

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.

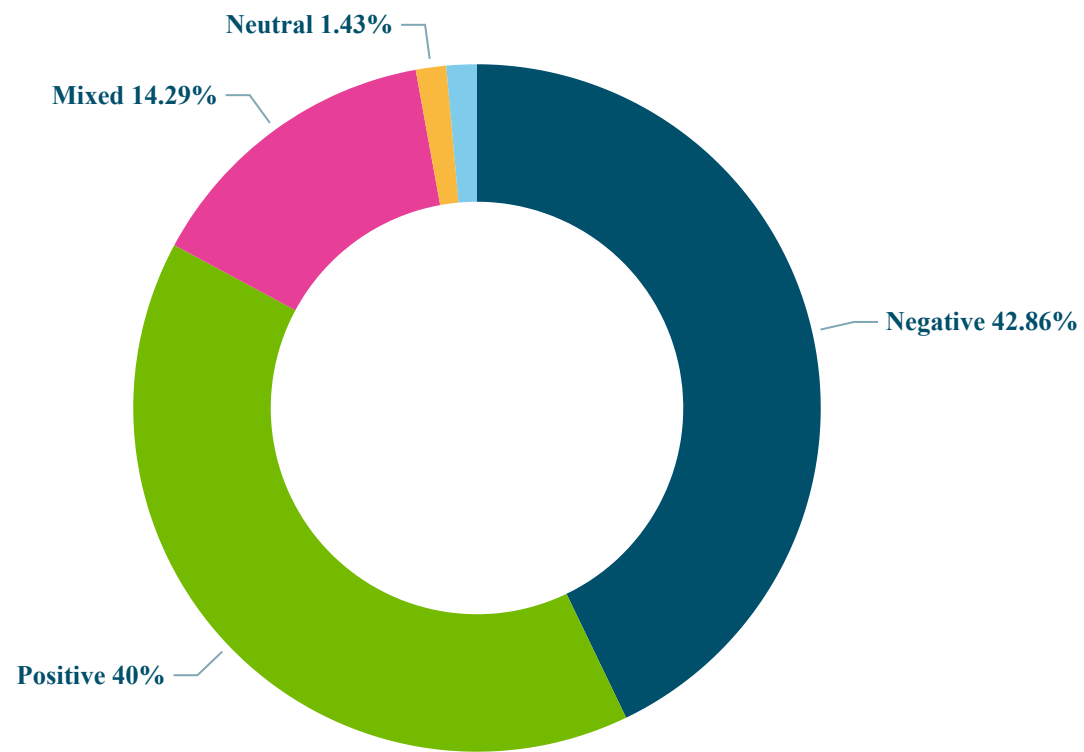
We have a feedback hub situated in a retail unit in The Galleries, Bristol and our team reaches into communities across the BNSSG area. Our aim is for the collected insights to help the system and its many providers personalise services, improve quality and innovate to overcome access issues. We take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

