

Local Voices

Quarter 4: January - March 2024

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. These reports can also be viewed in PowerBI Pro, please email miriam@healthwatchbnssg.co.uk if you would like to access them in this way.



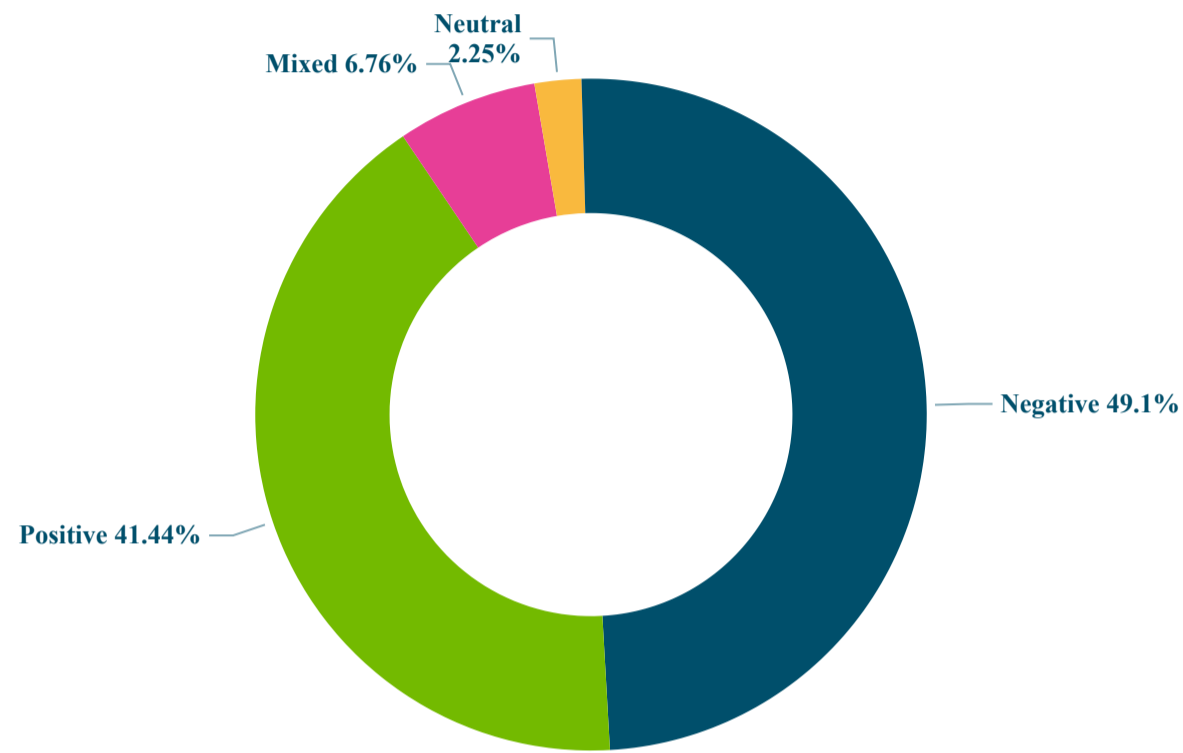


Total number of feedback contacts

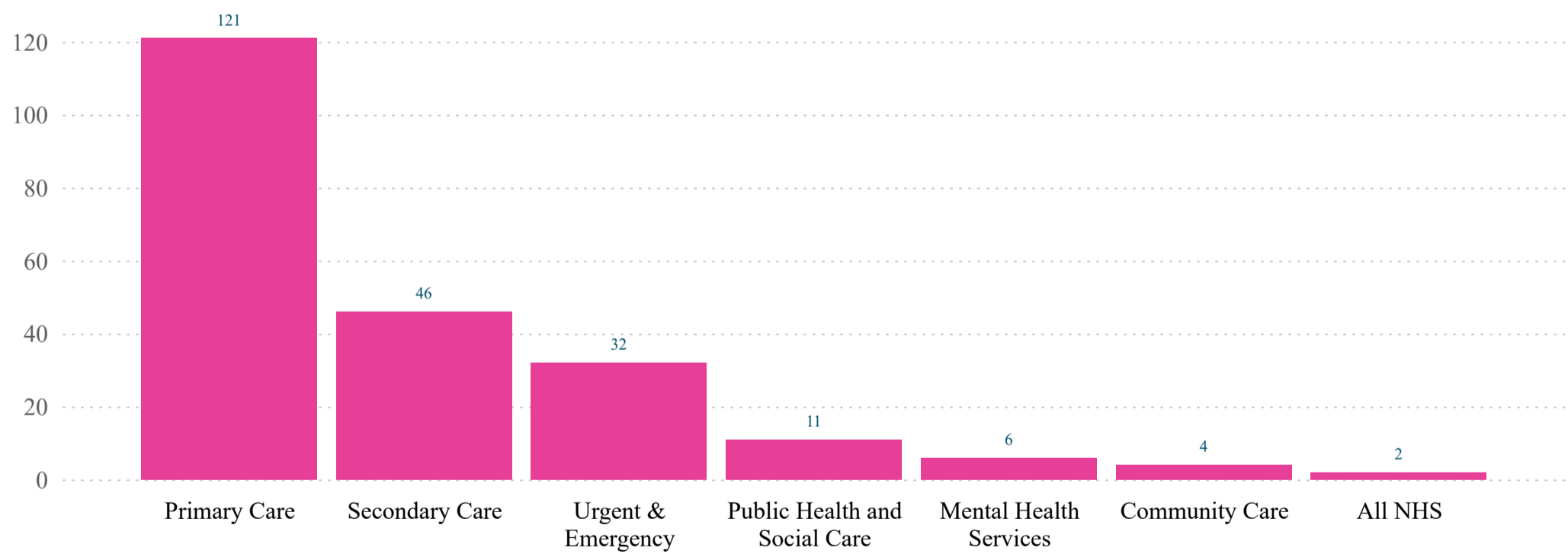
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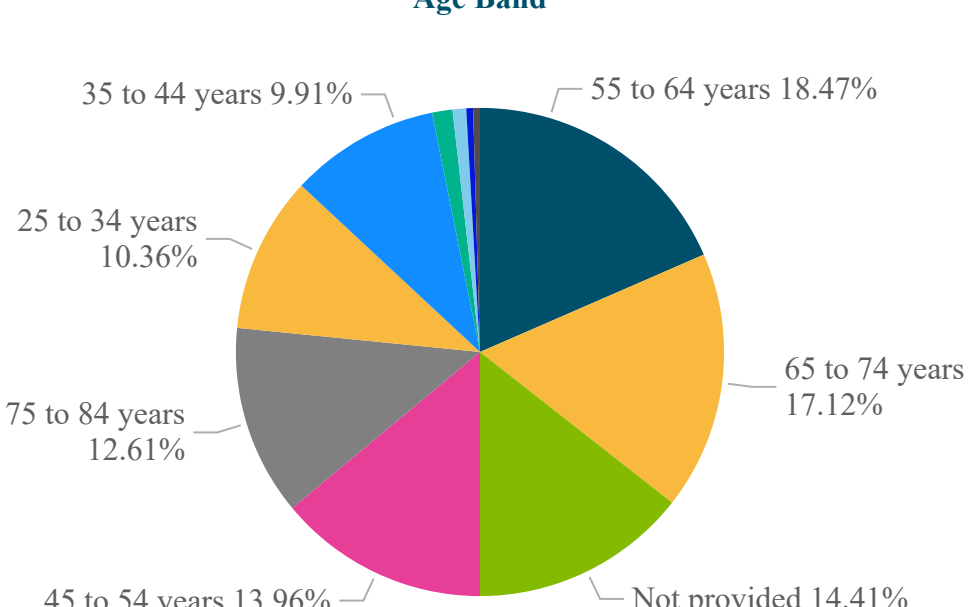
Overall Sentiment of Feedback contacts



