services			1	1
Quality of appointment			1	1
Telephone	2			2
<b>Communication</b>	<b>1</b>		<b>1</b>	<b>2</b>
General			1	1
Lack of	1			1
<b>Continuity_and_Integration_of_Care</b>	<b>1</b>			<b>1</b>
Integration of services and communication between professionals	1			1
<b>Medication_prescriptions_and_dispensing</b>	<b>1</b>	<b>1</b>		<b>2</b>
Medicines Management		1		1
Prescription/Repeat Prescriptions	1			1
<b>Staff</b>	<b>5</b>		<b>1</b>	<b>6</b>
Communication between professionals	2			2
Communication between staff and patients	3			3
Quality & Effectiveness			1	1
<b>Treatment_and_Care</b>	<b>2</b>		<b>3</b>	<b>5</b>
Experience	1		3	4
Quality	1			1
<b>Total</b>	<b>29</b>	<b>1</b>	<b>13</b>	<b>43</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	Negative	Positive	Total
Discharge	1		1
Haematology		1	1
Hospital Inpatient	1	1	2
Neurology and stroke care	1		1
Patient Transport	1	1	2
Respiratory medicine (lung services)		2	2
<b>Total</b>	<b>4</b>	<b>5</b>	<b>9</b>

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

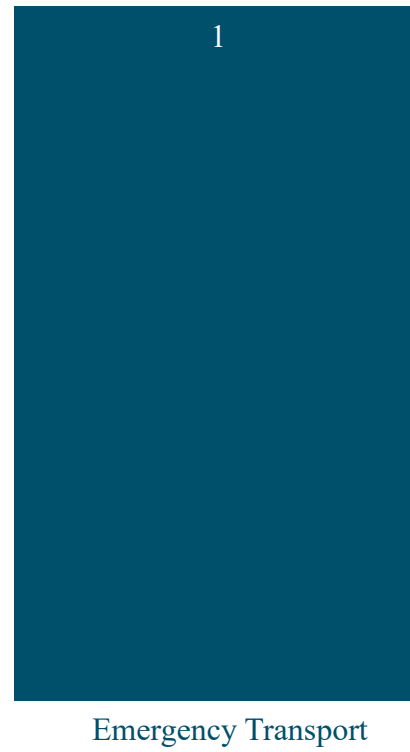
Main Theme	Negative	Positive	Total
<b>Administration</b>	<b>1</b>	<b>1</b>	<b>2</b>
Appointment Availability		1	1
Appointment Cancellation	1		1
<b>Communication</b>	<b>2</b>		<b>2</b>
Lack of	1		1
Written information, guidance and publicity	1		1
<b>Discharge</b>	<b>1</b>		<b>1</b>
General	1		1
<b>Referrals</b>	<b>1</b>	<b>1</b>	<b>2</b>
General	1		1
Timeliness		1	1
<b>Staff</b>	<b>1</b>	<b>4</b>	<b>5</b>
Caring, kindness, respect and dignity		3	3
Communication between staff and patients	1	1	2
<b>Transport</b>	<b>1</b>	<b>1</b>	<b>2</b>
Availability	1	1	2
<b>Treatment_and_Care</b>		<b>2</b>	<b>2</b>
Experience		2	2
<b>Total</b>	<b>7</b>	<b>9</b>	<b>16</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