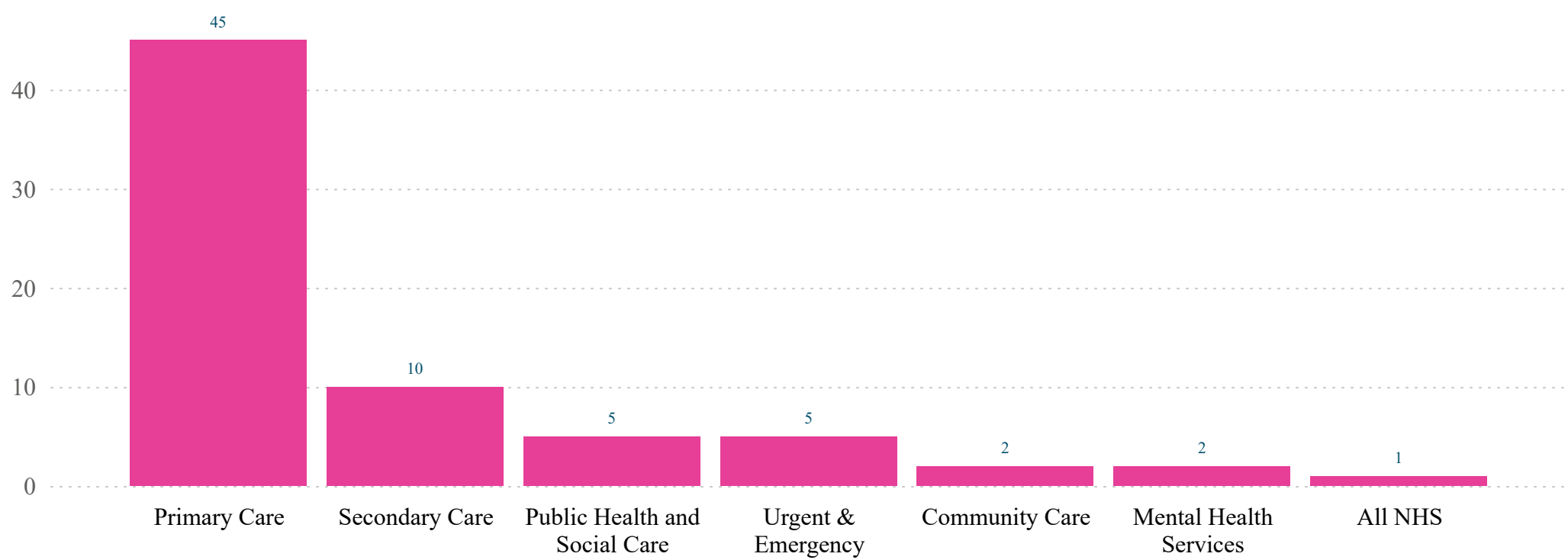




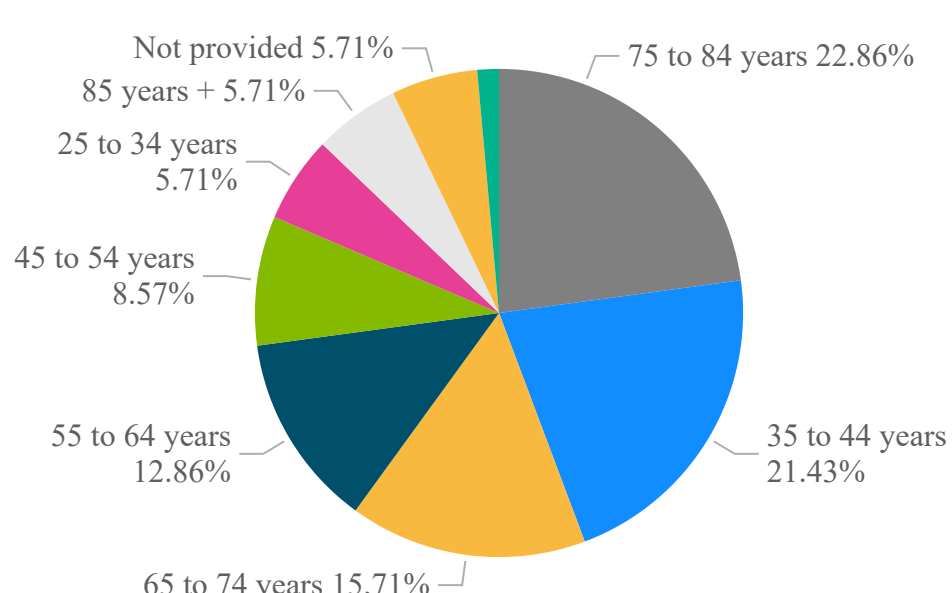
Overall Sentiment of Feedback contacts