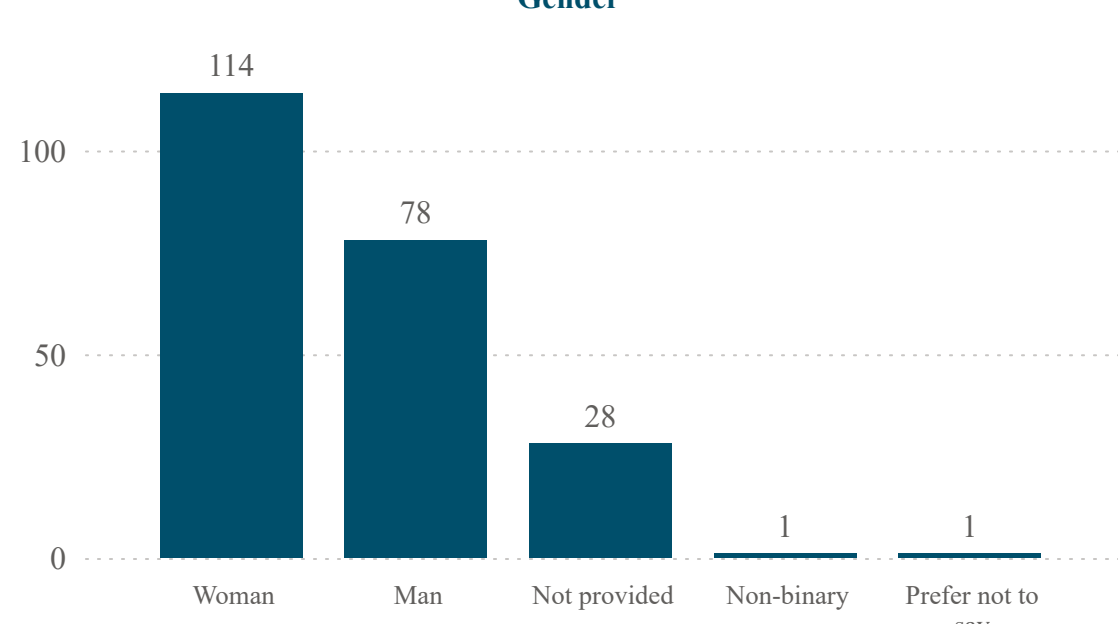
Feedback contact by sector



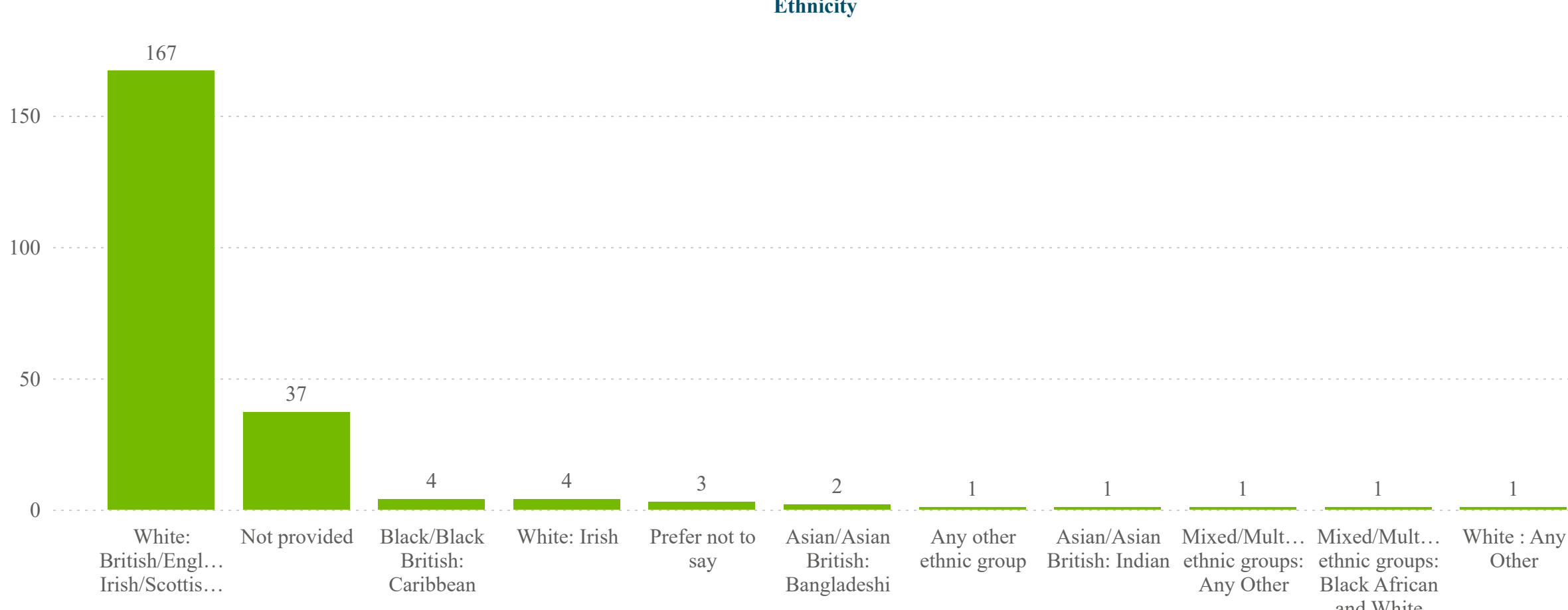
Age Band



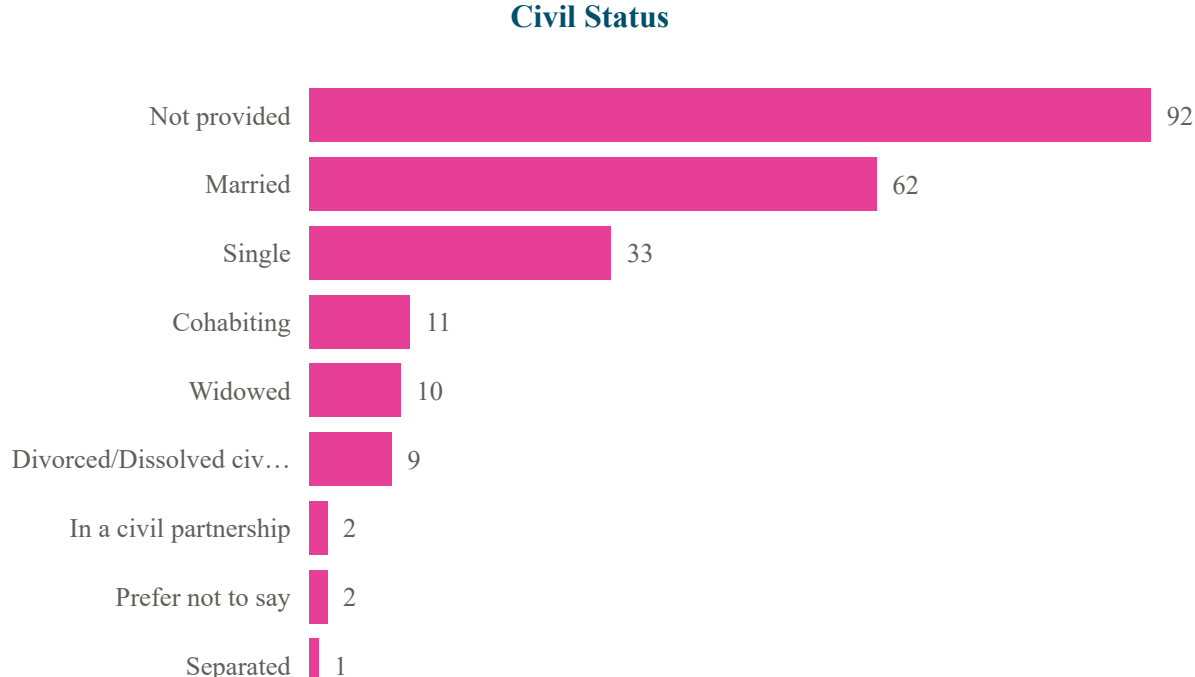
Gender



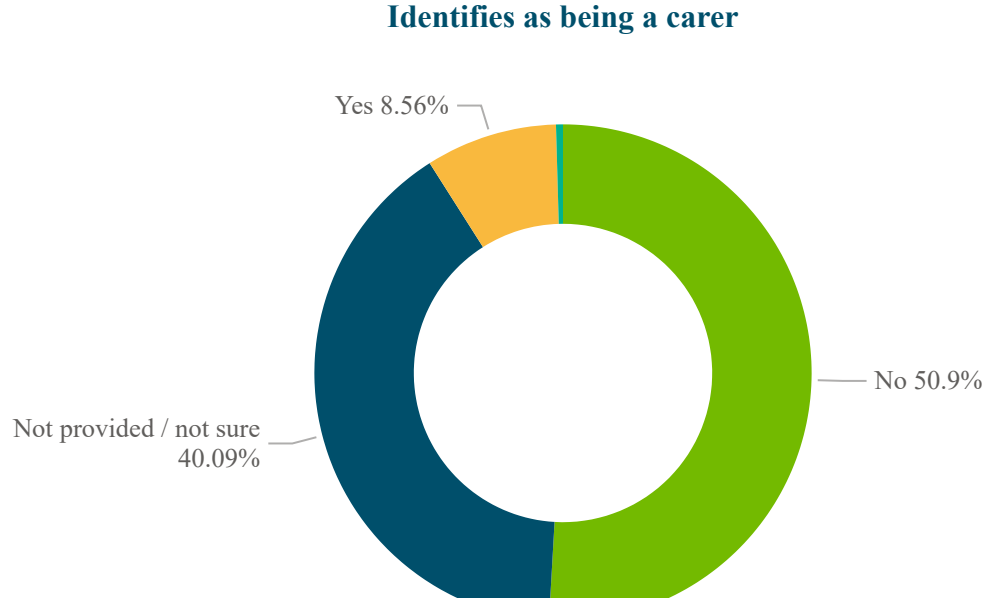
Ethnicity



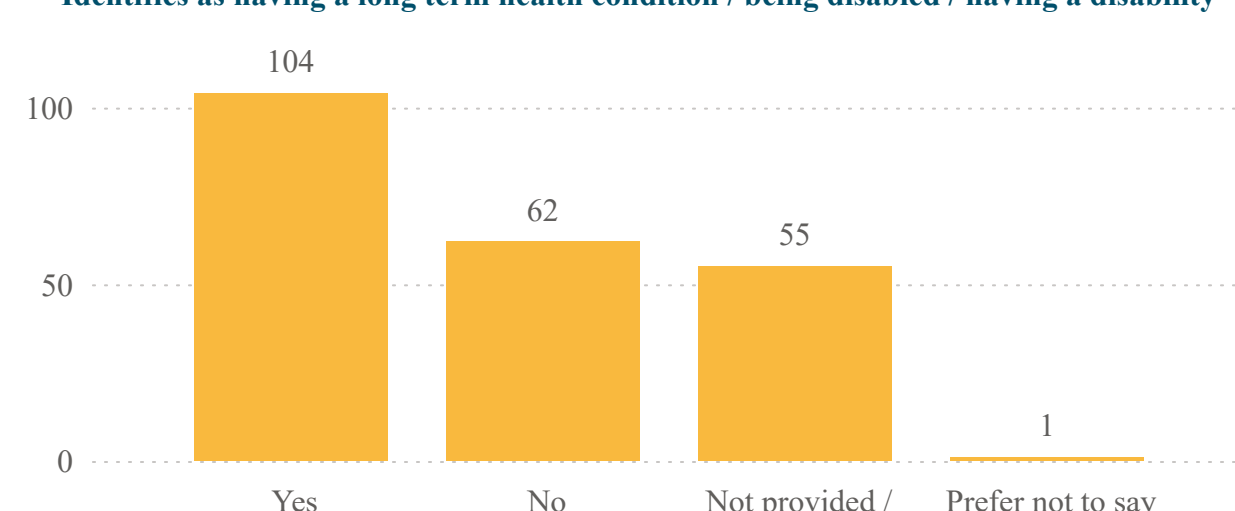
Civil Status



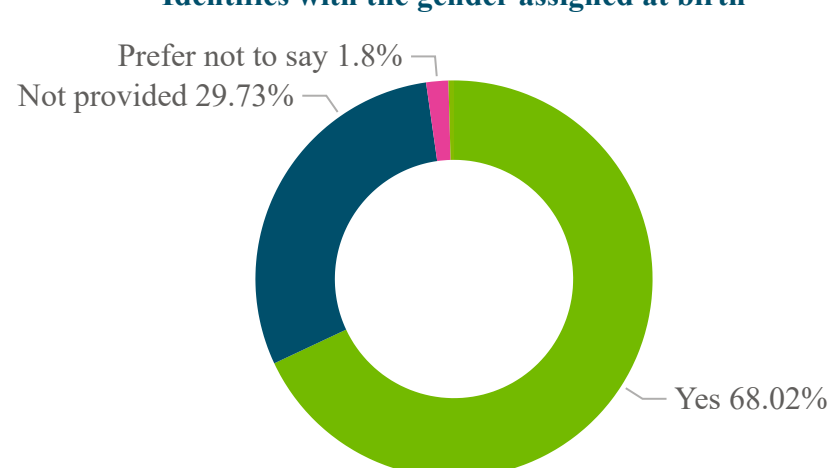
Identifies as being a carer



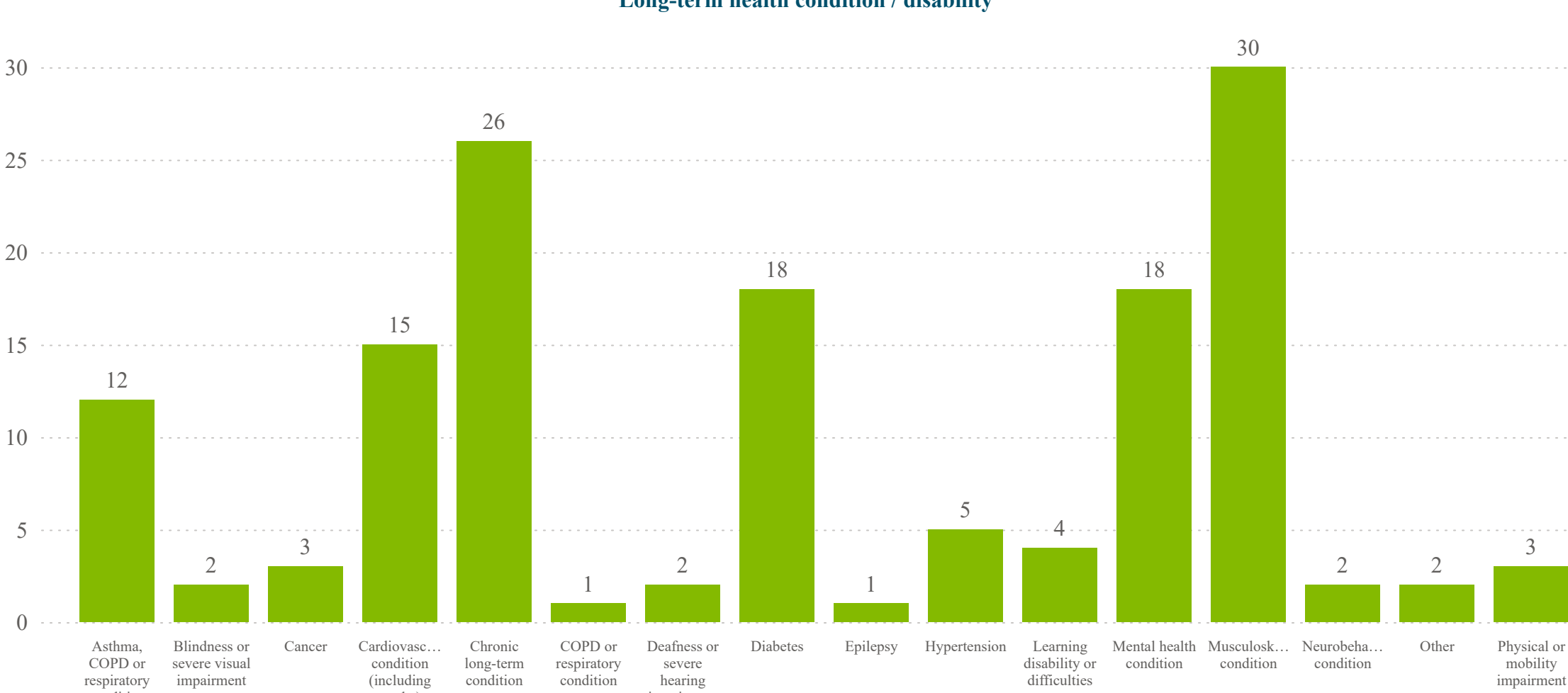
Identifies as having a long term health condition / being disabled / having a disability



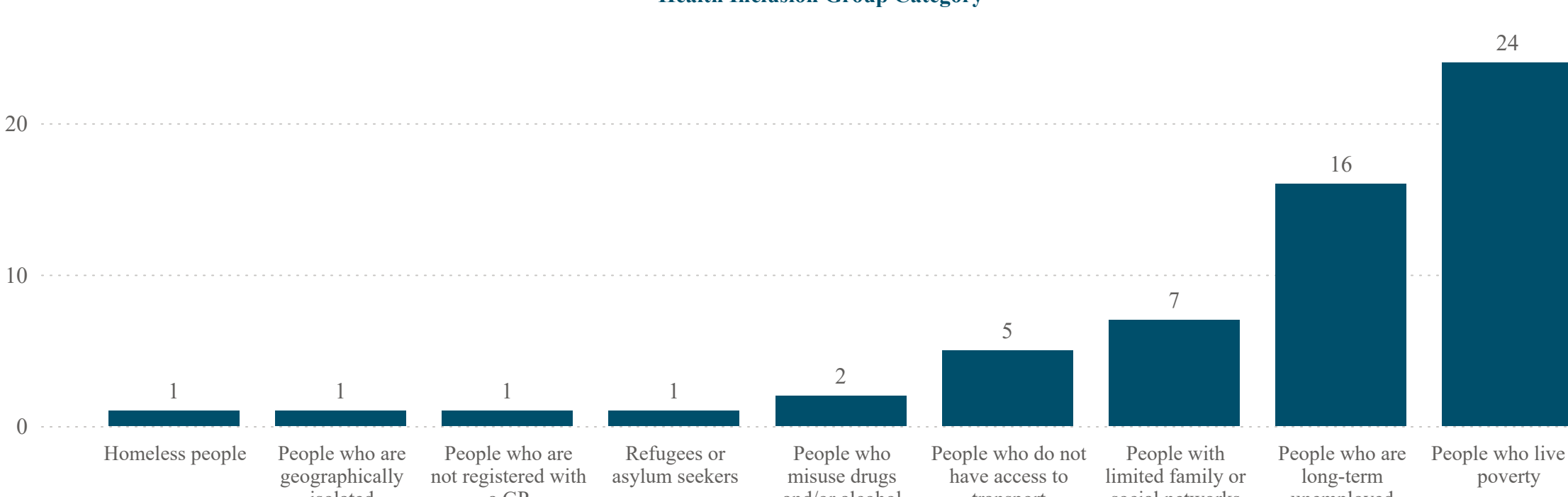
Identifies with the gender assigned at birth