Sentiment ● Negative

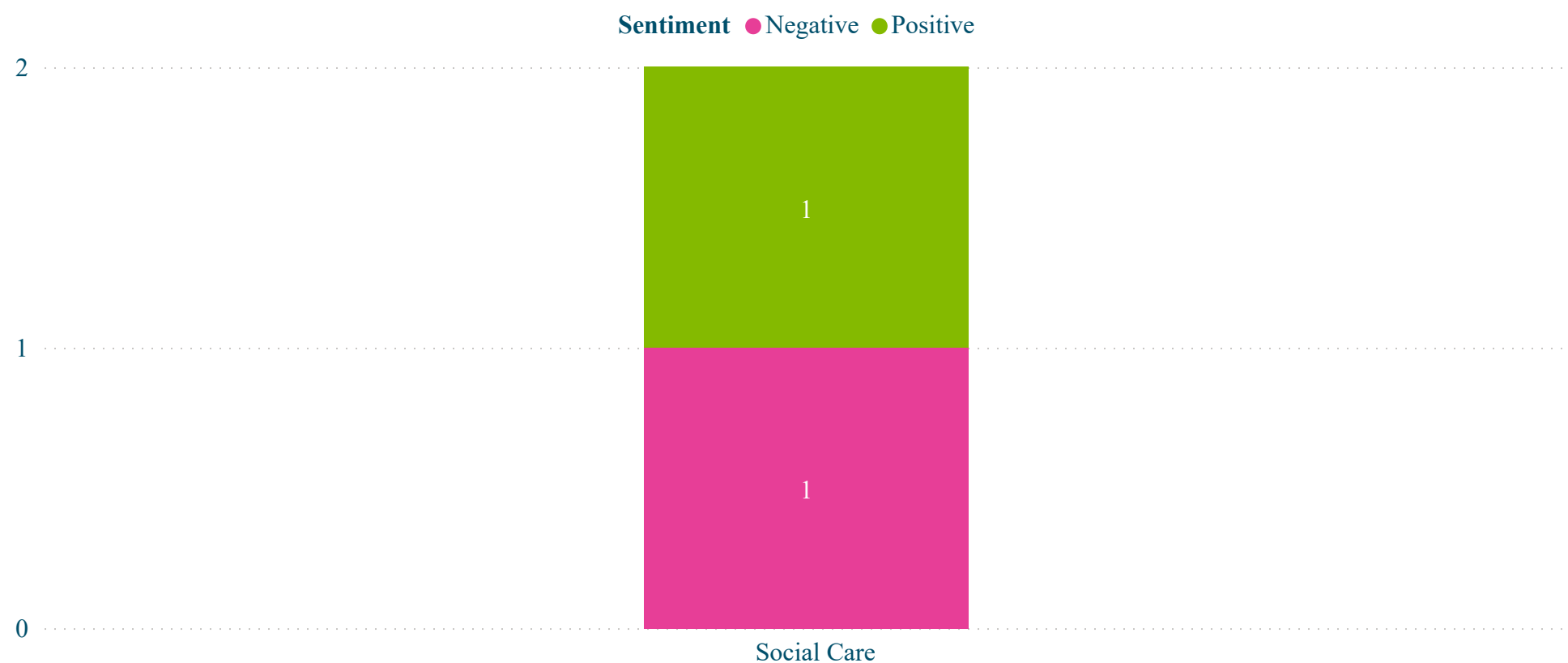


## Themes and Sub-Themes with Sentiment for Urgent & Emergency Feedback

Main Theme	Negative	Total
<input type="checkbox"/> <b>Transport</b>	<b>1</b>	<b>1</b>
Availability	1	1
<b>Total</b>	<b>1</b>	<b>1</b>

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		1	1
Care Home	1		1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>

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

Main Theme	Negative	Positive	Total
<input type="checkbox"/> <b>Care_Home_Management</b>	<b>1</b>		<b>1</b>
Suitability of Staff	1		1
<input type="checkbox"/> <b>Communication</b>		<b>1</b>	<b>1</b>
Involvement & Engagement		1	1
<input type="checkbox"/> <b>Treatment_and_Care</b>		<b>1</b>	<b>1</b>
Experience		1	1
<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</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 Care Feedback Sentiment by Service Level

Service Level	Negative	Total
GP Practice	1	1
<b>Total</b>	<b>1</b>	<b>1</b>

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

Main Theme	Negative	Total
▲ Staff	1	1
Caring, kindness, respect and dignity	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

Sentiment ● Negative



Mental Health Services

## Mental Health Services Feedback Sentiment by Service Level

Service Level	Negative	Total
Mental Health Services (other services)	1	1
<b>Total</b>	<b>1</b>	<b>1</b>