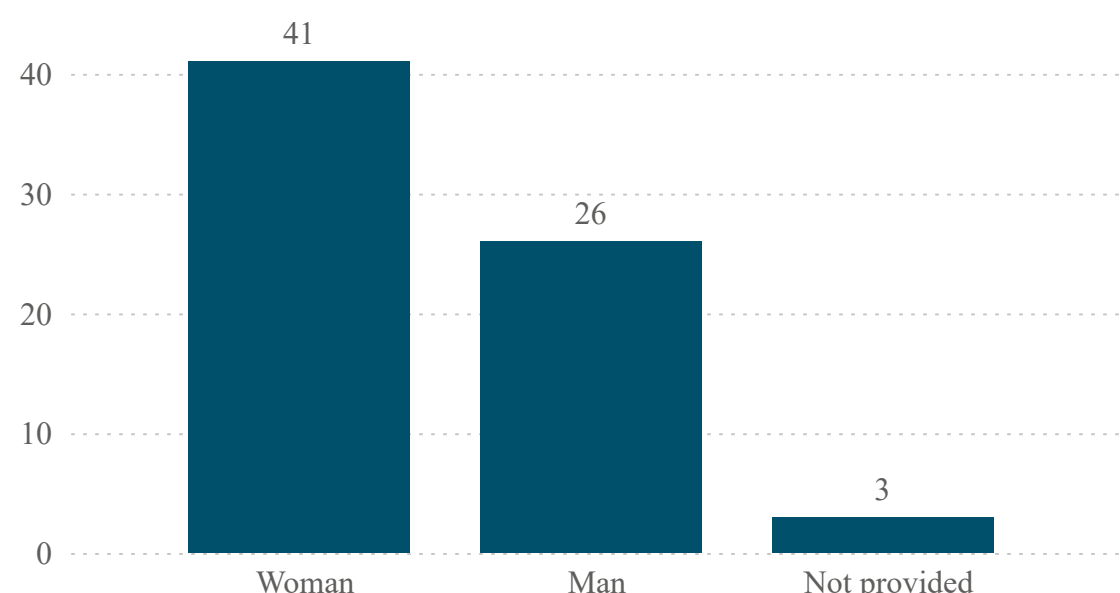
Feedback contact by sector



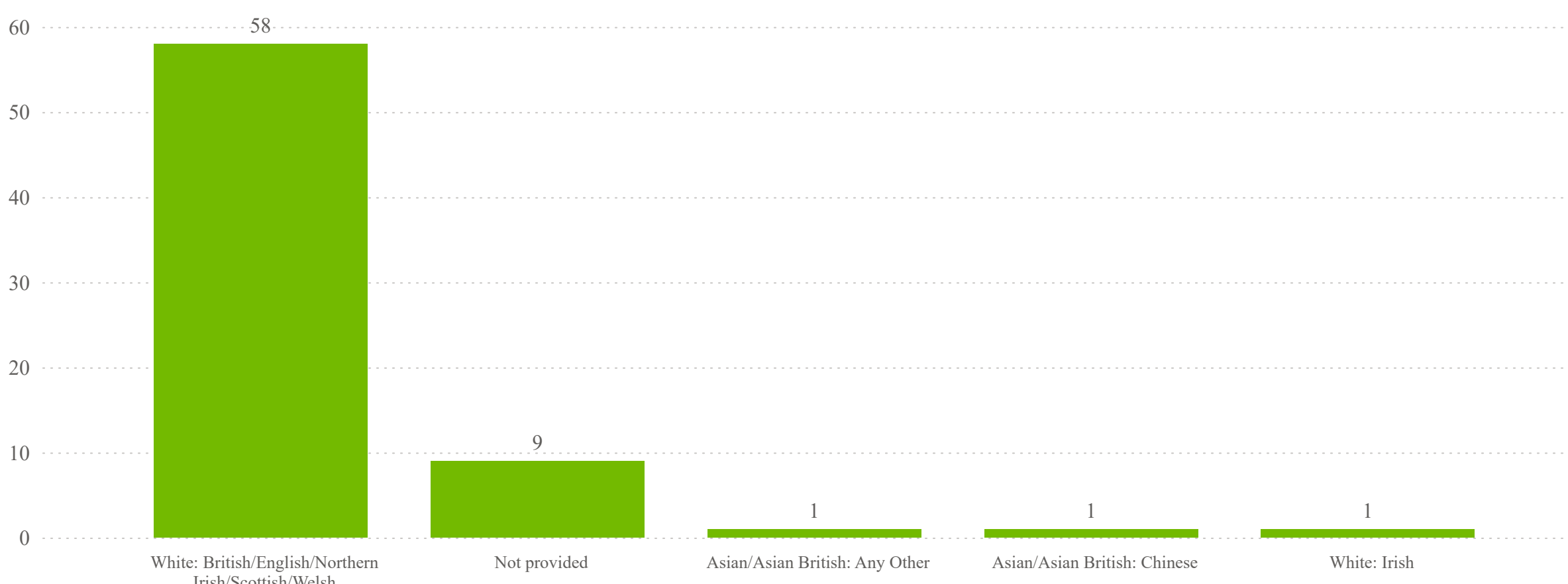
Age Band



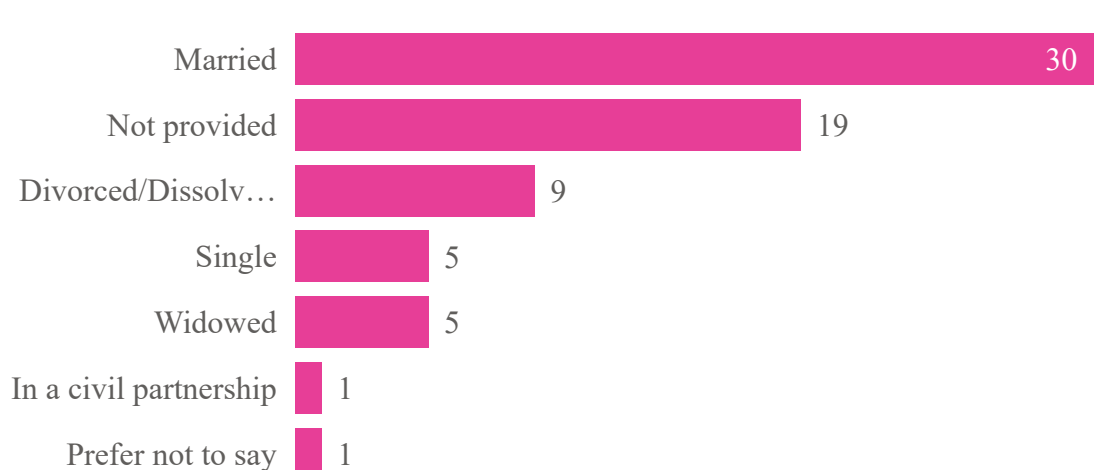