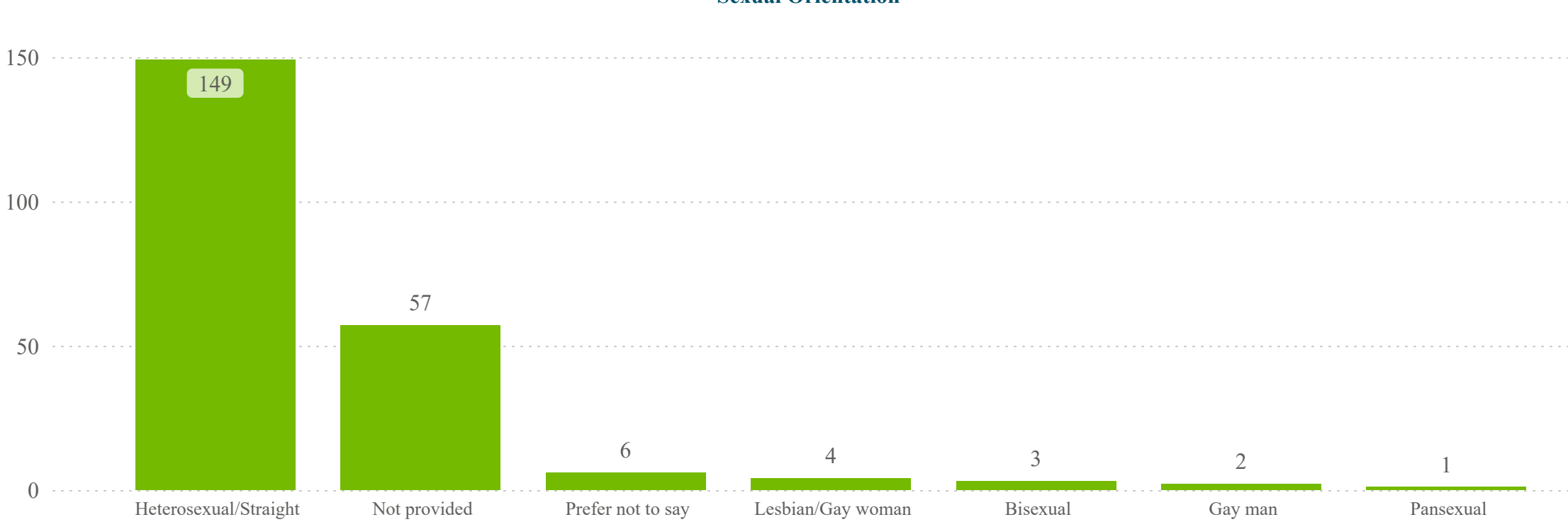
Long-term health condition / disability



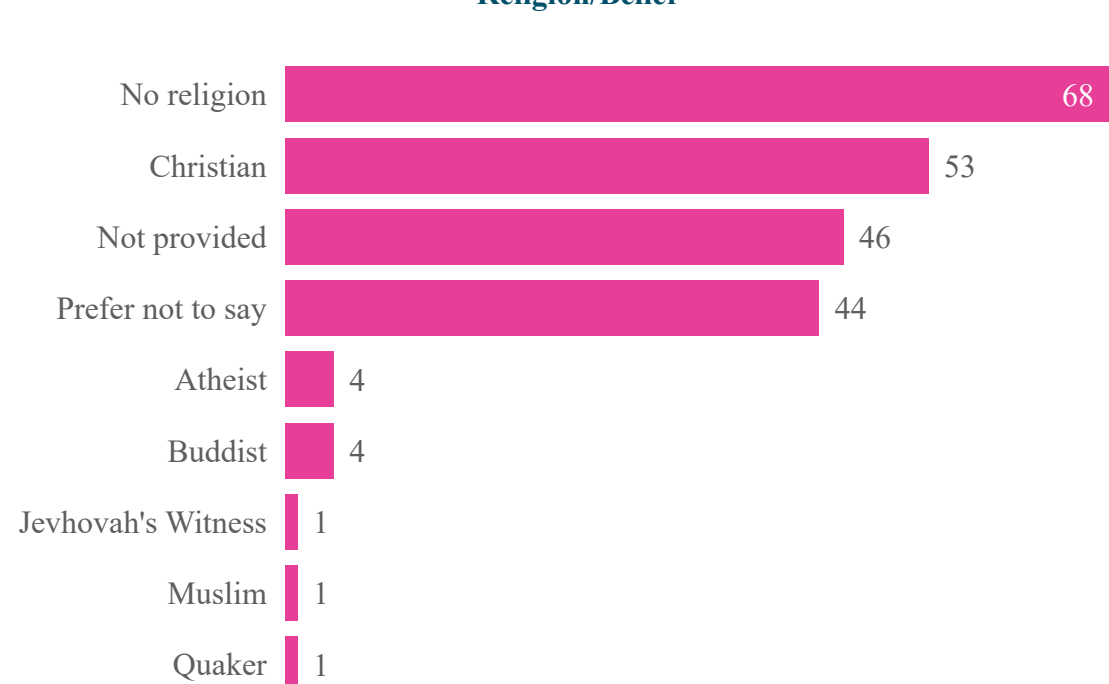
Health Inclusion Group Category



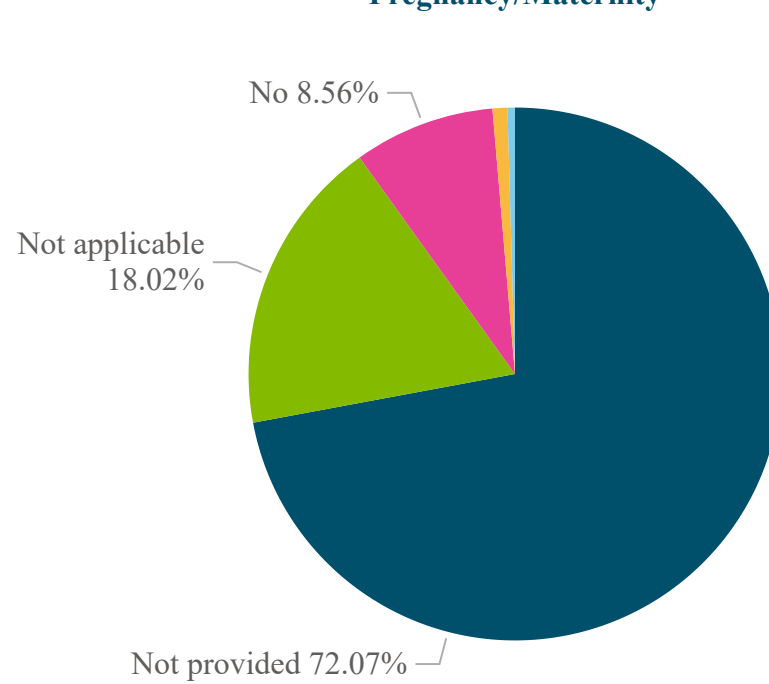
Sexual Orientation



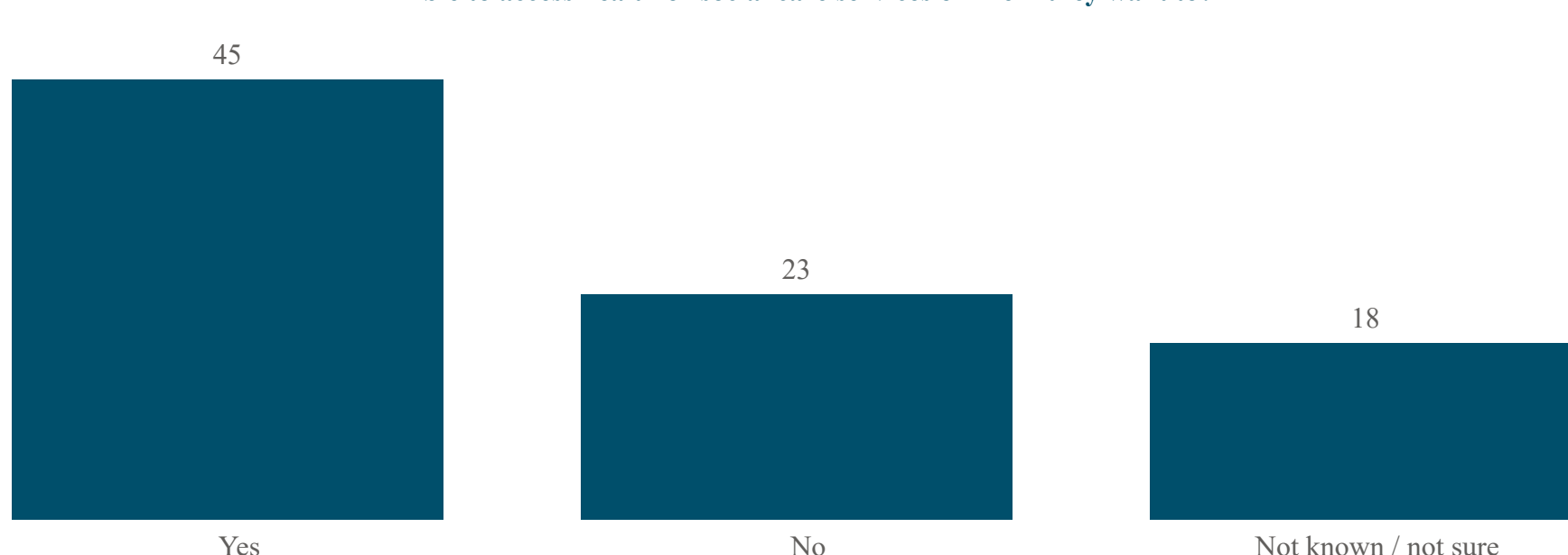
Religion/Belief



Pregnancy/Maternity



Able to access health or social care services online if they want to?

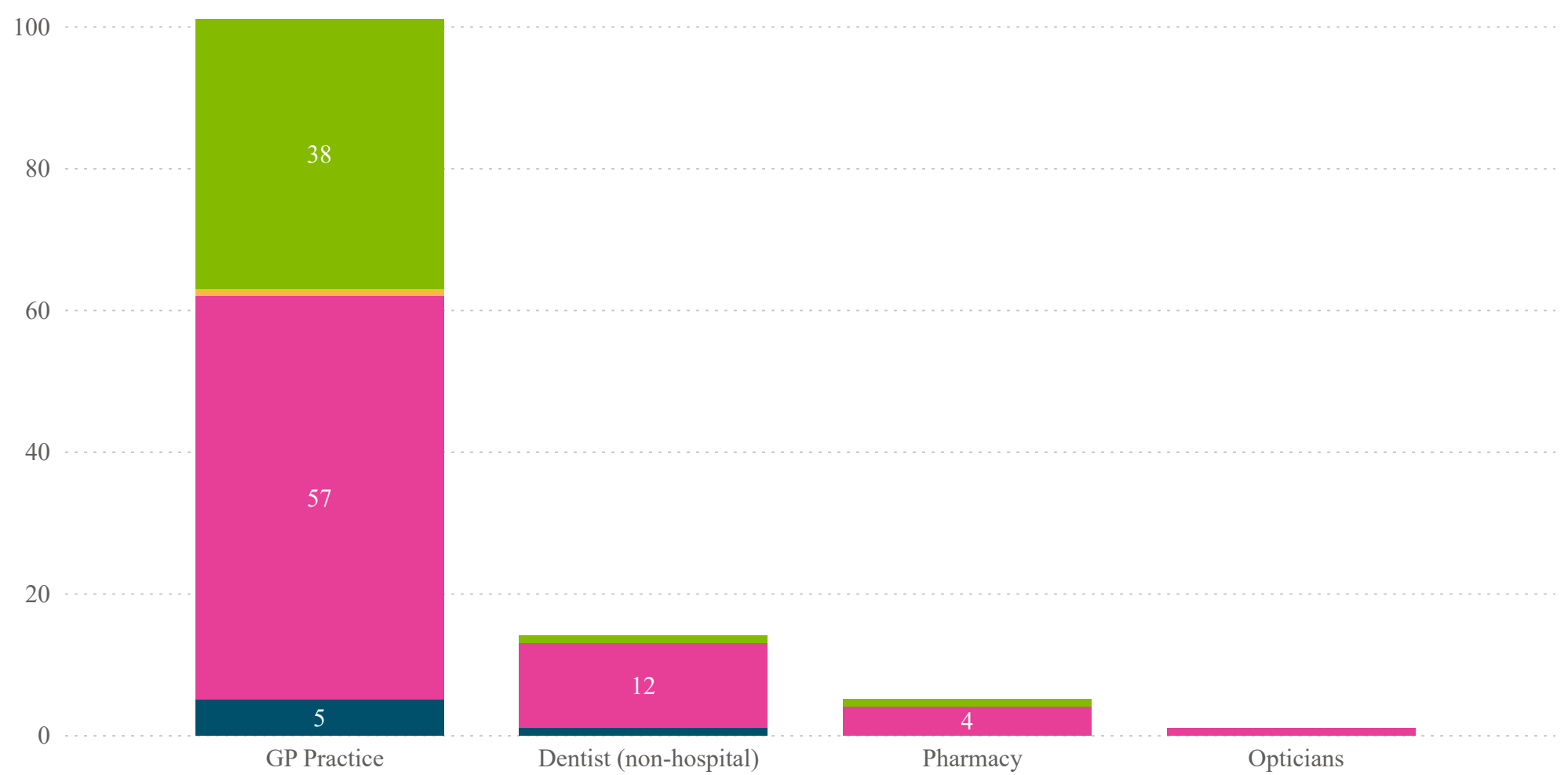


Primary Care Feedback

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

Sentiment ● Mixed ● Negative ● Neutral ● Positive



Themes and Sub-Themes with Sentiment for Primary Care Feedback

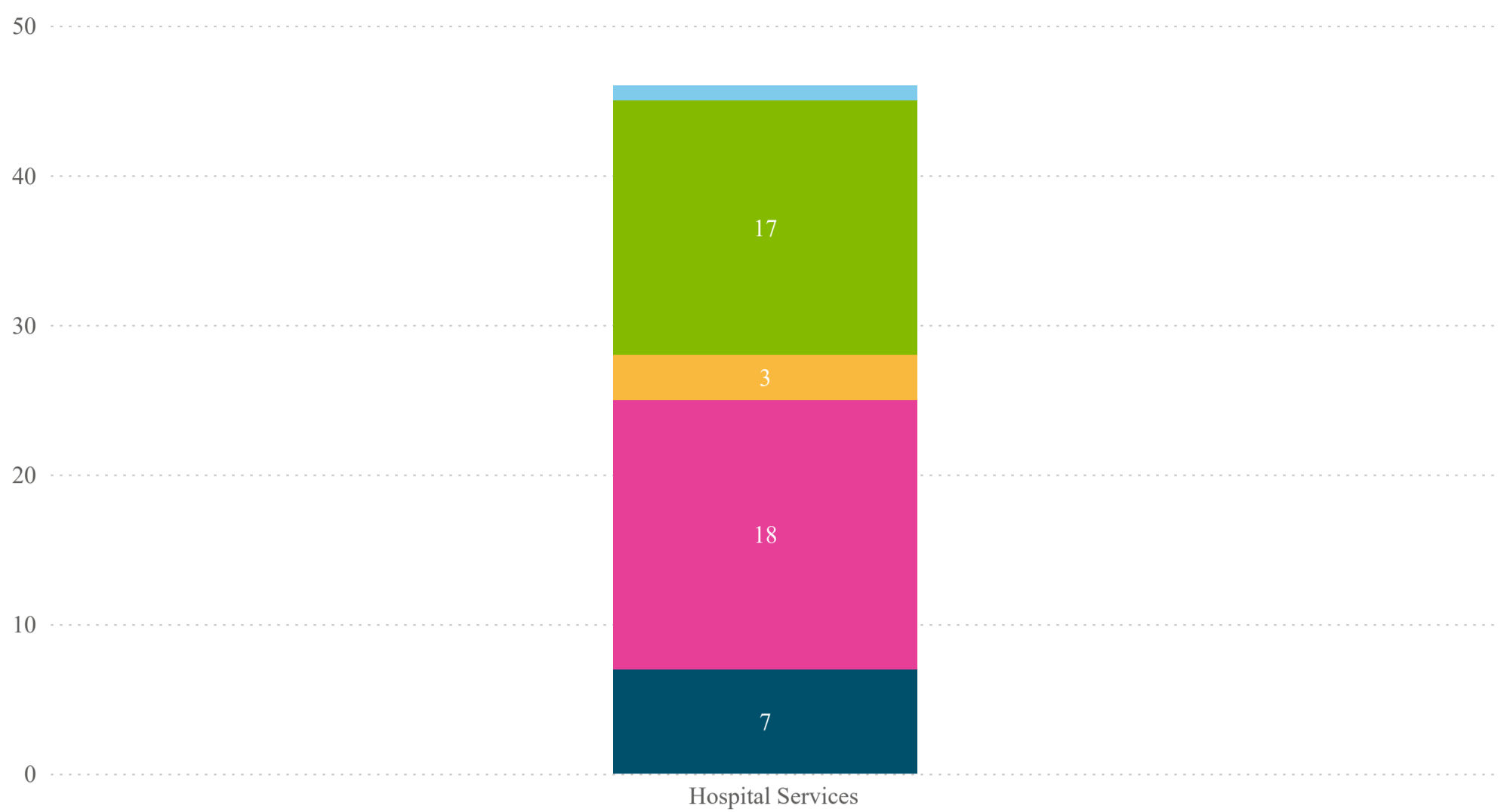
Main Theme	Mixed	Negative	Neutral	Positive	Total
Access to Services	2	61	2	24	89
Access to NHS Dentist		10		1	11
Accessibility and reasonable adjustments		4			4
Admission Procedure		1			1
Appointment Availability		15		8	23
Appointment Cancellation		1			1
Booking Appointments	2	10	1	3	16
Convenience/Distance to Travel		1			1
Provision of services		10		6	16
Referrals - availability		1			1
Referrals - timeliness				1	1
Remote appointments and digital services		3	1	3	7
See my own GP		1		1	2
Service Delivery/Opening Times		1			1
Telephone system		2		1	3
Written information, guidance and publicity		1			1
Continuity of Care, integration of health and social care, health promotion and wellbeing		6			6
Follow on treatment and continuity of care		1			1
Medicines Management		1			1
Prescription/Repeat Prescriptions		4			4
Corporate		2		1	3
Buildings & Infrastructure		1		1	2
Disability Access		1			1
Experience of Care		33		26	59
Communication between professionals		3		2	5
Communication between staff and patients		21		10	31
Consent, choice, user involvement and being listened to		1			1
Equality & Inclusion		2			2
Staff - Caring, kindness, respect and dignity		3		12	15
Staff - Quality & Effectiveness		3		2	5
Quality Assurance		1			1
Health and Safety		1			1
Treatment and Care		17		17	34
Coordination of Services		4		2	6
Diagnosis or Assessment availability				1	1
Diagnosis or Assessment quality of		1			1
Effectiveness of				1	1
Management of Service		1			1
Quality of		9		12	21
Quality of service				1	1
Safety of		2			2
Total	2	120	2	68	192

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

Feedback contacts by Service Type with sentiment

Sentiment ● Mixed ● Negative ● Neutral ● Positive ● Unclear



Secondary Care Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Neutral	Positive	Unclear	Total
All Services		1	1	1	1	4
Cardiology				1		1
Dentist		1				1
Dermatology				1		1
Gastroenterology	1	1		1		3
Hospice Services				1		1
Hospital Inpatient	1	4				5
Hospital Outpatient	3	1		6		10
Hospital Services (not stated)	1			1		2
Maternity care		1				1
Not Specified	1	3		1		5
Obstetrics & Gynaecology			1			1
Oncology			1			1
Ophthalmology				1		1
Orthopaedics and fracture clinic		1		2		3
Other		4				4
Pain Management		1				1
Rheumatology				1		1
Total	7	18	3	17	1	46