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

Main Theme	Negative	Total
▲ <b>Continuity_and_Integration_of_Care</b>	<b>1</b>	<b>1</b>
Follow on treatment and continuity of care	1	1
☐ <b>Discharge</b>	<b>1</b>	<b>1</b>
Timing of	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



Main Theme	Negative	Neutral	Positive	Total
<b>Access_to_Services</b>	<b>11</b>		<b>3</b>	<b>14</b>
Access to NHS Dentist	5			5
Remote appointments and digital services	5		2	7
See my own GP	1			1
Suitability of Provider			1	1
<b>Administration</b>	<b>9</b>		<b>6</b>	<b>15</b>
Appointment Availability	1		2	3
Appointment Cancellation	1			1
Booking Appointments	4		2	6
Medical Records	1			1
Provision of services			1	1
Quality of appointment			1	1
Telephone	2			2
<b>Care_Home_Management</b>	<b>1</b>			<b>1</b>
Suitability of Staff	1			1
<b>Communication</b>	<b>3</b>		<b>2</b>	<b>5</b>
General			1	1
Involvement & Engagement			1	1
Lack of	2			2
Written information, guidance and publicity	1			1
<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>Discharge</b>	<b>2</b>			<b>2</b>
General	1			1
Timing of	1			1
<b>Medication_prescriptions_and_dispensing</b>	<b>1</b>	<b>1</b>		<b>2</b>
Medicines Management		1		1
Prescription/Repeat Prescriptions	1			1
<b>Referrals</b>	<b>1</b>		<b>1</b>	<b>2</b>
General	1			1
Timeliness			1	1
<b>Staff</b>	<b>8</b>		<b>5</b>	<b>13</b>
Caring, kindness, respect and dignity	1		3	4
Communication between professionals	2			2
Communication between staff and patients	5		1	6
Quality & Effectiveness			1	1
<b>Transport</b>	<b>2</b>		<b>1</b>	<b>3</b>
Availability	2		1	3
<b>Treatment_and_Care</b>	<b>2</b>		<b>6</b>	<b>8</b>
Experience	1		6	7
Quality	1			1
<b>Total</b>	<b>42</b>	<b>1</b>	<b>24</b>	<b>67</b>