Gender



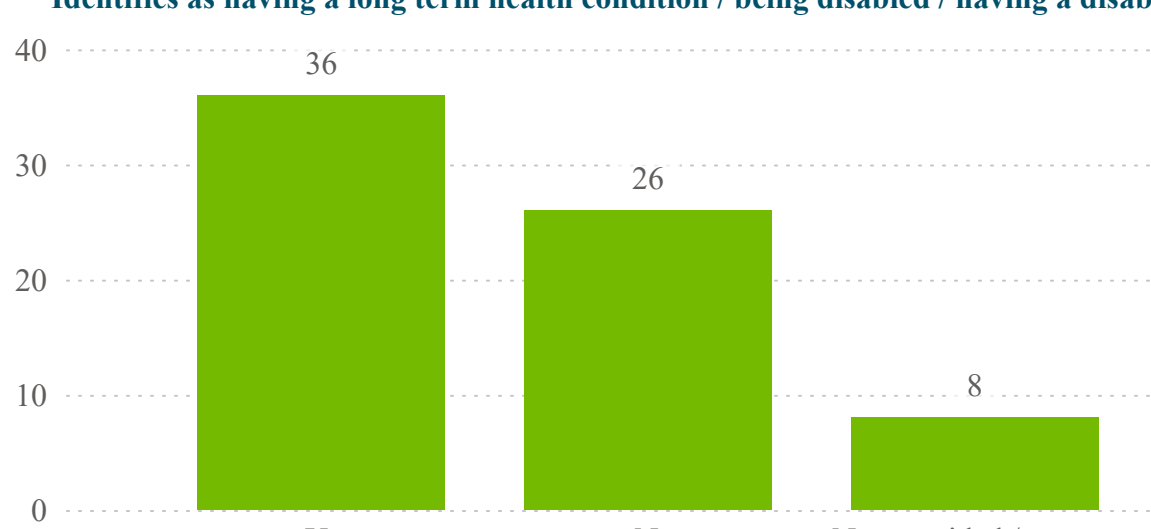
Ethnicity



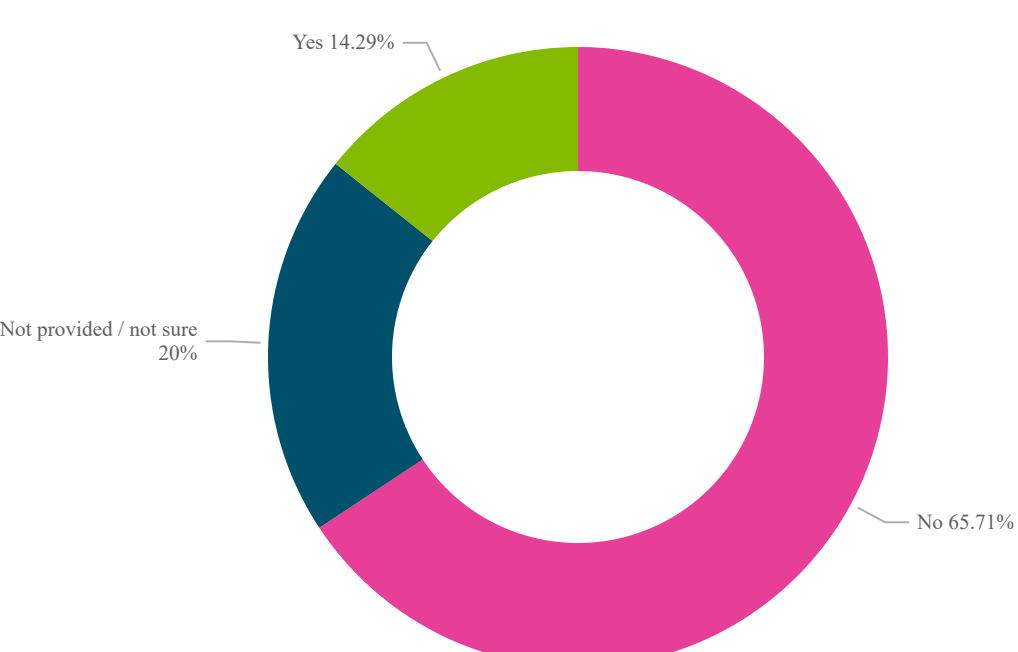
Civil Status