Themes and Sub-Themes with Sentiment for Secondary Care Feedback

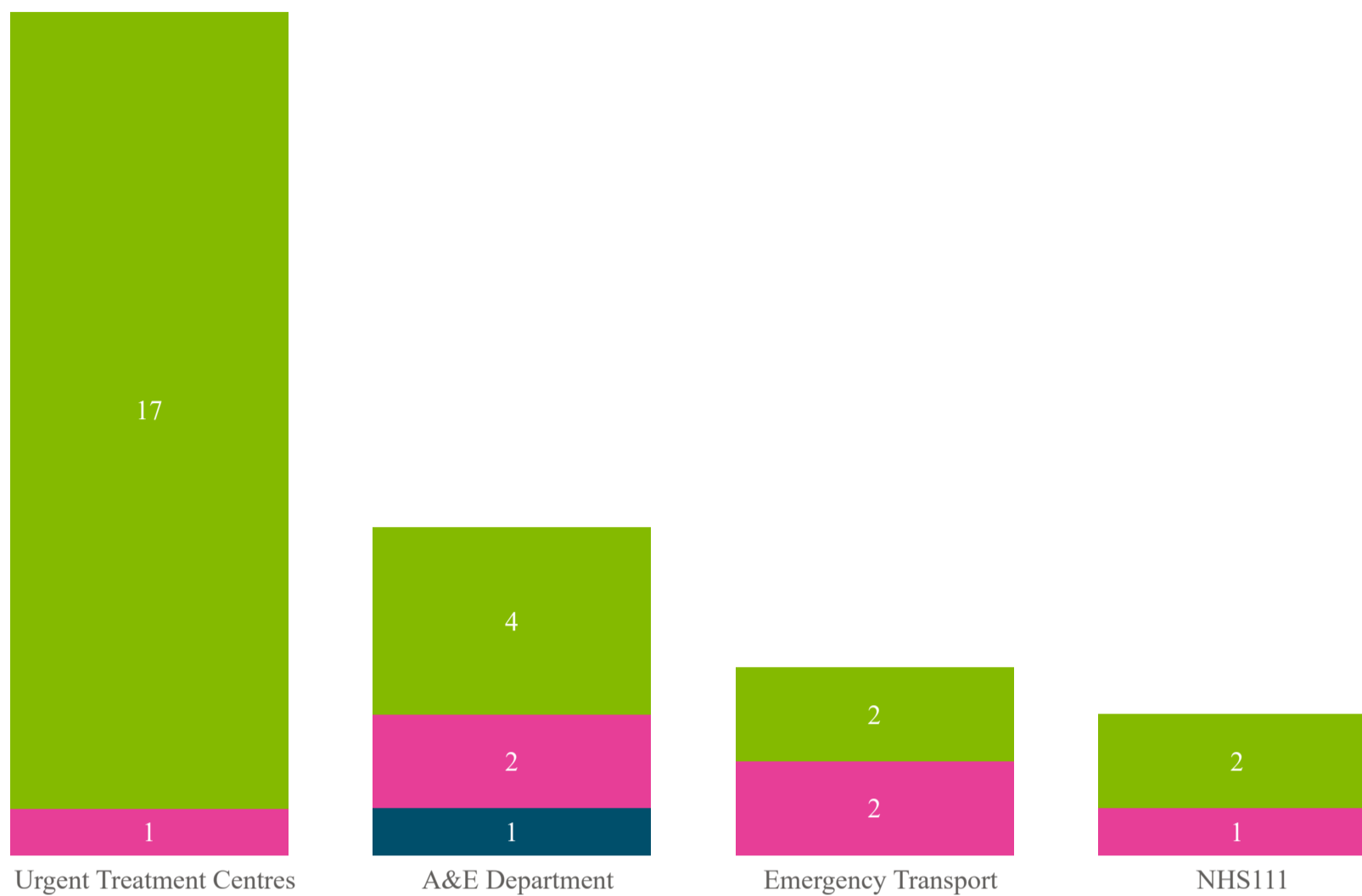
Main Theme	Mixed	Negative	Neutral	Positive	Total
Access to Services		12		9	21
Admission Procedure				1	1
Appointment Availability		4		1	5
Booking Appointments				1	1
Convenience/Distance to Travel		1			1
Provision of services		3		2	5
Referrals - availability		1			1
Referrals - timeliness		1			1
Transport availability		2			2
Waiting times, punctuality and queuing on arrival				4	4
Continuity of Care, integration of health and social care, health promotion and wellbeing				1	1
Follow on treatment and continuity of care				1	1
Corporate		5			5
Buildings & Infrastructure		2			2
Disability Access		2			2
Equipment		1			1
Discharge		9			9
Coordination of Services		1			1
Medication		1			1
Safety of		4			4
Timeliness		2			2
Transport availability		1			1
Experience of Care	2	8	2	21	33
Communication between professionals		2	2	1	5
Communication between staff and patients		3		5	8
Consent, choice, user involvement and being listened to		1			1
Staff - Caring, kindness, respect and dignity	2	1		11	14
Staff - Quality & Effectiveness		1		4	5
Treatment and Care	1	7		15	23
Effectiveness of				1	1
Explanation of				2	2
Management of Service	1				1
Quality of		6		11	17
Speed of		1		1	2
Total	3	41	2	46	92

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 ● Mixed ● Negative ● Positive



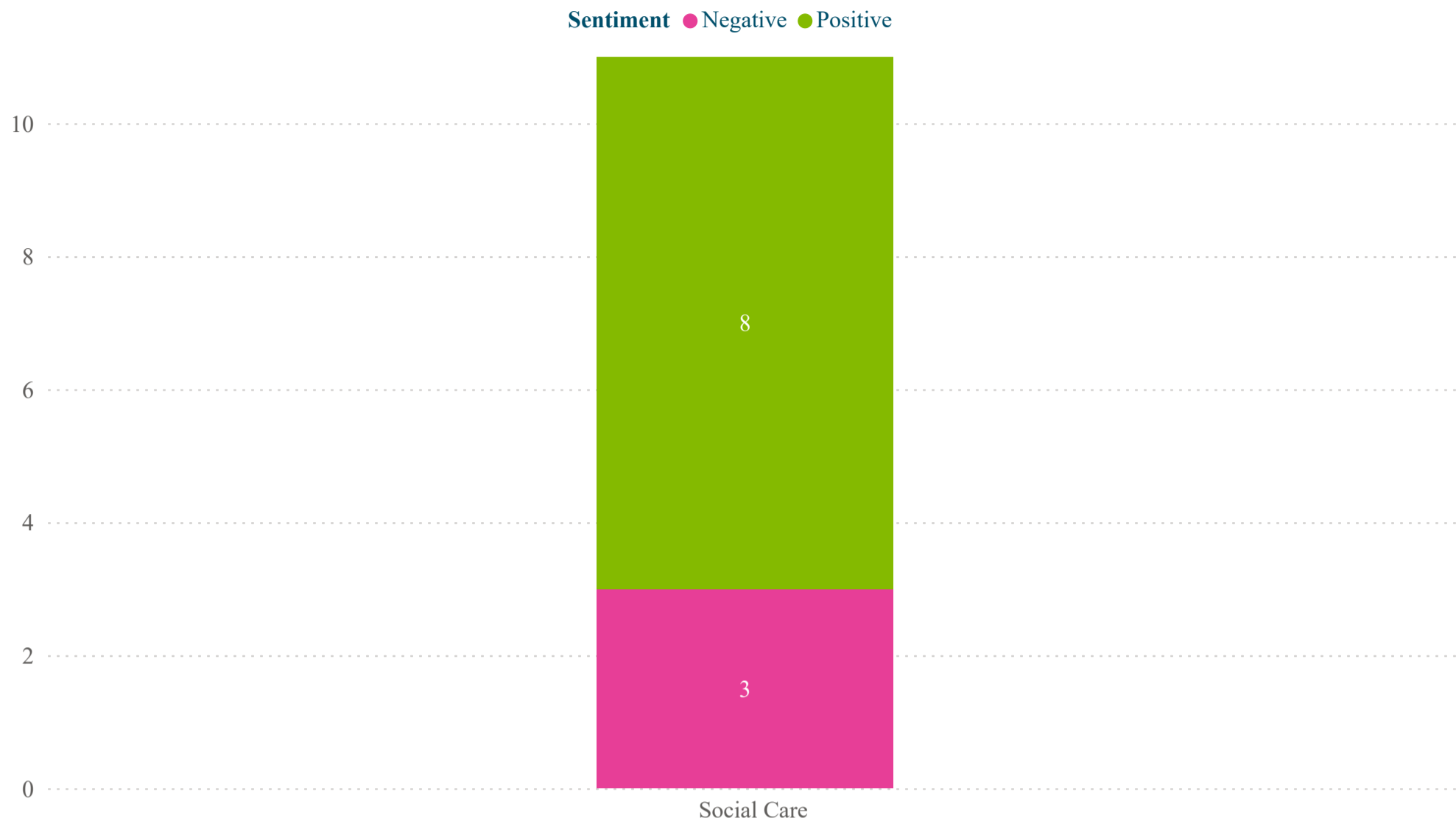
Themes and Sub-Themes with Sentiment for Urgent & Emergency Feedback

Main Theme	Mixed	Negative	Positive	Total
<input type="checkbox"/> Access to Services	1	4	9	14
Access to NHS Dentist		1		1
Accessibility and reasonable adjustments	1			1
Admission Procedure		2	1	3
Provision of services		1	3	4
Service Delivery/Opening Times			1	1
Waiting times, punctuality and queuing on arrival			4	4
<input type="checkbox"/> Corporate		2		2
Car Parking Access		2		2
<input type="checkbox"/> Discharge		1		1
Safety of		1		1
<input type="checkbox"/> Experience of Care		4	17	21
Communication between staff and patients		3	7	10
Diagnosis or Assessment quality of		1		1
Staff - Caring, kindness, respect and dignity			6	6
Staff - Quality & Effectiveness			4	4
<input type="checkbox"/> Treatment and Care		2	17	19
Diagnosis or Assessment availability			1	1
Quality of		2	14	16
Speed of			2	2
Total	1	13	43	57

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
Drug & Alcohol Services		5	5
Home Care and Domiciliary Care	1		1
Hospice Services		1	1
Not Specified	1		1
Other	1		1
Social Prescribing		2	2
Total	3	8	11

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

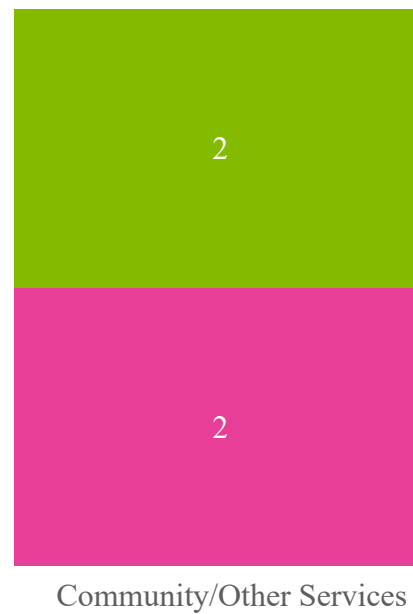
Main Theme	Negative	Positive	Total
Continuity of Care, integration of health and social care, health promotion and wellbeing	2	1	3
Lifestyle and Wellbeing - help with	2	1	3
Experience of Care	1	7	8
Communication between professionals		1	1
Communication between staff and patients		5	5
Consent, choice, user involvement and being listened to	1		1
Staff - Caring, kindness, respect and dignity		1	1
Treatment and Care		1	1
Quality of service		1	1
Total	3	9	12

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 ● Positive



Community Care Feedback Sentiment by Service Level

Service Level	Negative	Positive	Total
Chiropody / Podiatry	1		1
Orthotics		1	1
Physiotherapy	1		1
Rehabilitation/enablement		1	1
Total	2	2	4

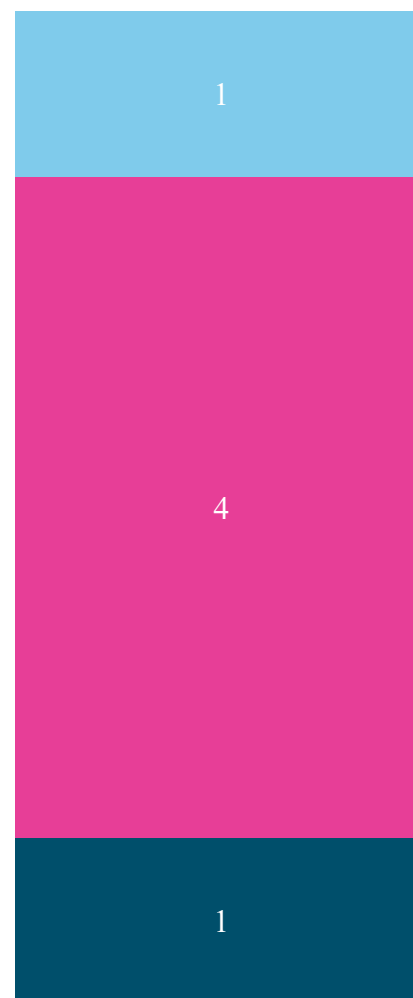
Themes and Sub-Themes with Sentiment for Community and Care Feedback

Main Theme	Negative	Positive	Total
<input type="checkbox"/> Treatment and Care		2	2
Quality of		1	1
Effectiveness of		1	1
<input type="checkbox"/> Experience of Care	1		1
Communication between professionals	1		1
<input type="checkbox"/> Continuity of Care, integration of health and social care, health promotion and wellbeing	1		1
Holistic Support	1		1
<input type="checkbox"/> Access to Services	1		1
Provision of services	1		1
Total	3	2	5

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 ● Mixed ● Negative ● Neutral



Mental Health Services

Mental Health Services Feedback Sentiment by Service Level

Service Level	Mixed	Negative	Neutral	Total
All Services		1		1
Mental Health Services (other services)	1	3	1	5
Total	1	4	1	6

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

Main Theme	Mixed	Negative	Neutral	Total
Access to Services		1		1
Telephone system		1		1
Experience of Care		2	1	3
Communication between professionals		1		1
Communication between staff and patients		1	1	2
Treatment and Care	1	4		5
Coordination of Services		2		2
Diagnosis or Assessment quality of		1		1
Effectiveness of	1			1
Quality of		1		1
Total	1	7	1	9

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

Sentiment ● Negative



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

Main Theme	Negative	Total
▲		
<input type="checkbox"/> Access to Services	1	1
Referrals - timeliness	1	1
<input type="checkbox"/> Treatment and Care	1	1
Coordination of Services	1	1
Total	2	2

All Themes and Sub-themes with Feedback Sentiment



Main Theme	Mixed	Negative	Neutral	Positive	Total
Access to Services	3	80	2	42	127
Access to NHS Dentist		11		1	12
Accessibility and reasonable adjustments	1	4			5
Admission Procedure		3		2	5
Appointment Availability		19		9	28
Appointment Cancellation		1			1
Booking Appointments	2	10	1	4	17
Convenience/Distance to Travel		2			2
Provision of services		15		11	26
Referrals - availability		2			2
Referrals - timeliness		2		1	3
Remote appointments and digital services		3	1	3	7
See my own GP		1		1	2
Service Delivery/Opening Times		1		1	2
Telephone system		3		1	4
Transport availability		2			2
Waiting times, punctuality and queuing on arrival				8	8
Written information, guidance and publicity		1			1
Continuity of Care, integration of health and social care, health promotion and wellbeing		9		2	11
Follow on treatment and continuity of care		1		1	2
Holistic Support		1			1
Lifestyle and Wellbeing - help with		2		1	3
Medicines Management		1			1
Prescription/Repeat Prescriptions		4			4
Corporate		9		1	10
Buildings & Infrastructure		3		1	4
Car Parking Access		2			2
Disability Access		3			3
Equipment		1			1
Discharge		10			10
Coordination of Services		1			1
Medication		1			1
Safety of		5			5
Timeliness		2			2
Transport availability		1			1
Experience of Care	2	49	3	71	125
Communication between professionals		7	2	4	13
Communication between staff and patients		28	1	27	56
Consent, choice, user involvement and being listened to		3			3
Diagnosis or Assessment quality of		1			1
Equality & Inclusion		2			2
Staff - Caring, kindness, respect and dignity	2	4		30	36
Staff - Quality & Effectiveness		4		10	14
Quality Assurance		1			1
Health and Safety		1			1
Treatment and Care	2	31		52	85
Coordination of Services		7		2	9
Diagnosis or Assessment availability				2	2
Diagnosis or Assessment quality of		2			2
Effectiveness of	1			3	4
Explanation of				2	2
Management of Service	1	1			2
Quality of		18		38	56
Quality of service				2	2
Safety of		2			2
Speed of		1		3	4
Total	7	189	5	168	369