# Primary 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
899	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they are currently without a dentist. have been trying for last year to find an NHS dentist. wanted to let us know as may have to go private	ALL NHS DENTAL
804	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 but can't. They have been phoning constantly with no luck.	ALL NHS DENTAL
744	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they have had a tooth infection for 18 months and have been trying to get treatment since then. Unless they go private (which they cannot afford £300-£500) they will have to continue to deal with excruciating pain, headaches, making skull burn and makes this person have thoughts of self harm. They have called emergency services to be told they are not available right now. This person feels that the NHS does not support people to access NHS dental services.	ALL NHS DENTAL
835	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they moved to South Gloucestershire shortly before the first Covid lockdown and it's since been impossible to find a dentist that is accepting NHS patients. Some say they will accept referrals from other dentists, however as they had moved a while ago their previous dentist would not be doing that now. They are still unable to find a dentist and the NHS site tells them the nearest place accepting new adult NHS patients is an hour and a half drive away from where they live which is not feasible.	ALL NHS DENTAL
571	Treatment and Care, Experience	Negative	This individual gave feedback that they weren't satisfied with their NHS dentist and need to find another one.	ALL NHS DENTAL
732	Access to Services, Access to NHS Dentist	Negative	This individual wanted to know how to find an NHS dentist as they can't afford to go private with their daughter. Their daughter needs a root canal filling and the only dentists in Kingswood are private	ALL NHS DENTAL
849	Treatment and Care, Experience	Positive	This individual gave feedback that they find the surgery to be very supportive.	Almondsbury Surgery (Hanham Health)
875	Access to Services, Remote appointments and digital services; Administration, Appointment Availability	Negative	This individual gave feedback that the practice is failing its' patients daily. The only option is to book an appointment online and it is not working. The website system is down almost every day. Receptionists are unhelpful and dismissive. This individual has given up all hope of ever seeing a doctor.	Bradley Stoke Surgery
836	Access to Services, Remote appointments and digital services; Administration, Medical Records; Staff, Communication between professionals	Negative	This individual has found that since coming back to the UK after a couple of years abroad, their NHS records seem sparse - mainly their childhood records. The surgery has not transferred their records from their previous London GP, which is now closed. This individual has been working with the surgery for over a year to retrieve their records, they have had to contact health providers in London to supply this information to the surgery. However, they have still not uploaded these records against the individuals NHS number and have advised this person that they should work with Primary Care Support England to solve the issue. However, Primary Care England say that this individual needs to work with their surgery to solve the issue. This individual feels that the NHS needs to improve their data management. PCSE have stopped replying to their emails since March 2022, and have not uploaded any of the health records that this individual has found through contacting old health providers to their NHS number. This individual is unsure of what to do now. This individual also says that the surgery uses 2 online platforms to manage patient bookings, and it is unclear why. One of these platforms does not display this individuals COVID vaccination data, despite them having their vaccinations.	Bradley Stoke Surgery
746	Staff, Communication between staff and patients	Negative	This individual gave feedback that she has a young child. He bit his tongue, and he was bleeding in his mouth. She went over to the surgery, there was no one at reception so she rang the bell. A woman came out and this person explained the problem. The receptionist said that she needed to go to the dentist with her son. This person disagreed and explained that it wasn't a problem with his teeth, it was his tongue and the fact that it was bleeding into his mouth. The receptionist when to fetch someone else, who said the same thing - referring this person to the dentist. This person felt frustrated, ignored and not listened to. She left the surgery with no appointment for her child. She made a complaint before (about 6 months ago) about a different matter and they said she was at fault. She doesn't want to make another complaint to them in case they remove her from their books.	Cadbury Heath Healthcare
729	Access to Services, Remote appointments and digital services	Positive	This individual gave feedback that the practice offers a brilliant service, They have used the 'ask my GP' service for themselves and their young children and have always been seen in a time appropriate to the problem raised.	Concord Medical Centre
570	Communication, General	Positive	This individual gave feedback that the surgery reminds her about having tests and she is very pleased.	Concord Medical Centre
730	Access to Services, Remote appointments and digital services; Administration, Telephone	Mixed	This individual gave feedback that they use the practice regularly about once every few months for multiple health issues. They use 'ask my gp' online to send a message through to the GP and usually get a phone call the next day or within a few days. It's a good system. But if they need to phone through to get test results etc, it can take days to get through and anyone to answer the phone.	Concord Medical Centre
868	Access to Services, Remote appointments and digital services; Communication, Lack of	Negative	This individual gave feedback that when they experienced an allergic reaction to something in the water whilst wild swimming, 111 Service suggested they contact their GP which they did through Ask My GP and did not get a reply until the next day by which time they say that they might have been in great difficulty. They felt this was not a very good service.	Concord Medical Centre