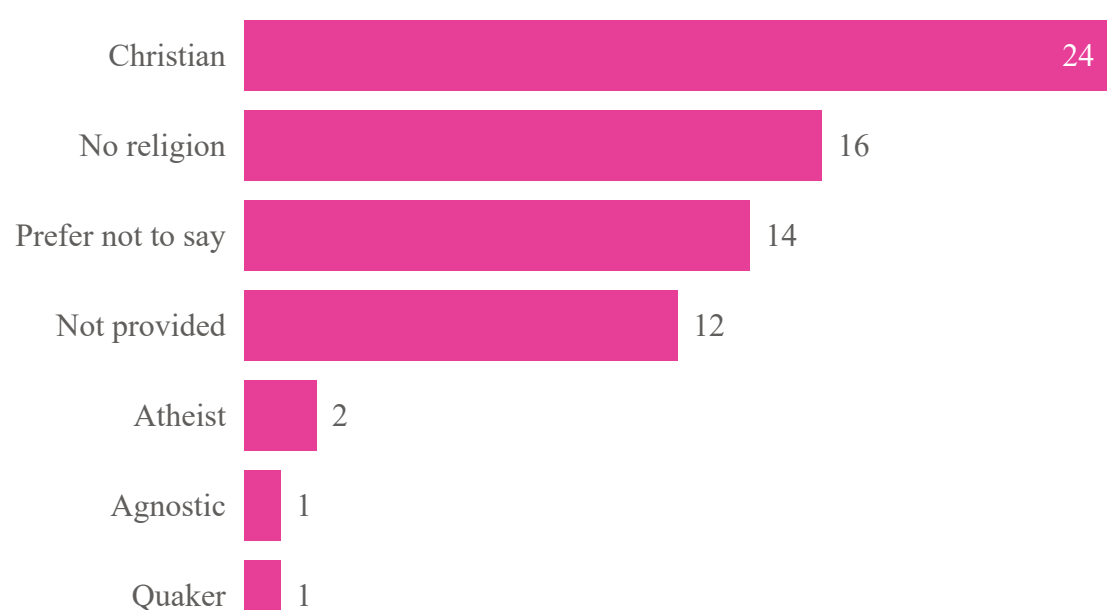
Identifies as having a long term health condition / being disabled / having a disability