Primary Care Feedback Comments by Provider A-H

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
1933	Access to Services, Provision of services; Experience of Care, Communication between professionals	Negative	This individual gave feedback that communication between the surgery and Weston General is not good. The GP always states they have no information from the hospital.	168 Medical Group
1919	Access to Services, Appointment Availability	Positive	This individual gave feedback that it is always possible to get an appointment, face to face as well as phone appointments.	168 Medical Group
1967	Treatment and Care, Coordination of Services; Experience of Care, Communication between staff and patients; Access to Services, Appointment Availability	Negative	This individual gave feedback that it took 2 weeks to get an asthma inhaler and there was a delay in booking a blood test and they are still waiting for a scan appointment.	168 Medical Group
1492	Corporate, Disability Access	Negative	This individual gave feedback that the disabled access to this building is very poor. The accessible toilets are too small to be used by most wheelchair users. The reception is on the first floor when the ground floor would be more sensible. There is inadequate number of blue badge bays, The pharmacy is too small for wheelchair users, especially when busy.	168 Medical Group
1476	Experience of Care, Communication between staff and patients; Treatment and Care, Safety of	Negative	This individual gave feedback that the GP stopped medications as they hadn't given a blood pressure reading. They are really frustrated and upset, as they have now been left without medication.	168 Medical Group
1887	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that their husband's mental health has been suffering the last few years to the point it is affecting their relationship. They finally got him to consult a GP and they told him they didn't believe in antidepressants so they are now back to square one. He won't go back to see another GP as he thinks it's a waste of time.	168 Medical Group
1386	Access to Services, Accessibility and reasonable adjustments; Access to Services, Booking Appointments	Negative	This individual gave feedback that there is no privacy when talking to the receptionist. They would like to see a female GP but they have been told that they have to write a letter to the practice asking for this and this is difficult because they are dyslexic.	168 Medical Group
1966	Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that there was a prescription dose error.	168 Medical Group
1916	Continuity of Care, integration of health and social care, health promotion and wellbeing; Medicines Management; Treatment and Care, Quality of	Negative	This individual gave feedback that when they were a temporary patient, the practice was very poor at sorting out regular medication for them.	168 Medical Group
1977	Access to Services, Provision of services; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback when they cut their leg at home, 168 wouldn't see them and advised them to go to MIU. They found reception staff at 168 unhelpful.	168 Medical Group
1619	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that he had been removed from the patient list during lockdown and is unable to find a dentist in the Weston-super-Mare area.	ALL NHS DENTAL
1737	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that it is difficult to get an NHS dentist for themselves, their daughter and 3 year old granddaughter.	ALL NHS DENTAL
1363	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that she and her elderly mother had been unable to find a dentist offering NHS treatment. They have been offered private treatment but this person was horrified at the costs involved and would not be able to afford them.	ALL NHS DENTAL
1591	Experience of Care, Communication between staff and patients; Access to Services, Service Delivery/Opening Times, Access to Services, Appointment Availability	Negative	This individual gave feedback that their dentist left the practise 18 months ago and they have not been able to see a dentist since then.	ALL NHS DENTAL
1649	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they had been registered with a dental practice for twenty years but was told 18 months ago that no NHS clinician was available and that they were trying to fill the vacancy and once NHS appointments became available, they would be in touch. She has called them a few times but been told that currently they are unable to offer any NHS appointments. She feels although she could scrape the money together and pay privately she is on a fixed income pension and this would leave her very short of money.	ALL NHS DENTAL
1430	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they were not able to book a dentist's appointment in North Somerset and now has poor oral hygiene.	ALL NHS DENTAL
1913	Access to Services, Access to NHS Dentist	Negative	This individual has been looking for an NHS dentist for over a year and cannot find any taking new patients. He is prepared to travel but has not managed to find any help at all or practices willing to accept him on a waiting list.	ALL NHS DENTAL
1457	Access to Services, Provision of services	Negative	This individual gave feedback that pharmacies in Nailsea just can't cope with demand. One new company took over all three pharmacies, closed one and now the one in the High Street is so overwhelmed. They had this persons order for a week but never made it up and put it in their collection box for them as per the agreement so they can collect it outside of their working hours. This person then took time off work and go in, they made it up whilst they waited, to discover they didn't have the item in stock. They keep blaming staff shortages. They just can't cope with demand.	ALL PHARMACY SERVICES
1361	Access to Services, Convenience/Distance to Travel	Negative	This individual gave feedback that they are very concerned about the closure of this pharmacy because it will mean that people in the area cannot get their medications quickly. They report that another option is no longer open on Saturdays.	Boots, 16 St. Andrews Parade, Weston-Super-Mare
1482	Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they have used the new Klinik service to leave a message for the pharmacy team. A week later having not heard anything they have contacted them again and discover the Klinik online service is closed until Monday. They feel that this is hardly an improvement in access. They have left a phone message with the surgery as no one is available to answer the phone (despite waiting until the afternoon when they advise they are less busy). They find it totally exhausting accessing the system. The Klinik system is clearly not working if it has to take so much time off.	Bridge View Medical
1918	Access to Services, Appointment Availability; Access to Services, Telephone system	Positive	This individual gave feedback that the appointment system is good, as is the online system. This person can always see a GP when they need to.	Cedars Surgery
1723	Experience of Care, Communication between professionals	Positive	This individual gave feedback that the GP service is really good. if you have an illness or problem they sort it out straight away. They had a lump in their breast and the referral was done to the breast service straight away.	Cedars Surgery
1560	Quality Assurance, Health and Safety	Negative	This individual gave feedback that there is no lighting in Worle Health Centre car park. It is very difficult for patients attending evening appointments when it's dark. They also say that there's no lighting on the path from the car park through they graveyard and it's impossible for those who are disabled to go that way. They also pointed out there that there are no accessible toilets at the health centre.	Cedars Surgery
1923	Access to Services, Appointment Availability; Continuity of Care, integration of health and social care, health promotion and wellbeing; Prescription/Repeat Prescriptions	Mixed	This individual gave feedback that they can always get an appointment. AskmyGP is a good service. It is sometimes slow to get prescriptions back.	Cedars Surgery
1561	Treatment and Care, Diagnosis or Assessment availability	Positive	This individual gave feedback that they received good treatment from the GP and the physio.	Cedars Surgery
1636	Experience of Care, Staff - Caring, kindness, respect and dignity; Access to Services, Appointment Cancellation	Mixed	This individual gave feedback that the dentist is pleasant most of the time. But the practice has cancelled several appointments up to three months before the appointment is due.	Clevedon Dental Clinic
1746	Experience of Care, Communication between professionals	Negative	This individual gave feedback that her husband had to wait 18 months for a referral to be completed to Weston General. This was entirely an administration issue and it was urgent. He is now having specialist care at Weston General but a bit too late.	Clevedon Medical Centre
1434	Access to Services, Booking Appointments	Negative	This individual gave feedback that she had recently moved her 2 older parents to the area from a different part of the country, so that she could look after them. She had registered both parents with the Medical Centre and a month later her father needed to see a GP. The surgery refused to see him saying they did not have enough past medical information about him and said that individual needed to take them back to their previous GP elsewhere in the country to be seen. The individual making the call felt frustrated and let down. Eventually the individual's elderly father condition deteriorated. The individual called 111 who sign posted her father to Weston A+E. He was treated there for constipation, a condition in which he was advised could and should have been treated by a GP.	Clevedon Medical Centre
1456	Continuity of Care, integration of health and social care, health promotion and wellbeing; Prescription/Repeat Prescriptions	Negative	This individual gave feedback that they have had medication removed or changed from their repeat prescription on many occasions without any explanation as to why.	Clevedon Medical Centre
1982	Access to Services, Provision of services; Access to Services, Appointment Availability; Access to Services, Booking Appointments	Negative	This individual gave feedback that they have some difficulty getting appointments with GP, waiting time for calling surgery, unable to access on line appointments.	Clevedon Medical Centre
1580	Treatment and Care, Coordination of Services	Positive	This individual gave feedback that they were new to a nursing home and needed more medication. They had just registered at the practice and the elderly person nurse acted promptly and arranged for all medications required to be prescribed and the prescription was sent to the pharmacy on the same morning.	Clevedon Medical Centre
1462	Treatment and Care, Coordination of Services	Negative	This individual gave feedback that the issue of NHS privatisation is not favourable to service user. In his case, his diabetic eye test was conducted at ASDA where it is noisy, busy and a stressful place and the tests are done right next to the check outs. He wondered why the diabetic eye tests were not set up at a GP surgery or an opticians. When he phoned the contact number to try and change the location, the person on the phone said they didn't know North Somerset and offered alternative options in Portishead, Bristol or Bridgwater.	Diabetic Eye Screening, Adsa, Weston-super-Mare
1470	Access to Services, Booking Appointments; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	The person gave feedback that they can always get an online appointment and staff all good and helpful.	Graham Road Surgery
1424	Access to Services, Appointment Availability; Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that Ask my GP is only open at 8.00 for short time so unless you are very quick you can't get appointment. He has chronic insomnia due to health conditions and when he gets to sleep he usually sleeps until 11.00 am. If he then goes to surgery to make an appointment he experiences barriers not help.	Graham Road Surgery
1425	Access to Services, Appointment Availability; Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	This individual gave feedback that he had gone to the practice following a colonoscopy a couple of days earlier with severe bloating. He said that he needed to be seen. The receptionist was not understanding of his need. 4 days later he managed to get seen and sent straight to hospital as his bowel was perforated.	Graham Road Surgery
1503	Access to Services, Booking Appointments; Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that she thinks the GP practice is not good. It is very difficult to get an appointment with the GP.	Graham Road Surgery
1427	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the nurses were very helpful with booking the appointments for blood tests.	Graham Road Surgery
1787	Experience of Care, Communication between professionals; Access to Services, See my own GP	Negative	This individual gave feedback that the practice has failed on a number occasions in the last few months to provide this individual's elderly mother with the continued support and care provision she has urgently required on discharge from hospital. Promised visits to check on her mother by the GP did not take place, instead a phone call with one of the GPs on one of the days they had promised to visit was carried out, followed by a phone call the following day with one of the paramedics who went over the same questions that the GP had asked the previous day. There is a severe lack of communication between staff and a lack of empathy towards patients.	Graham Road Surgery
1735	Treatment and Care, Coordination of Services	Negative	This individual gave feedback that the service is poor. There is a delay in sorting out medications and fit notes.	Graham Road Surgery
1444	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they had visited the practice this year and there was a big car park. The practice was friendly with a good appointments system. The GPs and Nurses are all good, caring and kind.	Harbourside Family Practice
1484	Access to Services, Appointment Availability; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that after requesting a call back through the ask my gp app, they were given a date for a phone call 10 days later. As their problem affected their sleep, they were waking up to go to the toilet 3-4 times a night. They still don't know if they're going to be prescribed any medication as the doctor told them they would have a look and contact them, which hasn't happened yet.	Healthy Living Centre
1901	Access to Services, Appointment Availability	Negative	This individual gave feedback that they cannot ever get a face-to-face appointment, they can only get a telephone appointment. Is feeling frustrated.	Healthy Living Centre
1864	Treatment and Care, Quality of	Negative	This individual gave feedback that the GP did not help them when they had mental health issues.	Heywood Family Practice
1750	Experience of Care, Communication between professionals	Positive	This individual gave feedback that their GP has been very supportive with mental health issues and has worked with this individual and AWP to put together a plan for them, which they have been able to stick to.	Heywood Family Practice
1597	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that it is a really good practice. They can always get an appointment and reception staff are always friendly and helpful. The GP and nurses are really caring and kind with an excellent standard of care.	Horizon Health Centre
1464	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that receiving inaccurate information about a closed patients pharmacy caused the individual stress and worry. The Health Centre sent out texts to all patients about a pharmacy closing down but attached details of the wrong pharmacy.	Horizon Health Centre
1564	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that she feels the surgery is good. They have been kind to her and looked after her well after intervention from a specialist nurse at the BRI for her condition.	Horizon Health Centre
1422	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that she had seen a nurse practitioner about short-term memory loss. She was given a test but is still waiting to hear what is going to be done 8 weeks later. She returned recently to follow it up, the receptionist made a note but gave no more information. She finds this upsetting.	Horizon Health Centre
1605	Access to Services, Booking Appointments; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that the Ask My GP system gets turned on at 8am and some days seems to get turned off by 9am so she can struggle to get an appointment. They refused to see their child that had shingles as they said they were too busy. She says GPs do not read medical notes properly in appointments and don't know what is going on.	Horizon Health Centre
1601	Access to Services, Provision of services	Positive	This individual gave feedback that the GPs were really good when their daughter was unwell, providing a quick response and seeing her really quickly. Great care was then provided.	Horizon Health Centre
1603	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they are very satisfied with the help and advice that they are given here.	Horizon Health Centre
1598	Access to Services, Booking Appointments	Mixed	This individual gave feedback that they can sometimes get an appointment but sometimes struggles. They go into reception to book appointments and the reception staff are always helpful. The GPs and nurses are always efficient and caring.	Horizon Health Centre
1602	Access to Services, Provision of services	Positive	This individual gave feedback that they can't fault the service of the GPs and all the staff.	Horizon Health Centre
2003	Continuity of Care, integration of health and social care, health promotion and wellbeing; Prescription/Repeat Prescriptions; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they have a lot of monthly medication for type 2 diabetes that is medication controlled, epilepsy, high blood pressure, mental health issues and spina bifida which requires a lot of strong opioid based pain killers. The surgery says patients need to request prescription at least 7 days before needed so this is what this individual did, and placed the order with their pharmacy through the app. Seven days later the pharmacy had not received the prescription from the surgery. This person spoke to the receptionist at the surgery and she said it would be put in front of the Dr but she could not guarantee it would be done by the end of that day (even though she was aware this person had ran out and could see they had ordered it). It was suggested that they should call 111. This individual believes that was not only unfair but irresponsible considered the pressure on hospitals when it was something a GP is there for. After the weekend this individual went into the surgery and the receptionist was very rude and again said they would put it in front of the GP but it would not necessarily be done before the end of the day. They were told again to call NHS111. They went home and were feeling so unwell that they called 111 who got an ambulance to them. This individual thinks the service is dangerous and that they could have died from any one of their health conditions without medication.	Horizon Health Centre
1483	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that their mum, husband and son have all lost their NHS dentist and been forced to go private.	Houston - Weston super Mare
1611	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they had an appointment in November which was cancelled and were told they would be in touch if a new dentist could be employed. They got a call 3 months later offering an appointment, which they accepted. A serious issue was found with one of their husband's teeth which they've been told cannot be treated by the NHS. The cost to treat this privately is estimated at £1,000. This is out of their budget and their husband is 81.	Houston - Weston super Mare
1641	Access to Services, Access to NHS Dentist; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they have a very good experience of accessing the help and support here.	Houston - Weston super Mare