724	Administration, Booking Appointments	Positive	This individual gave feedback that it was very quick when they had to ring to make doctors appointments. Excellent service.	Coniston Medical Practice (Mendip Vale)
727	Administration, Booking Appointments	Negative	This individual gave feedback that Impossible to get through on the telephone, it is constantly engaged. If a patient is at the surgery before 8am it may be possible to book an appointment with the receptionist. For this person for health reasons it is impossible for be to be there that early, so there is no way they can make an appointment to see a doctor.	Downend Health Group
728	Administration, Booking Appointments; Access to Services, See my own GP	Negative	This individual gave feedback that they were unable to get through by telephone to book an appointment. Phone lines constantly engaged and then all appointments are gone if you ever get chance to speak to reception. After suffering with a cough for 5 weeks they resorted to queuing at the surgery for 40 minutes waiting for it to open to try to get an appointment. They only managed to see a paramedic not a doctor who did not know what was wrong. Offered antibiotics even though told their chest was clear. Unsatisfactory service.	Downend Health Group
734	Access to Services, Remote appointments and digital services; Staff, Communication between staff and patients	Negative	This individual gave feedback that it is incredibly difficult to get a face to face appointment here, both for themselves and for their baby. The push doctor service is a useful option sometimes, however isn't always appropriate and often seems to be used as an extra stage to delay offering a face to face appointment. This individual has had other medical professionals recommending that they need a face to face appointment for both themselves and their baby, and have still had to 'jump through the hoop' of taking a push doctor appointment. The doctor on this service commented how this wasn't appropriate as they needed to be seen face to face. It also seemed their time was wasted as they couldn't advise at all as the individual needed to be examined. During their pregnancy, this person had some very upsetting experiences at this surgery. The receptionist was incredibly rude to them both face to face and on the phone, and they started having to take their husband with them for support. Needing to go to the practice became anxiety inducing. Additionally when they raised with a GP that they were struggling with their mental health and unhelpful thoughts they'd been having about their pregnancy, they were not offered any support. All the other GPs that they have seen at the practice have been good. This person says that they are a person who is able to, sometimes with the support of others, advocate for themselves, but that they really fear for those patients who are not able to. They have witnessed an elderly patient being treated incredibly poorly by one of the receptionists.	Emersons Green Medical Centre
733	Administration, Booking Appointments; Staff, Communication between staff and patients; Staff, Communication between professionals	Negative	This individual gave feedback that it was difficult to get an appointment, had to call and visit. Getting a smear was very efficient and the nurse was kind and helpful but when they were waiting a member of staff who was highly stressed started shouting at the nurse and receptionist. Highly inappropriate. In an appointment with the GP they felt that their concerns were not listened to because the GP was under ridiculous pressure. Also when waiting for their appointment there was also a lady who was struggling with her English. The receptionist took a different more negative tone with her than with the white British patients.	Emersons Green Medical Centre
869	Treatment and Care, Experience	Positive	This individual gave feedback that on the whole everything is fine.	Fishponds Family Practice
973	Administration, Appointment Availability; Staff, Quality & Effectiveness; Administration, Booking Appointments	Positive	This individual gave feedback that They were very satisfied with their GP practice. Has been able to get an appointment whenever they needed one, and an emergency within 24 hours. Can manage to book appointments quickly despite having poor IT skills. Staff are good and Doctors very thorough. Overall very satisfied with service from this practice	Fishponds Family Practice
553	Administration, Telephone; Administration, Quality of appointment	Mixed	This individual gave feedback that they were surprised when they went to visit the GP practice that they got a face to face appointment. They went to the surgery to book the appointment as booking on the telephone is impossible.	Hanham Health
579	Treatment and Care, Quality	Negative	This individual gave feedback that they rang 111 to get an emergency dental appointment and was sent to this practice. The dentist removed the wrong tooth and this person is still in pain and has lost a good tooth which is making chewing and eating difficult. They would like the practice to correct the problem and fit a bridge to make up for the loss of use of a good tooth.	Hounds Road Dental Practice
619	Continuity and Integration of Care, Integration of services and communication between professionals	Negative	Patient was referred from his gender clinic elsewhere in the country to the medical centre when they moved to the area at the beginning of this year. The clinic had advised him that he would be able to store his eggs on the NHS. When he initially brought this up with the medical centre, the GP he saw said no he would not be able to, without checking information. He then went back and forth for 2 months between his old gender clinic and the medical centre before his GP finally conceded that the patient would be able to get his eggs stored. He is still waiting for the referral to the fertility clinic and has not been given an estimated waiting time. This is having a wider impact on his transitioning process as he is unable to undergo hormone therapy until it is sorted.	Kingswood Health Centre