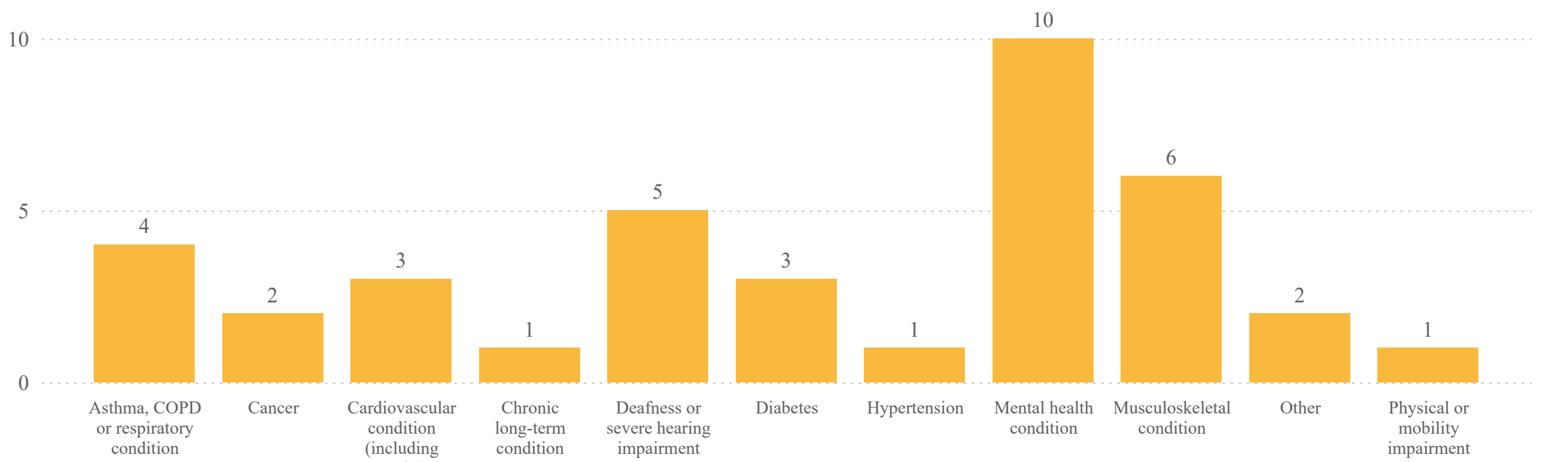
Identifies as being a carer



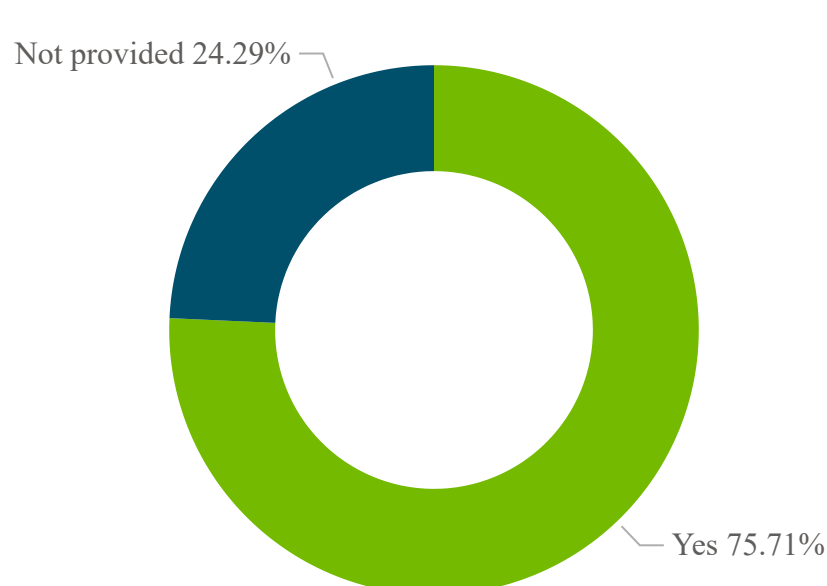
Religion/Belief