Primary Care Feedback Comments by Provider I-P

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
1429	Access to Services, Appointment Availability	Negative	This individual gave feedback that he faced problems getting an appointment for his Covid vaccine and could not travel to another surgery because of limited transport and mobility issues.	Langford Surgery (Mendip Vale)
1505	Access to Services, Booking Appointments	Negative	This individual gave feedback that it is very difficult to get an appointment at the doctors. She is concerned about her son who has anxiety and panic attacks. He has a lump in his abdomen but won't go to doctor. He needs a home visit. She has diabetes but has lost weight and she is doing well and is in remission.	Locking Castle Medical Centre
1936	Access to Services, Provision of services; Experience of Care, Staff - Caring, kindness, respect and dignity; Treatment and Care, Quality of	Positive	This individual gave feedback that the GP is really supportive, helpful and they can always get face to face appointments.	Locking Castle Medical Centre
1570	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that the receptionist will never book him with a face-to-face appointment with his GP despite him having a hearing impairment and brain damage. He spoke to the Practice Manager who confirmed that he can have this type of appointment but he says the receptionist refuses and is rude and unkind. This has happened more than once.	Locking Castle Medical Centre
1747	Access to Services, Booking Appointments	Neutral	This individual gave feedback that the service can be good but is overstretched and it is difficult to get an appointment. Most of the time you cannot use the online services as it is turned off regularly.	Locking Castle Medical Centre
1935	Access to Services, Provision of services; Experience of Care, Staff - Caring, kindness, respect and dignity; Treatment and Care, Quality of	Negative	This individual gave feedback that they are unable to get an appointment to get contraception. When they recently miscarried they found the GP and nurses to be very unsupportive and there was no follow up from the GP.	Locking Castle Medical Centre
1815	Treatment and Care, Quality of ; Experience of Care, Staff - Quality & Effectiveness	Negative	This individual gave feedback that they asked for a home visit to their elderly mum who is housebound and lives alone. She has acute heart failure and acute cellulitis on her lower limbs and is bipolar. This persons mother has been with this practice for over 20 years. The GP after several phone call requests went out to visit and said they would phone this individual back to explain what they felt her current condition was. They did not receive a phone call back so they contacted the surgery and managed to speak to the receptionist only . She read out the doctors notes from the visit. Saying that this persons mother was completely fine and had full capacity to communicate and make decisions. This person was shocked by this response. By chance, the next day a district nurse made a welfare check on the mother and said she was not safe and that her condition had deteriorated rapidly. She was sitting with a split tea over her, slumped in a chair. After an ambulance was called and she was rushed to A&E her mother was initially assessed as having being severely dehydrated, having an infection in her cellulitis leg and as having pneumonia. This person cannot understand how did the doctor missed this conditions one day, and the district nurse could see straight away that there was an issue on the following day.	Locking Castle Medical Centre
1744	Access to Services, Accessibility and reasonable adjustments	Negative	This individual gave feedback that they find the surgery to be very poor. They understand there are difficulties but you have to wait two weeks to even be triaged.	Locking Castle Medical Centre
1951	Access to Services, Appointment Availability; Treatment and Care, Quality of	Mixed	This individual gave feedback that you can never get an appointment but that reception are helpful. They said the online system is poor, but the GPs are good when you see them.	Locking Castle Medical Centre
1650	Access to Services, Remote appointments and digital services; Experience of Care, Communication between staff and patients	Mixed	This individual gave feedback that after a blood test she received a text message saying her results suggested she would benefit from using statins, the text offered a simple yes or no function for her to decide but no information and no consultation option. She visited the practice to try and get some clarity and was advised to fill in a E Consult form, she found this quite difficult even though she is familiar with digital use. The receptionist assisted her, and she was advised to speak to the pharmacist. She wanted to compliment the pharmacist for his support and guidance and for taking the time to talk through statin use, possible thyroid checks and signpost her to further investigation around cause rather than just issue a prescription. She felt heard and respected her and wanted to express her thanks.	Mendip Vale Medical Practice
1530	Access to Services, Admission Procedure; Access to Services, Written information, guidance and publicity	Negative	This individual gave feedback that he and his wife are resident at a dedicated refugee hotel near the airport. Although all the people at the hotel were registered with the medical centre they have now been told they are no longer on this GP surgery list and that the hotel will find them all an alternative GP as they need to be registered by the hotel management. His wife needs to see a GP for mental health, and he fears her condition is worsening but the hotel has still not found a GP who will accept them as patients, and he feels concerned and wants to see a GP as soon as he can as it has been over two weeks since she saw a doctor. The refugee council are only open during hours which cannot be reached from the hotel. The couple do not know how they will be supported or where to get any help.	Mendip Vale Medical Practice
1883	Access to Services, Appointment Availability; Treatment and Care, Quality of	Mixed	This individual gave feedback that in order to get an appointment a patient is expected to ring up on the day, as this individual understands the practice will not make forward appointments. They have found this system very frustrating and inefficient as they have been unable to get appointments. They would suggest that for many patients the facility to book ahead would be a great help to them and would reduce the tension of the daily lottery of trying to get an appointment. They appreciate the need for appointments on the day but would suggest allocating a proportion of appointments each day that could be booked in advance. They think this would reduce the daily scramble for appointments and reduce the pressure on patients and doctors. On a positive note They were delighted to be able to get an appointment for ear wax removal by one of the nurses which has had a significant impact on their hearing.	Mendip Vale Medical Practice
1577	Access to Services, Appointment Availability ; Access to Services, Telephone system	Negative	This individual gave feedback that it's really difficult to get a GP appointment and really difficult to get advice on the phone. There are no appointments when they call. They do use the online service and do get a response but this does not work for booking their children in therefore they have to call.	Mendip Vale Medical Practice
1599	Experience of Care, Staff - Quality & Effectiveness; Access to Services, Appointment Availability	Mixed	This individual gave feedback that the GPs here are excellent but she sometimes struggles to get an appointment.	Mendip Vale Medical Practice
1863	Treatment and Care, Quality of	Negative	This individual gave feedback that their terminally ill father-in-law is not getting the care he should be. District nurses are supposed to visit at least once a week and keep cancelling or just don't show up, and the doctor is supposed to ring every week and doesn't bother. He is bed bound with sores and painful, swollen feet and legs, Their mother-in-law is his main carer and is struggling.	Mendip Vale Medical Practice
1973	Access to Services, Remote appointments and digital services	Positive	This individual gave feedback that there has been much improvement with the new online system, they are actually able to get an appointment now and communication is much improved.	Mendip Vale Medical Practice
1802	Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients; Experience of Care, Consent, choice, user involvement and being listened to; Experience of Care, Staff - Quality & Effectiveness	Negative	This individual gave feedback that there was a 5 weeks and 5 day wait for an appointment, which was cancelled at 5 weeks and 3 days. They have had lost prescriptions and find the reception staff to be rude; they insisted on this person attending for a blood test they had already had and were told that DNA would be put on their notes if they did not go.	Mendip Vale Medical Practice
1975	Corporate, Buildings & Infrastructure	Negative	This individual gave feedback that there was an obstacle on the stairwell at the surgery and he stumbled and fell down the stairs, injuring his knee.	Mendip Vale Medical Practice
1976	Corporate, Buildings & Infrastructure; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they are very helpful with advice etc.	Mendip Vale Medical Practice
1932	Access to Services, Provision of services; Experience of Care, Staff - Quality & Effectiveness; Treatment and Care, Management of Service	Negative	This individual gave feedback that they can never see their GP face to face.	Mendip Vale Medical Practice
1955	Access to Services, Booking Appointments	Negative	This individual gave feedback that they do not believe that ringing for an appointment on the day works well. They said this arrangement does not allow you to book an appointment in advance unless you are at the surgery. They believe that not being able to contact the surgery for an appointment in the future is not helpful.	Mendip Vale Medical Practice
2001	Continuity of Care, integration of health and social care, health promotion and wellbeing, Follow on treatment and continuity of care	Negative	This individual gave feedback that they think there is a lack of late effects clinics for cancer survivors and a lack of GP knowledge of the topic. Despite suffering from known radiation pneumonitis at the time of their treatment, this individual had no long term follow up to check for pulmonary fibrosis. Now 26 years after radiotherapy they have finally been diagnosed. Their GP wasn't aware of the recommended follow up checks they should receive, and were not proactive in finding the information. This person had to advocate for themselves and request the information from the hospital where they received treatment. They are aware cancer patients now have a summary of care and follow up plan when they're discharged. This person's GP didn't even have a record of where their cancer was. A plan for follow up care should be provided retrospectively to make sure all cancer survivors are monitored for late effects.	Mendip Vale Medical Practice
1391	Access to Services, Telephone system; Experience of Care, Equality & Inclusion	Negative	This individual gave feedback that the phonenumber is often not working. He believes that the reason the reception staff didn't book him in 3 times is because of his ethnicity. He doesn't think that the receptionist should have access to all your notes.	Milton Surgery
1477	Experience of Care, Communication between staff and patients; Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they have a good appointment system. Ask my GP is good and so is the telephone system. The staff are all lovely and helpful.	Milton Surgery
1713	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that the practice took both their children off the NHS list and only offered private treatment at £13 per month. Her eleven year old daughter had delayed dentition as a toddler, and now that her adult teeth are growing in her milk teeth are not coming out so her teeth are growing over the top of each other. This individual has tried 111 but can't get an appointment. They feel terrible as they can't afford private healthcare.	Mydentist - Beaconsfield Road - Weston Super Mare
1739	Access to Services, Appointment Availability	Negative	This individual gave feedback that it is difficult to get an appointment with the GP so they go to the pharmacy. It would be nice to get a face to face appointment for a fungal nail infection though.	Not specified
1563	Access to Services, Booking Appointments; Experience of Care, Staff - Caring, kindness, respect and dignity	Negative	This individual gave feedback that the reception staff did not let him talk with a GP about the worsening of his ME/CFS (chronic fatigue syndrome) since having COVID 18 months ago. He paid for a private consultation with a charity-organised ME/CFS clinician and is now waiting to see a GP about the recommendations made by the consultant.	Not specified
1924	Treatment and Care, Quality of ; Experience of Care, Equality & Inclusion	Negative	This individual gave feedback that their procedure was not carried out correctly and they had to go elsewhere for the issue to be rectified. They feel that they were negatively stereotyped because of their sexuality, and the dentist treated them differently because of this.	Not specified
1446	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that there is a very long waiting list, even if you are in pain. The individual had tried three times with no success to make an appointment. Nothing quicker than 6 weeks even though they have acute pain.	Not specified
1835	Access to Services, Provision of services; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they had an ear infection and went into the surgery to get an appointment. She was told she needed to do an online referral or go to the pharmacy for treatment. She went to the pharmacy but the only do children's ear infections, not adults.	Not specified
1991	Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that they have been waiting 2 weeks for repeat medications. They complained the head office and the times were rectified the following day. Told they have recruited 2 more staff but only time will tell. Not possible to order earlier as GP will not issue prescriptions more than 10 days in advance. This person says that they can't be expected to chase them every time they need more as they take 15 items a day.	Not specified
1593	Access to Services, Provision of services	Positive	This individual gave feedback that the online system works really well. They always get their prescriptions on time, there are no mess ups and repeat prescriptions work well.	Online pharmacy
1986	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that reception staff are rude, hostile, uncaring and obstructive.	Portishead Medical Group
1438	Access to Services, Appointment Availability	Negative	This individual gave feedback that the GP said that they would call back , but they never did. They called twice more that week but there was still no phone call. The individual feels let down.	Portishead Medical Group
1984	Access to Services, Appointment Availability; Access to Services, See my own GP; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they can get a GP appointment whenever required. Staff are all really caring, online system works well. Highly recommends this practice.	Portishead Medical Group
1485	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they filled in the online triage form, and had a call back within a couple of hours from the community nurse who talked them through the next steps, possible treatment etc, and gave them some general advice. Very thorough and knowledgeable, and supportive and understanding of their persons concerns. Booked them in for various tests at a time that suited whilst they were on the phone.	Portishead Medical Group
1442	Access to Services, Appointment Availability	Negative	This individual gave feedback that they find the online appointment system difficult to use and access. The telephone queues are always long and then they get cut off. If they are feeling unwell they do not want to stand in a long queue and then be told that there are no appointments.	Portishead Medical Group
1486	Access to Services, Appointment Availability	Positive	This individual gave feedback that they had a very prompt response to their online appointment request and got an appointment the same day. They also had a prompt response to a follow up query.	Portishead Medical Group
1440	Treatment and Care, Coordination of Services	Positive	This individual gave feedback that they had experienced a high standard of care at this GP practice, and the GPs are good. There was a quick referral system for her back operation. The GP went above and beyond with the aftercare following operation. The online appointment system is good (if you can use it)	Portishead Medical Group
1443	Treatment and Care, Coordination of Services	Negative	This individual gave feedback that they had experienced poor communication from the GP. They were supposed to have a blood test before they could attend a hospital appointment. The GP failed to tell the individual, leading to a very long wait for a hospital appointment. The practice has a poor online appointment system	Portishead Medical Group
1439	Treatment and Care, Quality of service	Positive	This individual gave feedback that they thought it was a great practice with caring GPs. The appointment system was good, and the GPs were great with the individuals children. There was no waiting, and the staff were friendly.	Portishead Medical Group

Primary Care Feedback Comments by Provider Q-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
1939	Access to Services, Provision of services; Experience of Care, Communication between staff and patients; Treatment and Care, Quality of	Negative	This individual gave feedback that her husband had a chest infection. He was told by the GP to go to the pharmacy but it ended up that the GP was required to prescribe antibiotics so it took more time to receive the right treatment.	Tudor Lodge Surgery
1565	Treatment and Care, Safety of; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that her partner phoned the surgery several times and was triaged, but not listened to. He called 999 and he was diagnosed with a heart condition for which he is now on medication.	Tudor Lodge Surgery
1938	Access to Services, Provision of services; Experience of Care, Staff - Quality & Effectiveness	Positive	This individual gave feedback that the GP is good and always responds in good time.	Tudor Lodge Surgery
1480	Access to Services, Booking Appointments; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they find it impossible to see a GP and even a phone call back can take 2 days. They say that it's a very stressful experience and on every call the staff are rude. This individual says that they've ended up in hospital or had to ring 111 due to the failure of the surgery to respond.	Tudor Lodge Surgery
1479	Experience of Care, Communication between staff and patients; Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that admin staff always helpful, GP and nurses are caring and kind and professional.	Tyntesfield Medical Group
1478	Experience of Care, Communication between staff and patients; Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that GP's, nurses, reception staff are all really helpful and friendly. A really good practice.	Tyntesfield Medical Group
1594	Access to Services, Provision of services; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that it is a good practice and they never struggle with the appointment system. All staff are caring and compassionate.	Tyntesfield Medical Group
1832	Treatment and Care, Quality of	Positive	This individual gave feedback that the care was excellent and they were well looked after when they went to see the GP after an accident on holiday.	Tyntesfield Medical Group
1888	Experience of Care, Communication between staff and patients; Treatment and Care, Diagnosis or Assessment quality of	Negative	This individual gave feedback that the GP told them that their range of symptoms were all down to anxiety. This person believes that they have Ehlers Danlos Syndrome and have ADHD, and probably Autism, and was going through perimenopause. Since the GP wrote anxiety in their notes they believe that nobody will acknowledge any other diagnosis.	Tyntesfield Medical Group
1509	Access to Services, Referrals - timeliness; Treatment and Care, Effectiveness of	Positive	This individual gave feedback that the practice was good at referring them to physio after a car accident and also at offering mental health support during this time.	Tyntesfield Medical Group
1458	Access to Services, Appointment Availability; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that their father became ill with a nasty cough and chest infection. Doctors saw him in person the same day as he called and gave him antibiotics for three days. He went back a week later as it hadn't cleared up. He called at 8am to be told he was number 30 in the queue but rather than wait on the line was given the option of a call back, which he took. They called him back 30 mins later and booked him an appointment, in person on the same day. More antibiotics were prescribed and instructions on what to do when finished as well as giving him a list of symptoms to look out for and warning signs that they want to see him again if any occur. Excellent service- saw different people each time, but all cared and gave excellent service.	Tyntesfield Medical Group
1905	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they asked their GP for support for mental health prior to a hospital admission as they knew their drinking was getting worse. Unfortunately they felt the GP ignored their issues.	Tyntesfield Medical Group
1510	Access to Services, Appointment Availability; Access to Services, Remote appointments and digital services	Positive	This individual gave feedback that they can always get an online appointment and find the system there effective in getting to see a GP.	Tyntesfield Medical Group
1508	Access to Services, Remote appointments and digital services; Treatment and Care, Quality of	Positive	This individual gave feedback that they can always get an online appointment. They are happy with the practice and there are no issues or concerns.	Tyntesfield Medical Group
1952	Access to Services, Appointment Availability; Treatment and Care, Quality of	Positive	This individual gave feedback that they can always get GP appointments and the online system is good and easy to use. They said the GPs and nurses are really good.	Tyntesfield Medical Group
1998	Access to Services, Provision of services; Access to Services, Referrals - availability; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they have had ganglion on their left wrist (they are left-handed) which is causing a lot of pain and distress especially at work. The GP has said that they are unable to fund any treatment for this as they don't provide a service for this anymore and advised her to seek private healthcare regarding this, but she is financially unable to do this. She has never been referred into secondary care even though the pain has caused her to attend several GP appointments. She feels unheard and that care is being withheld even though this is affecting her job and lifestyle. She feels alone and distressed and feels fobbed off and that her GP simply does not care.	Tyntesfield Medical Group
1590	Experience of Care, Communication between staff and patients; Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that they keep being asked to use the online service but it's difficult for them to do. The computer system is over-complicated and they would rather continue to drop their prescription at the surgery into the box.	Tyntesfield Medical Group
1488	Treatment and Care, Quality of	Positive	This individual gave feedback that they were very efficient and helpful when help was required. Joined up service provision and adequate time for conversation and reassurance.	Tyntesfield Medical Group
1600	Access to Services, Booking Appointments; Treatment and Care, Quality of	Positive	This individual gave feedback that this is a good practice providing a good service and he doesn't have a problem getting an appointment.	Tyntesfield Medical Group
1566	Access to Services, Provision of services	Negative	This individual gave feedback that queueing for this pharmacy can mean having to stand outside for lengthy periods of time, in all weather conditions, with no seating available. Often when they get to front of the queue the prescription is not ready and staff are disorganised.	Well, Clevedon,
1473	Access to Services, Booking Appointments; Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that staff are helpful and kind and the GP provides an excellent service.	Winscombe and Banwell Family Practice
1469	Access to Services, Booking Appointments	Mixed	This individual gave feedback that the appointment system works well but worries that the older generation may not be able to use it.	Winscombe and Banwell Family Practice
1472	Access to Services, Booking Appointments	Negative	This individual gave feedback that they don't like the online appointment system. He always goes to the practice or telephones for appointments and can always get an appointment this way.	Winscombe and Banwell Family Practice