900	Access to Services, Suitability of Provider ; Administration, Provision of services	Positive	This individual gave feedback that they are an armed forces veteran. This GP Practice is accredited as one that knows how to treat veterans. They were experiencing poor mental health, and because the GP Practice is accredited, there is a special channel/route for her to follow to get the treatment she needs. The GP referred her to the Mental Health team as part of Operation Courage which is an NHS service supported by trained professionals who are from, or have experience of working with, the Armed Forces community.	Seyn View Family Practice
731	Medication prescriptions and dispensing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that they have to take large doses of a particular branded medication as they have a non functioning bowel since birth. It has been impossible to get hold of any at all for the past few months and they are now desperate. Nothing else works as well it's now affecting their quality of life and their mental health. The practice is not helpful at all and they don't know what to do.	West Walk Surgery
726	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that this practice has had a new booking system installed. You can no longer ring and ask receptionist for appointment or speak to a doctor everything had to go through this online form. It is quite limited in what it asks you and what you can say. Even if you ring the practice the receptionist will just go through the same form with you. It doesn't let you speak to your choice of GP nor can you make bookings in advance. This may be ok for some patients but for this persons elderly mother who does not do online, having to wait an hour on the phone just for someone to fill this form in asking all personal questions is not right. Also people standing at the desk having to tell everyone their problem while the receptionist goes through the form. People in the waiting room can hear. They need still to be able to do this manually not just online to cater for all their patients.	West Walk 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
901	Transport, Availability	Positive	This individual gave feedback that She uses this transport and had has no problems. She gets picked up on time for her appointments and only has to wait for about half an hour to be picked up and returned home.	E-zec Medical Transport - Bristol,
616	Transport, Availability	Negative	This individual gave feedback that they has multiple health conditions and have used E-zec transport many times. They are not happy with the service, particularly when they are to collect him from the hospital once he's had his appointment. Recently they never showed up and eventually said that they said they had no record of the booking They waited 3 hours and eventually the hospital phoned for a taxi – they were very helpful – it can be hard to get a taxi that will take a wheelchair. He has made a complaint against them and this is not the first time this has happened - he has been kept waiting previously at the hospital for 6 hours until the hospital called a taxi. A few months prior to this he had an appointment at the renal unit and because they were so late collecting him, he was one and a half hours late for his appointment.	E-zec Medical Transport - Bristol,
898	Staff, Caring, kindness, respect and dignity; Staff, Communication between staff and patients	Positive	Individual attends the lung clinic. She gets regular appointments, the staff are pleasant, the instructions clear to understand and the consultant is consistent. He is excellent, remembers her name and will greet her by name if he sees her around the hospital. Other consultants that this person previously saw for other issues were also very good.	Southmead Hospital, Bristol,
970	Communication, Written information, guidance and publicity; Administration, Appointment Cancellation; Referrals, General	Negative	This individual gave feedback that he was waiting to have an appointment for a deteriorating condition at and there was confusion over his appointment which had been cancelled. He had had a letter from NHS digital saying his appointment had been cancelled and referring him to GP. His GP had no knowledge of why this had happened.	Southmead Hospital, Bristol,
759	Discharge, General; Communication, Lack of	Negative	This individual gave feedback that her son was recently admitted to the Neurosurgery ward. This parent did not receive any information about their sons discharge plan and the clinician failed to attend the scheduled discharge plan meeting. They tried to get help from PALS but the office was closed. This individual's son still has pain and is unable to walk. They have still did not received a full diagnosis and results of blood tests.	Southmead Hospital, Bristol,
902	Staff, Caring, kindness, respect and dignity; Administration, Appointment Availability	Positive	This individual gave feedback that they are under the Haematology Dept and needed chemotherapy – she gets appointments quickly, and she doesn't have to wait long for another one if she can't make the one they have given her. The staff are always very pleasant and very good, and they listen.	Southmead Hospital, Bristol,
903	Treatment and Care, Experience; Staff, Caring, kindness, respect and dignity	Positive	This individual gave feedback that they have been on oxygen for years and have COPD. They went for an assessment at the clinic in the hospital and the appointment was good. They checked her oxygen levels, asked her to walk up and down and said she could turn down the level of oxygen a bit. The staff were very pleasant and caring – the nurses especially.	Southmead Hospital, Bristol,
697	Staff , Communication between staff and patients	Negative	This individual gave feedback that they only found out that their father had been taken to hospital through a neighbour, even though the ambulance staff had taken his carers notes with them. When she eventually found out which ward he was on the staff would not talk to her and put the phone down on her. During his stay on the ward she found the staff very hostile to her concerns and queries about her father's health. On the day that her father passed away she was contacted by the nurse in charge of the ward who left the mortuary number in a voicemail on her phone. She states this still causes her great distress even to this day	Southmead Hospital, Bristol,