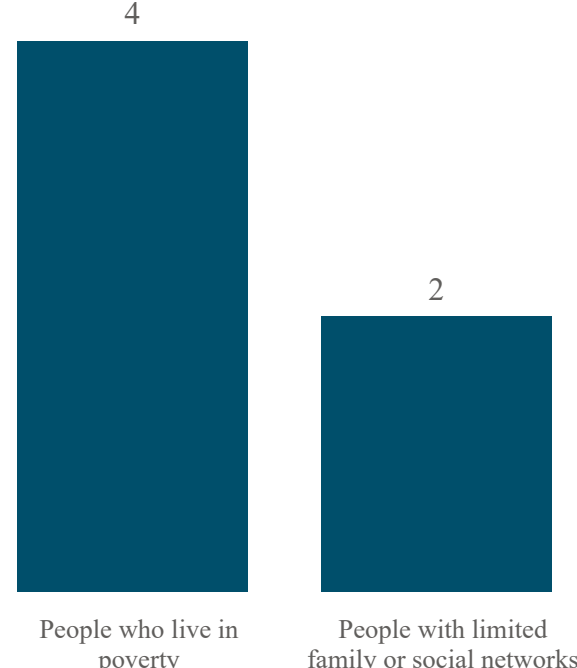
Long-term condition / disability



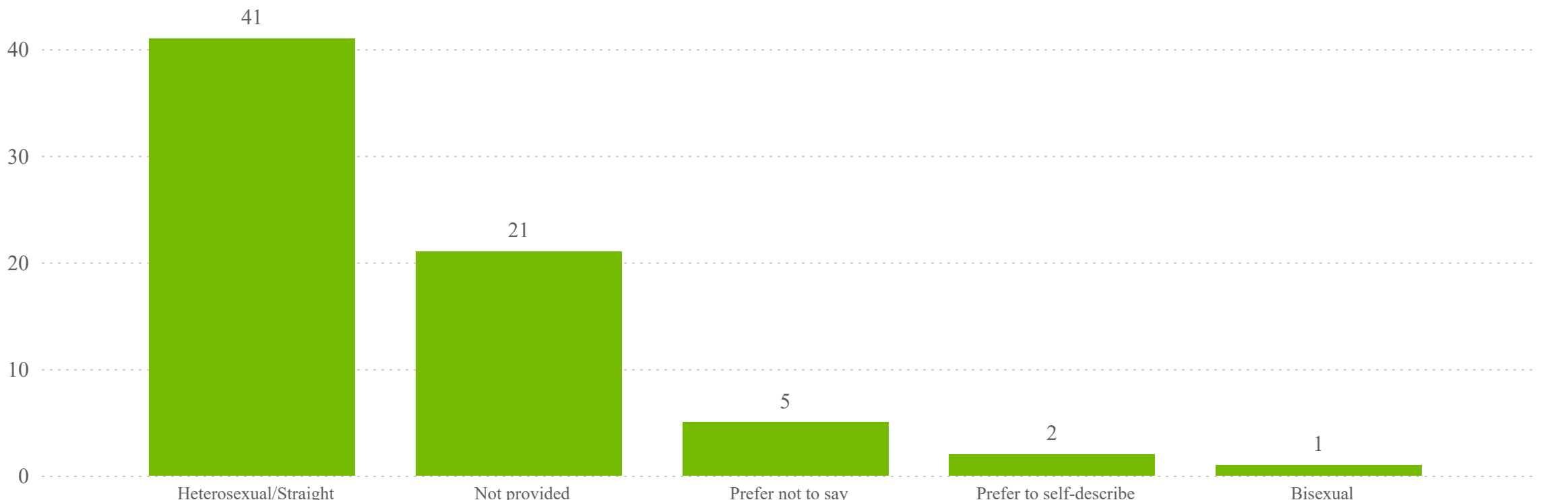
Identifies with the gender assigned at birth