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
1465	Access to Services, Referrals - timeliness	Negative	This individual gave feedback that when they enquired with the hospital about a referral from the individual dentist made four months ago they replied to say that the referral was in a pile and will not be dealt with anymore. The individual was worried about untreated dental symptoms, and was frustrated by the poor communication / correspondence. The individual has no idea when they will be communicated with and is anxious about mouth cancer that may be missed if they are not treatment properly.	Bristol Dental Hospital
1906	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that after an alcohol overdose, they ended up on a drip at the BRI. The staff were really good and supportive in the hospital.	Bristol Royal Infirmary,BRI Bristol
1596	Treatment and Care, Speed of	Positive	This individual gave feedback that both the Heart Institute and Dermatology departments here have been so helpful and quick with the fitting of a new defibrillator and treating skin cancer.	Bristol Royal Infirmary,BRI Bristol
1489	Corporate, Disability Access	Negative	This individual gave feedback that the accessible toilets are mostly not accessible to wheelchair users. With bins placed in the transfer space, doors that are two-way, and very hard to line up to lock, and very heavy to push. All the bins are foot plate operated which is not possible for wheelchair users. This is very poor and shows a total lack of understanding of disabled peoples needs.	Bristol Royal Infirmary,BRI Bristol
1988	Discharge, Safety of	Negative	This individual gave feedback that the nursing staff neglected to follow the patient information sent with the resident of this care home when they were admitted. This information provided by the care home where this individual lived contained useful information regarding their baseline of normal activity prior to hospital admission and any allergies they had. This individual suggests that in the case of this particular person, it was not read. Communication took place between the BRI, the nursing home manager and a relative of this individual about safe discharge. The nursing home manager refused to have the individual back to the care home until they meet their normal level of activity. The BRI still attempted to discharge the resident although this threshold was not met, therefore making it an unsafe discharge process. The Nursing home manager has now taken this up with PALs and CQC and awaits a response.	Bristol Royal Infirmary,BRI Bristol
1491	Discharge, Transport availability	Negative	This individual gave feedback that their neighbour who had a heart attack, was discharged and had to get a taxi to the bus station, and then a bus to Weston. This is a shocking situation, especially when a free bus service from hospital to hospital is available, but most people think this is only for staff. People are expected to make their own way home, this can be very hard for someone who doesn't know Bristol, is easily confused, disorientated, may have no money on themselves and has no close relatives or friends who can help.	Bristol Royal Infirmary,BRI Bristol
1428	Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity; Continuity of Care, integration of health and social care, health promotion and wellbeing. Follow on treatment and continuity of care	Positive	This individual gave feedback that they had a good experience with the surgeons, staff and follow up appointments.	Bristol Royal Infirmary,BRI Bristol
1843	Access to Services, Transport availability	Negative	This individual gave feedback that they have an appointment but don't know how they're going to get there. They can't walk to the bus stop or sit on a bus. His car is out of action. This is very worrying.	Bristol Royal Infirmary,BRI Bristol
1387	Access to Services, Transport availability	Negative	This individual gave feedback that they have epilepsy and have been treated here for 13 years. He has now been told he can't drive and finds using public transport to get to appointments difficult because of the lack of buses.	Bristol Royal Infirmary,BRI Bristol
1961	Experience of Care, Staff - Quality & Effectiveness; Treatment and Care, Quality of	Positive	This individual gave feedback that staff all friendly, excellent service. Clock not working in waiting area.	North Bristol NHS Trust
1740	Experience of Care, Communication between professionals	Positive	This individual gave feedback that communication with patients is good.	Southmead Hospital, Bristol,
1513	Access to Services, Appointment Availability	Negative	This individual gave feedback that she has been waiting for 10 months on strong antibiotics for an operaton.	Southmead Hospital, Bristol,
1562	Access to Services, Convenience/Distance to Travel; Access to Services, Appointment Availability; Access to Services, Provision of services	Negative	This individual gave feedback that she has had 8 injections for chronic neck pain and needs more but the waiting time is at least a year. The pain clinic is very difficult for her to get to and she can't do the course online. There is no pain clinic in Weston.	Southmead Hospital, Bristol,
1796	Treatment and Care, Quality of ; Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity; Treatment and Care, Quality of ; Discharge, Safety of; Discharge, Timeliness ; Treatment and Care, Quality of ; Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients; Experience of Care, Consent, choice, user involvement and being listened to; Experience of Care, Staff - Quality & Effectiveness	Negative	This individual gave feedback that their mother of 80+ years was forgotten one morning for breakfast and her fluids were often out of reach. On the elderly persons ward she was told they'd run out of beakers for her tea. The TV by her bed often didn't work. Her dentures were not cleaned for several days and her belongings were left behind when moved wards. A doctor told her mother she wouldn't be a good case for resuscitation (though an ECG showed nothing of concern) and she should complete paperwork accordingly, (he meant a respect form). She's very deaf and didn't understand what he was saying so this person had to explain it to her and she was very upset. When her mother was discharged home with a care package arranged, the carers came in the evening they said she wasn't well enough to be home and had her readmitted.	Southmead Hospital, Bristol,
1392	Access to Services, Waiting times, punctuality and queuing on arrival; Access to Services, Provision of services	Mixed	This individual gave feedback that they appointments are on time but they are often given test appointments later in the evening when it is dark and more difficult to get home. They feel that there is a need to have more availability of tests in Weston super Mare.	Southmead Hospital, Bristol,
1742	Experience of Care, Communication between professionals	Neutral	This individual gave feedback that they had recently been diagnosed with cancer and the service is not to bad. Now waiting to see a specialist.	Southmead Hospital, Bristol,
1714	Discharge, Timeliness	Negative	This individual gave feedback that they waited over a year for lumber decompression surgery which was carried out recently. Their operation took approx. 4 hours, they were returned to recovery and were then sent home later the same day. They were in tremendous pain for 4 days after without any support from anyone while they think it is absolutely shocking.	Southmead Hospital, Bristol,
1461	Experience of Care, Staff - Caring, kindness, respect and dignity; Corporate, Buildings & Infrastructure; Treatment and Care, Quality of	Mixed	This individual gave feedback that their daughter did not receive a good level of service because the staff did not understand the effect that her Type 1 Diabetes was having on her pregnancy and the birth of her child. After the birth she was left in severe pain with infections that were not treated correctly. This person feels that her daughter and grandchild are lucky to be alive. They also think that the building is not fit for purpose with issues with heating and plumbing. They found some of the staff to be lovely and helpful, but overworked.	St Michael's Hospital, Bristol
1506	Discharge, Safety of	Negative	This individual gave feedback that her mother-in-law was admitted to hospital after breaking her hip in a fall. She was sent home before being fully ready due to lack of nursing staff available to help her with her walking. She was re-admitted and then sent to a nursing home for re-hab. She returned home to her bungalow and has community care but is now unable to walk far and feels wheelchair bound.	UHBW
1758	Experience of Care, Communication between professionals; Access to Services, Appointment Availability	Negative	This individual gave feedback that their husband was an urgent referral to UHBW and the Respiratory Hot Clinic and should have been seen within 2 weeks possibly 4 weeks. However, he has only just been seen one year later, in which time he has severely deteriorated and has had to call an ambulance once, had a separate visit to A&E, plus numerous GP visits, community single point of access (SPA) intervention, hospice care and an increased drug regime. As a result of a one year wait for a severe chronic condition he has and will cost the NHS considerably more than would have been the case if he'd been treated earlier. It has also had an effect on this individual's health as their wife. The problem lies not only with a lack of staff but also the relationship between primary and secondary care. They don't seem to listen to each other or coordinate the health and treatment of patients.	UHBW
1965	Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients; Experience of Care, Staff - Caring, kindness, respect and dignity; Access to Services, Appointment Availability	Positive	This individual gave feedback that the Quantock day unit staff are good and caring, good communication and appointment system.	Weston General Hospital, Weston-super-mare
1995	Treatment and Care, Speed of	Negative	This individual gave feedback that after major emergency abdominal surgery, they went 5 months with no follow-up. The stoma nurses saw them, but not the consultant. After their stoma reversal, they waited a year to see the gastrointestinal team. In the meantime their employers let them go due to capability. They are now 22 months after their initial surgery, their mental health has suffered and tests have just started.	Weston General Hospital, Weston-super-mare
1745	Experience of Care, Communication between professionals	Neutral	This individual gave feedback that midwife has been ok.	Weston General Hospital, Weston-super-mare
1934	Access to Services, Provision of services; Experience of Care, Communication between professionals	Mixed	This individual gave feedback that outpatient services were excellent when they had a foot cast removed.	Weston General Hospital, Weston-super-mare
1493	Corporate, Buildings & Infrastructure	Negative	This individual gave feedback that Quantocks Outpatients is a long way from the main entrance. It used to be possible to enter outpatients from a side entrance. This person appreciates that at the time of the pandemic this may have changed, but it has not changed back. Elderly people and people with limited mobility have a long walk to get to outpatients. Can they reopen the side entrance right next to the outpatients department and put signs up to inform people that this is the route to Quantocks Outpatients.	Weston General Hospital, Weston-super-mare
1963	Treatment and Care, Explanation of; Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that staff were caring with good communication, very informative about gluten free food, hospital clean, shop excellent and cafe serves lovely food.	Weston General Hospital, Weston-super-mare
1974	Access to Services, Waiting times, punctuality and queuing on arrival; Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients; Experience of Care, Staff - Quality & Effectiveness	Positive	This individual gave feedback that the staff were efficient, on time, communication good, follow up appointment excellent and had a good standard of care.	Weston General Hospital, Weston-super-mare
1964	Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that their appointment was on time, staff were fantastic, hospital clean, communication was good and follow up appointments good.	Weston General Hospital, Weston-super-mare
1950	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that their experience was excellent. They said staff care is outstanding and that staff go above and beyond and really care.	Weston General Hospital, Weston-super-mare
1436	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that their father received great care from all the staff. Good signposting.	Weston General Hospital, Weston-super-mare
1481	Discharge, Safety of; Discharge, Co-ordination of Service	Negative	This individual gave feedback that their son was discharged on several occasions with nowhere to go. They keep him in as he is very unwell and then discharge without ensuring he has ongoing care and support. He has mental health and alcohol dependence issues. He is homeless unless this individual agrees to have him home. There are reasons they don't always agree to this. The pressure is always on them. The ward staff make little or no effort to work preventatively and as a consequence this leads to regular admissions and discharges. There is no joined up working between mental health, health or housing.	Weston General Hospital, Weston-super-mare
1471	Access to Services, Booking Appointments; Experience of Care, Staff - Caring, kindness, respect and dignity; Treatment and Care, Effectiveness of; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that their treatment is working well and the staff are kind, friendly and helpful. There is a good appointment system and good communication.	Weston General Hospital, Weston-super-mare
1490	Corporate, Disability Access	Negative	This individual gave feedback that there are bins placed in the transfer space by the accessible toilets, and the doors are two way, and very hard to line up to lock, and very heavy to push. All the bins are foot plate operated which is not wheelchair user friendly. The large accessible toilet near the main entrance is very white, with white walls, white toilet, white part M kit. This is near the eye clinic, so should have good colour contrast, and a talking toilet. This is very poor and shows a total lack of understanding of disabled peoples needs.	Weston General Hospital, Weston-super-mare
1937	Access to Services, Provision of services; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that there are not enough gluten free choices and communication between patients and nurses is not good.	Weston General Hospital, Weston-super-mare
1474	Access to Services, Waiting times, punctuality and queuing on arrival; Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that there was no waiting time, excellent care and follow up appointment, staff all really helpful and kind.	Weston General Hospital, Weston-super-mare
1460	Experience of Care, Staff - Caring, kindness, respect and dignity; Experience of Care, Communication between staff and patients; Discharge, Medication	Mixed	This individual gave feedback that there was not a great standard of care apart from one lovely nurse on a night shift who was caring and empathetic - the rest of the registered nurses didn't introduce themselves, (at the time this individual had extreme photophobia so they couldn't see their faces, food was placed out of reach and they were made to feel like an inconvenience). The drugs given on discharge were not explained. The consultant was dismissive of their concerns, no lumbar puncture was performed although their head CT showed swelling. They were discharged without follow up. The junior doctor however did listen and helped explain possible reasons for meningitis symptoms. This individual is a registered nurse and felt let down by their profession.	Weston General Hospital, Weston-super-mare
1983	Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they had a recent hospital admission after having a fall at home, fracturing their right leg in operation and felt really anxious. All the staff were kind and reassuring putting them at ease. Great care, great follow up care. Communication whilst in hospital was really good every need was met. No wait for medication to take home and discharge process was effective and all follow up communication really good. A great experience.	Weston General Hospital, Weston-super-mare
1957	Treatment and Care, Explanation of; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they had an MRI on their knee which a private company, which showed multiple ligament injuries and bone bruising. They attended hospital to speak with a surgeon in-depth about what was wrong with their knee and confirm the need for surgery. They said the surgeon was friendly and very helpful. They said they have been to this hospital a fair number of times with sports injuries and never had a bad experience.	Weston General Hospital, Weston-super-mare
1445	Treatment and Care, Management of Service	Mixed	This individual gave feedback that they had had their gall bladder removed in hospital. The staff were kind, caring and the hospital is clean and tidy. The signposting for the car park use was poor.	Weston General Hospital, Weston-super-mare
1748	Access to Services, Admission Procedure	Positive	This individual gave feedback that they have glaucoma and the service is good with no problems and x-rays are very quick.	Weston General Hospital, Weston-super-mare
1511	Corporate, Equipment	Negative	This individual gave feedback that they provide poor wheelchairs that can only be pushed.	Weston General Hospital, Weston-super-mare
1393	Experience of Care, Staff - Quality & Effectiveness	Positive	This individual gave feedback that they were recently admitted and the care from staff and doctors of all levels was excellent.	Weston General Hospital, Weston-super-mare
1980	Access to Services, Provision of services; Experience of Care, Staff - Quality & Effectiveness; Treatment and Care, Quality of	Positive	This individual gave feedback that they were seen within 2 weeks from the GP. Had a skin cancer removed after 4 weeks following that appointment. She had a choice of hospitals. The procedure was straightforward but the follow up was longer than anticipated but this was due to Multi-Disciplinary Team (MDT) panel meeting to check margins. She is now booked in for further treatment having mentioned other concerns. She was very impressed by how timely her treatment was carried out.	Weston General Hospital, Weston-super-mare
1385	Treatment and Care, Quality of; Access to Services, Referrals - availability	Mixed	This individual gave feedback that when he was an inpatient the care was good, but being moved between wards created issues because he is diabetic and his meals would go to the wrong ward. The rehabilitation unit is underfunded so the clinician only works 3 days and it takes a year to get a physiotherapy .	Weston General Hospital, Weston-super-mare
1962	Experience of Care, Staff - Caring, kindness, respect and dignity; Access to Services, Waiting times, punctuality and queuing on arrival; Treatment and Care, Quality of	Mixed	This individual gave feedback that the staff were kind and caring, except the Xray receptionist who didn't smile or look up when talking to individual. They were seen quickly.	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
1890	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that a doctor screamed at them for not answering him while they were having a seizure, and then wrote in their notes that they were verbally aggressive when this person got upset about how they were being treated.	Bristol Royal Infirmary A&E
1978	Access to Services, Provision of services; Experience of Care, Staff - Quality & Effectiveness	Positive	This individual gave feedback that staff are excellent	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1979	Access to Services, Provision of services; Experience of Care, Staff - Quality & Effectiveness; Treatment and Care, Quality of	Positive	This individual gave feedback that staff were really helpful, was seen really quickly and it was a very good service.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1959	Corporate, Car Parking Access; Experience of Care, Communication between staff and patients; Access to Services, Waiting times, punctuality and queuing on arrival	Mixed	This individual gave feedback that staff were very polite and they were seen fairly quickly considering how busy it was.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1578	Access to Services, Waiting times, punctuality and queuing on arrival ; Treatment and Care, Quality of	Positive	This individual gave feedback that the care is excellent and the waiting times are short.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1582	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the receptionist was helpful and kind. The waiting area was nice and clean.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1595	Treatment and Care, Diagnosis or Assessment availability	Positive	This individual gave feedback that the service is amazing.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1583	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the staff were friendly and efficient.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1958	Treatment and Care, Quality of ; Treatment and Care, Speed of	Positive	This individual gave feedback that their daughter had injured her thumb playing rugby and required an Xray. They said staff in the department was all very good and service was quick.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1575	Access to Services, Waiting times, punctuality and queuing on arrival ; Experience of Care, Communication between staff and patients ; Corporate, Car Parking Access	Mixed	This individual gave feedback that their ultrasound appointment was on time. They had to park on the road and walk to the hospital as there was no space in the car park. The staff were polite and helpful.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1592	Experience of Care, Communication between staff and patients; Access to Services, Service Delivery/Opening Times	Positive	This individual gave feedback that they are very happy with the service. The staff are always happy and polite.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1956	Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they had a chest Xray following a protracted viral infection. They said they arrived on time and were booked in. They said the procedure was dealt with efficiently, on time and in a friendly manner. They were made to feel at ease and overall had a good experience.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1581	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they had a head injury that needed checking. The nurse and receptionist were lovely and helpful. Overall it was a very good experience and the waiting time was quick.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1960	Experience of Care, Staff - Quality & Effectiveness; Treatment and Care, Quality of	Positive	This individual gave feedback that they had a hip x ray - very good service, staff excellent.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1985	Access to Services, Admission Procedure; Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that they had a work injury to left thumb whilst using a saw. Individual said he was seen Immediately and thumb was treated. Follow up appointment made; aftercare advise really good. Staff were so caring and kind. Reception booked individual in really quickly, Individual stated this was the best NHS service he had ever used.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1574	Treatment and Care, Quality of	Positive	This individual gave feedback that they have received a great service.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1569	Experience of Care, Staff - Quality & Effectiveness	Positive	This individual gave feedback that they were seen quickly, the nurses were excellent and really caring and all staff were helpful. They said they always have a great experience when they or their family come here.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
1576	Access to Services, Waiting times, punctuality and queuing on arrival ; Treatment and Care, Quality of	Positive	This individual gave feedback that they were seen really quickly and the service was excellent.	Clevedon Minor Injury Unit (North Somerset Community Hospital)
811530	Access to Services, Admission Procedure	Negative	This individual gave feedback that he and his wife are resident at a dedicated refugee hotel near the airport. They have called NHS 111 as they are not registered with a GP but were told they could not help them if they were not UK GP registered. The couple do not know how they will be supported or where to get any help.	NHS 111
1435	Treatment and Care, Quality of	Positive	This individual gave feedback that the advice they gave was excellent.	NHS 111
2000	Treatment and Care, Quality of	Positive	This individual gave feedback that the service was very efficient. Very happy with the standard of care. The NHS111 doctor was very quick to phone them back and then to phone for an ambulance for this persons husband.	NHS 111
1523	Experience of Care, Diagnosis or Assessment quality of	Negative	This individual gave feedback that they have received very contradictory advice from the service when calling about the same issue on different occasions.	NHS 111
2004	Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that from the minute they made the call to 111 they cannot fault the treatment and care they received. They had an emergency ambulance outside their home with 3 members of staff there to care for them and all of them were lovely, kind and understanding of their situation. After 5 and a half hours of them trying to get this persons blood pressure and blood sugar levels back to normal the Dr had to handwrite a prescription to ensure they had medication to go home with. This was after being unable to get a repeat prescription from their GP surgery.	South West Ambulance Service (SWAST)
1799	Treatment and Care, Quality of ; Discharge, Safety of; Access to Services, Admission Procedure	Negative	This individual gave feedback that her mother waited 4 hours for an ambulance to be readmitted to Southmead Hospital after discharge earlier in the day, arrived at 11pm and had to spend the night in the ward corridor.	South West Ambulance Service (SWAST)
1999	Treatment and Care, Quality of	Positive	This individual gave feedback that she called NHS111 for her husband and spoke to an adviser who quickly appointed a Dr to contact back her back. The Dr said she would send an ambulance in case the individuals husband needed hospital attention. The paramedic crew came in good time. Crew reviewed husband's condition and said he was running a fever and had an infection but did not require hospital treatment. They then phoned the emergency G.P and requested antibiotics. When the prescription was sent to the late-night pharmacy, the crew then collected the medication and brought it back for the couple. This individual said they were very kind and very helpful and went above and beyond their duty of care.	South West Ambulance Service (SWAST)
1889	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that the paramedic in the ambulance kept shouting at them while they were having seizures and they were non-verbal. They kept insisting that this person was having an anxiety attack even though functional neurological disorder was in their notes that the paramedic was reading. The paramedic kept shouting at them to tell them their name and date of birth over and over again when they couldn't speak and were seizing.	South West Ambulance Service (SWAST)
1579	Access to Services, Accessibility and reasonable adjustments	Mixed	This individual gave feedback that when they took their son to A&E the approximate waiting time was 2.5 hours and the streaming lady said a couple of hours. It took 3.5 hours to be seen and she was told after 3 hours there was 1 person in front but there were at least 5. She appreciated that for non urgent cases there would be a significant wait but thinks that expectation should be set accordingly, especially for children. The physio was good and made her and her son laugh.	Southmead Hospital A&E
1459	Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that the doctors were excellent and most nurses were kind and reassuring. The healthcare support workers were lovely.	Weston General Hospital A&E
1931	Access to Services, Provision of services; Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they fractured their wrist and Weston hospital was excellent, really good at communication.	Weston General Hospital A&E
1954	Experience of Care, Staff - Caring, kindness, respect and dignity; Treatment and Care, Speed of; Treatment and Care, Quality of	Positive	This individual gave feedback that they went in with a dog bite. They said there was no wait and treatment was quick. They felt staff was professional, caring and kind and that overall service was excellent.	Weston General Hospital A&E
1981	Access to Services, Provision of services; Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that they were very unhelpful. There were not many people there as it was early but they were told there was a very long wait. They looked at the injury and suggested wrapping it in a bandage and if things change to go to Clevedon MIU. It seemed like there were too many patients for the number of doctors.	Weston General Hospital A&E
1922	Access to Services, Access to NHS Dentist; Experience of Care, Staff - Caring, kindness, respect and dignity	Mixed	This individual gave feedback that when their wife was admitted with uncontrollable dental pain, as they didn't have an NHS dentist, the staff were amazing. Really helpful and kind.	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
1749	Continuity of Care, integration of health and social care, health promotion and wellbeing, Lifestyle and Wellbeing - help with	Positive	This individual gave feedback that they have recently left care. They had help from North Somerset Housing who helped and looked after them physically. They were part of the Junction 21 mentoring scheme and had a lovely mentor.	North Somerset Council
1738	Experience of Care, Communication between professionals	Positive	This individual gave feedback that they were recently made homeless and worked with the "We are with you" drug and alcohol service. This is an amazing service that needs to be better funded.	North Somerset Council
1504	Experience of Care, Consent, choice, user involvement and being listened to	Negative	This individual gave feedback that the management of the homecare company was terrible, although the carers themselves were fantastic. She did not receive the carer rotas, they didn't turn up on time, she wasn't informed if the carer was going to be late, especially when on certain days she needed calls at a certain time. She was made to feel she didn't matter and her complaints were not taken seriously. In the end she stopped using their services and made a private arrangement.	Not specified
1389	Continuity of Care, integration of health and social care, health promotion and wellbeing, Lifestyle and Wellbeing - help with	Negative	This individual gave feedback that they are caring for too many people to look after themselves. They are caring for a friend with learning disability, one with cancer and a brother with autism. They feel there is not enough help for carers.	Not specified
1394	Continuity of Care, integration of health and social care, health promotion and wellbeing, Lifestyle and Wellbeing - help with	Negative	This individual gave feedback that they have diabetes, but they are a carer so do not have time for themselves.	Not specified
1604	Treatment and Care, Quality of service; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that this hospice provides an amazing service. All staff are amazing and really understanding and patient when caring for their mother. She says staff go above and beyond.	Not specified
1904	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that it took nearly 5 months to get a key worker, which was too long but now they're here it is the best service ever provided.	We Are With You
1908	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the probation worker from court referred them here, as they have an alcohol related crime. The support worker here is really good. They help this person to see the positive and to see a way forward with their life. The support worker is calm and caring.	We Are With You
1902	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that the support worker is really good. They enjoy the centre and feel well supported within the centre. They feel able to contact their support worker at any time.	We Are With You
1907	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that this place is helping to change lifestyle choices and that the staff are encouraging and supportive and are always there when this person needs them.	We Are With You
1903	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback they have received continued extra support to remain sober. Really gets a lot from group therapy and support worker is excellent. Would love to be able to attend more groups if possible.	We Are With You