# 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
760	Transport, Availability	Negative	This individual gave feedback that their son reported severe pain and was unable to walk. However no ambulances were available when they called 999. They tried NHS111 and their son was finally sent to A&E after a 4 hour wait.	South West Ambulance Service (SWAST)

# 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
751	Care_Home_Management, Suitability of Staff	Negative	This individual gave feedback that staff provided service under the influence of drugs e.g. steroids and performance drugs. The individual is a service user, who was worried that the residents' needs were neglected, without proper meals and given inappropriate medication by those staff. The person made his concerns known to the Management Team.	Greengates, 697-699 Southmead Road, Bristol
678	Communication, Involvement & Engagement; Treatment and Care, Experience	Positive	This individual gave feedback on behalf of a friend for whom they are an informal advocate. The friend had several falls and was frail. The social care service became involved and were excellent in providing the correct level of support to allow the friend to stay in her own home. The friend eventually had a live in carer. Throughout the friend and the person giving this feedback were involved in decision making. Staff were respectful and compassionate.	South Gloucestershire Council

# 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
802	Staff, Caring, kindness, respect and dignity	Negative	This individual gave feedback that they had a blood test as they were feeling unwell. The nurse suggested that they had fatty liver but it turned out to be gall stones, This person felt pleased they had gall stones because they felt accused of having a bad life style by the nurse who was judgmental.	Patchway Clinic



# 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
840	Staff, Communication between staff and patients; Continuity_and_Integration_of_Care, Follow on treatment and continuity of care; Discharge, Timing of	Negative	This individual gave feedback that they were assigned a care coordinator who was on sick for 13 of the 18 months they were with the recovery team. They had about 6 1 to 1 sessions with her in the 18 months. They were never checked on by anyone while this lady was off sick or given a new coordinator. She then returned from sick leave and discharged this person saying that they 'seemed better' and they only tend to have people with them for 12-18 months. This individual felt abandoned, they were suicidal and depressed yet she discharged them after no actual help from her during those 18 months. They provided no care and caused them to become even more mentally unwell. They just try to get rid of people as quick as possible. She also asked if this person was happy with the discharge and when they said they were not she asked "what do you want us to do for you" as if it was their job to tell her what care she should be providing.	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.



ID	Theme	Sentiment	Feedback	Service Provider
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Healthwatch South Gloucestershire Patient, Family & Carer Feedback