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
1743	Treatment and Care, Effectiveness of	Positive	This individual gave feedback that they have been receiving specialist physiotherapy services that have been very good and they always get back to you.	Castlewood, Tickenham Road, Clevedon (Sirona)
1655	Experience of Care, Communication between professionals; Continuity of Care, integration of health and social care, health promotion and wellbeing, Holistic Support	Negative	This individual gave feedback that she is disappointed that the scan result from an MRI is offered by telephone only and worried that this call will be difficult as her hearing is not 100% and they may not be aware of this. She will have a friend sit with her when she gets the call. The call will be with a Physiotherapist from the Sirona MSK team.	Sirona Community Services
1433	Access to Services, Provision of services	Negative	This individual gave feedback that they are a long established patient and are no longer able to make an appointment for chiropody services. They normally visit Weston Hospital every 2/3 months for Chiropody as they are Diabetic. They now say unless its urgent (meaning not just nail cutting) appointments are not available. It was the NHS who stated that their nails should be cut by the NHS, so they find this attitude unacceptable.	Sirona Community Services
1466	Treatment and Care, Quality of	Positive	This individual gave feedback that they provide good treatment and care on a shoulder injury. There is a good appointment system, and the delivery of care is excellent and professional.	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
1790	Experience of Care, Communication between staff and patients	Negative	This individual gave feedback that 4 individuals at AWP told them to go ahead and attend their NHS psychological appointment despite them feeling unwell. When they arrived at the appointment they were given a mask and told that because of the infection protocol their appointment would not go ahead. They then attended their GP practice where they were told they had tonsillitis. Getting through to AWP on the phone is very difficult and they keep being told that the person they want to speak to is out of the office, it's not known when they'll be back, and to try elsewhere.	Avon and Wiltshire Mental Health Partnership (AWP)
1751	Access to Services, Telephone system; Experience of Care, Communication between staff and patients	Mixed	This individual gave feedback that AWP and their GP have now come up with a plan to help them going forward, but the situation may have been resolved earlier if the intensive service team hadn't hung up on them when they were seeking help. In general they feel that AWP have acted adequately to address this individual's concerns with the relevant people.	Avon and Wiltshire Mental Health Partnership (AWP)
1826	Treatment and Care, Effectiveness of	Mixed	This individual gave feedback that the psychiatrist was good and really listened, asking appropriate questions and being empathetic. They find that the care coordinator sometimes seems lacking in knowledge, but is kind. After over 6 months this person does not feel like they have made any progress, as they still have bouts of feeling suicidal most weeks.	Avon and Wiltshire Mental Health Partnership (AWP)
1911	Treatment and Care, Coordination of Services	Negative	This individual gave feedback that the service is poor and can make people feel worse and not better.	Avon and Wiltshire Mental Health Partnership (AWP)
1524	Treatment and Care, Diagnosis or Assessment quality of; Experience of Care, Communication between professionals	Negative	This individual gave feedback that they do not think that it's right that healthcare professionals listen to their family and the police regarding incorrect claims about their mental health. They say that this has led to misdiagnoses and problems leading to a worsening of their physical and mental health and they don't feel like they currently get the right support.	Avon and Wiltshire Mental Health Partnership (AWP)
1531	Treatment and Care, Quality of ; Treatment and Care, Coordination of Services	Negative	This individual gave feedback that they have an phobia of food which has resulted in weight loss, and skipping meals and ongoing hypoglycaemia due to diabetes. They feel people do not listen including their GP who they trust but they are losing hope. They have been offered monthly blood tests which may help in some ways. This affects their work, attending appointments, meal times, health, socialising and relationship with family. When they were discharged from hospital 6 months ago they were promised support but have not received it.	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
1487	Access to Services, Referrals - timeliness	Negative	This individual gave feedback that they were referred by their GP for an operation. They chose the soonest appointment out of the options on the referral letter, which was at The Nuffield in Bristol. When they were seen by the consultant there they were told that they shouldn't have been referred there as their case was too complex. The consultant referred them to Weston General and they accepted the first possible date, however the error in referring to The Nuffield cost this individual an extra month's wait for an appointment. They are in pain, taking painkillers and they know that after seeing a consultant there will probably be a long wait for surgery. They accept that errors happen but when they happen there should be flexibility so that the patient isn't penalised as a result.	ALL NHS
1773	Treatment and Care, Coordination of Services	Negative	This individual gave feedback that their 14 year old daughter has a range of issues. She is falling between health and social care, and while they don't do anything about her care she is suffering from isolation, a poor education and is having her issues made worse, longer lasting (or permanent), and making it more expensive for services longer term and putting the family under terrific strain.	ALL NHS

Provider Responses about the Previous Quarter's Report

311 Experience of Care, Confidentiality/Privacy; Experience of Care, Staff - Caring, kindness, respect and dignity	Mixed	This individual had an x-ray. The procedure itself was quick and very efficient and that the practitioner was welcoming and explained carefully what was going to happen. However, the waiting room was quite full and when she went to the desk to give details it is not very private. As she was about to leave the desk she was asked quite loudly if she was wearing a bra which she felt was something that could have been left until the assistant took her to the changing room where she was advised about her T shirt and gown etc.
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Dear Radiographers and support staff

Can I remind you of the requirement to maintain patient privacy and dignity (Policy CG9)

The exchange of patient information is crucial to correctly identify the patient and ensure the correct exam, but please be mindful of the enquiries you make of the patient, and where this takes place.

Please do not ask a patient in the main corridor or at reception: Are you wearing a Bra? Or any other similar personal questions

When patients may be required to change, please bring the patient around to the changing area, and make these enquiries in this location.

Questions related to their clinical presentation or level of undergarmentry should not be made in front of other patients at reception.

In instances when the patient is uncomfortable with sharing their details over the reception desk (often through a Perspex screen) or it is not possible to clearly hear them, see if it possible for you or a colleague to meet them at the side of reception so as to conduct the conversation more discretely.

I see some amazing examples of staff welcoming patients into the Imaging department.

many thanks

Paul

Paul Hocking
Plain Imaging, Lead Radiographer
North Bristol NHS Trust