Quarter 1: April, May, June 2023

North Bristol NHS Trust is pleased to receive the feedback from Healthwatch South Gloucestershire 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
262	Negative	Access to Services	This individual gave feedback that he has had Arthritis for six years which was being treated in London before he moved to Bristol in Spring. He had to attend an appointment back in London before coming to Bristol and they said they would refer him once he moved in. He was expecting contact from Southmead about the pain clinic in Spring but heard nothing. He called them and was told that there is long waiting list for the pain clinic, they could not give a timescale of when he might even hear back about an appointment. Last week he ended up in A&E because the pain was so bad but they just sent him away	Southmead Hospital, Bristol	We are very sorry to hear about this individual's arthritis and pain and, the impact this is having on their life and their mental health. If this individual would like some further support with accessing pain services and some further information about wait times/delays, our Patient Advice and Liaison Service would be happy to help. They can be contacted at <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
			with tablets and nothing else. Some days he cannot move and when he tried to get a job in retail, they let him go after only three days because he could not keep up with the pace. His mental health is suffering because of it and he has an appointment with AWP next Tuesday, but his mental health won't improve until he can manage the pain better.		
260	Mixed	Continuity and Integration of Care, Integration of services and communication between professionals; Staff, Attitudes	This individual gave feedback that the hospital looked after husband really well after his brain injury. They understood his frustrations and his difficulty doing things for himself (he could not move for several weeks) however when he was moved to RUH they gave him soup with a spoon when he couldn't move. They feel that there was a lack of communication between the two hospitals about his needs.	Southmead Hospital, Bristol	Thank you to this individual for providing their feedback. We are pleased that the patient was well looked after following their brain injury. We are sorry that the transfer of care to the RUH did not go as smoothly as it could have and that there was a lack of communication between the two hospitals about the patient's needs.
399	Mixed	Administration, Waiting times, punctuality and queuing on arrival; Continuity and Integration of Care, Follow on treatment and continuity	This individual gave feedback that they had a routine outpatients' appointment for an ongoing condition. The consultant was very empathetic and understanding. He ordered some blood tests and a bladder scan on the spot, which this individual was very impressed by, as they would formerly have had to go home and await a new appointment for the tests. However they were kept waiting for over an hour past their allotted time before seeing the consultant. This was 2 months ago and they have heard nothing back about the	Southmead Hospital, Bristol	Thank you to this individual for taking the time to share their feedback. We are pleased to hear about the individual's positive experience with the Consultant and the expediency of taking the tests. We are sorry that subsequently there has been a delay in receiving the results. If the individual would like to contact PALS we will be able to support them in accessing these results. <a href="mailto:PALS@nbt.nhs.uk">PALS@nbt.nhs.uk</a> 0117 414 4569



Reference Number	Sentiment	Theme	Comment	Service	NBT Response
		of care; Staff, Caring, kindness, respect and dignity	tests, or about some medication that was discussed. This individual believes from past experience that they no longer advise of negative/normal tests, so they have concluded that nothing adverse was found but they do not feel very confident about this.		

Reference Number	Sentiment	Theme	Comment	Service	NBT Response
509	Positive	Treatment & Care, Experience	This individual gave feedback that he receives ongoing care and check-ups due to a testicular cancer diagnosis back in 2018. He always has a good service	Southmead Hospital, Bristol	Thank you to this individual for taking the time to share their positive feedback. This has been shared with Cancer Services.
350	Positive	Administration, Waiting times, punctuality and queuing on arrival; Facilities & Surroundings, Car Parking Access; Communication, General	This individual gave feedback that they are always on time with appointments, and they call up when they say they are going to plus there is always available parking.	Southmead Hospital, Bristol	Thank you to this individual for their kind feedback.
431	Positive	Access to Services, Waiting Times; Communication, General	This individual gave feedback that they are very efficient, seen quickly and always hear back when they say they will contact you.	Southmead Hospital, Bristol	Thank you to this individual for their kind feedback.



Reference Number	Sentiment	Theme	Comment	Service	NBT Response
349	Positive	Communication, General; Staff, Caring, kindness, respect and dignity	This individual gave feedback that they felt well looked after – attitude of the staff, timeliness of communications were on spot on.	Southmead Hospital, Bristol	Thank you for taking the time to share this positive feedback.
240	Positive	Treatment & Care, Experience; Staff, Attitudes	This individual gave feedback that they went for a blood test, the next morning 111 called her and advised her that she needed to get to hospital ASAP as her test showed that she was having a heart attack. They booked her a taxi and sent her to Southmead. Staff were exceptional at the hospital; very communicative and medication adjustments were dealt with quickly.	Southmead Hospital, Bristol	We are really pleased to hear about the individual's positive experience. We hope she is recovering well.