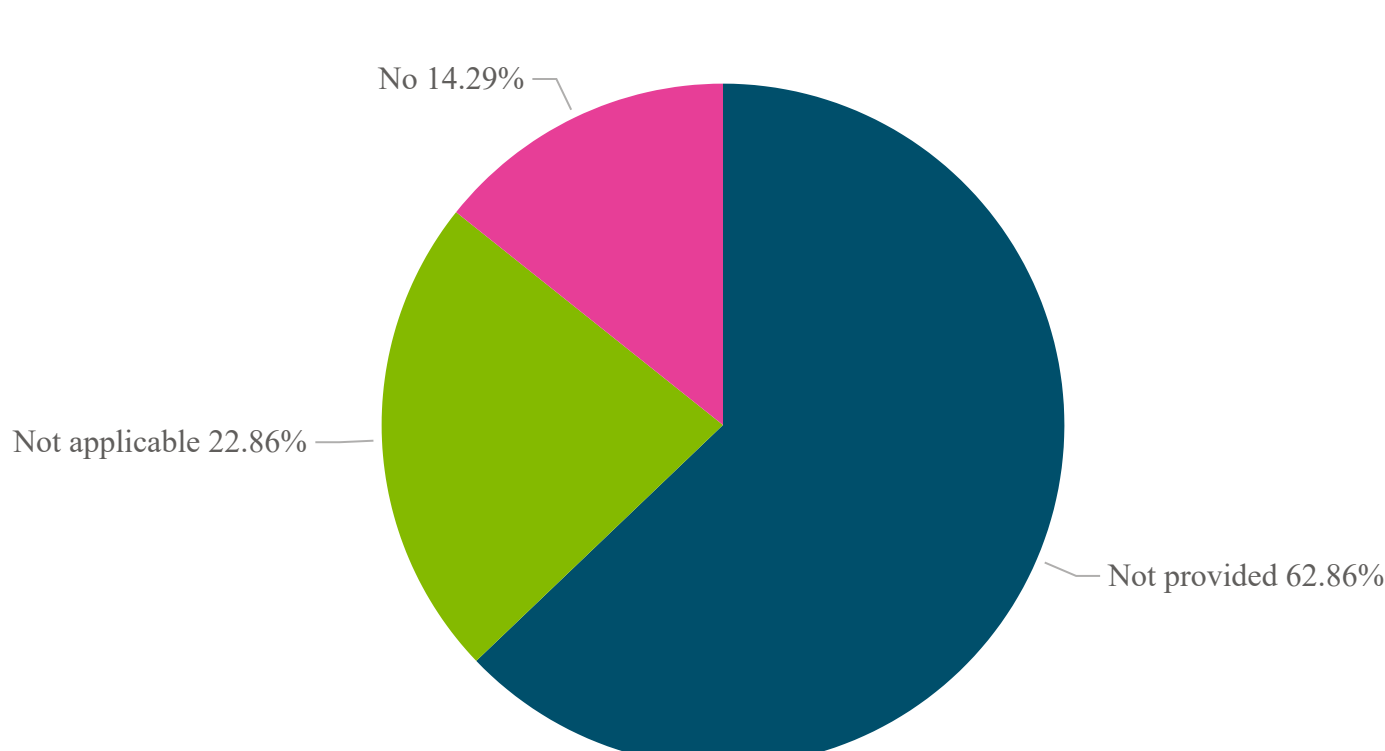
Health Inclusion Group Category



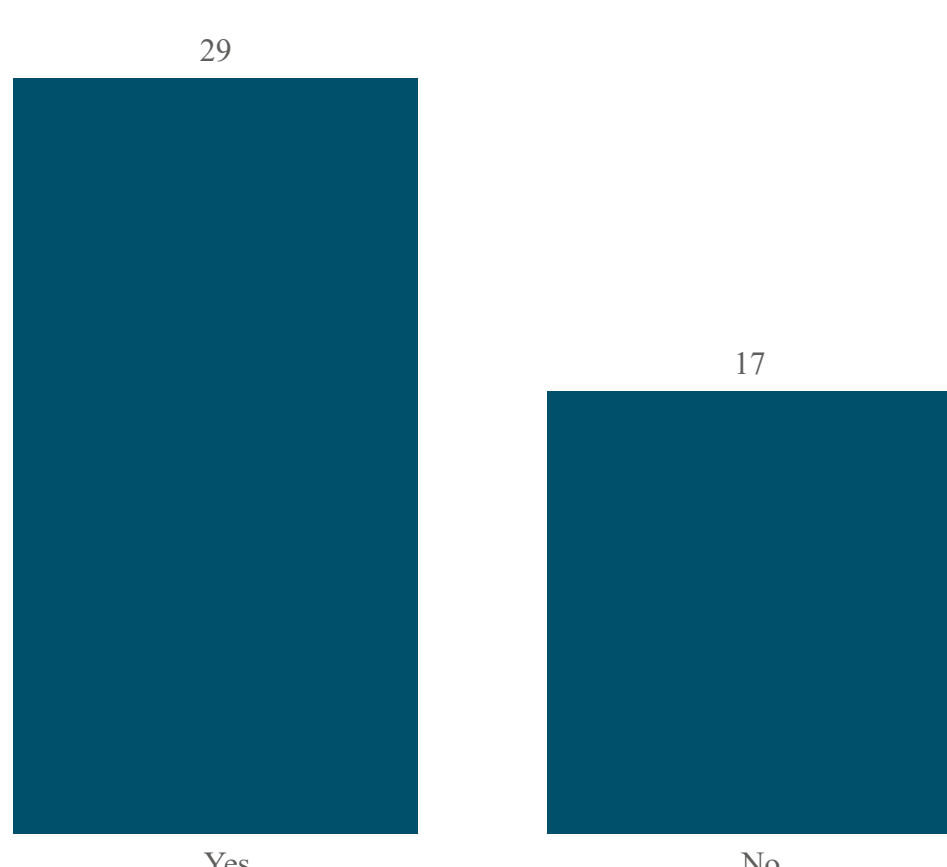
Sexual Orientation



Pregnancy/Maternity

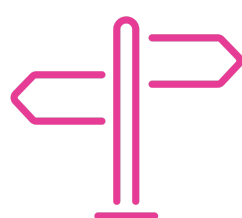
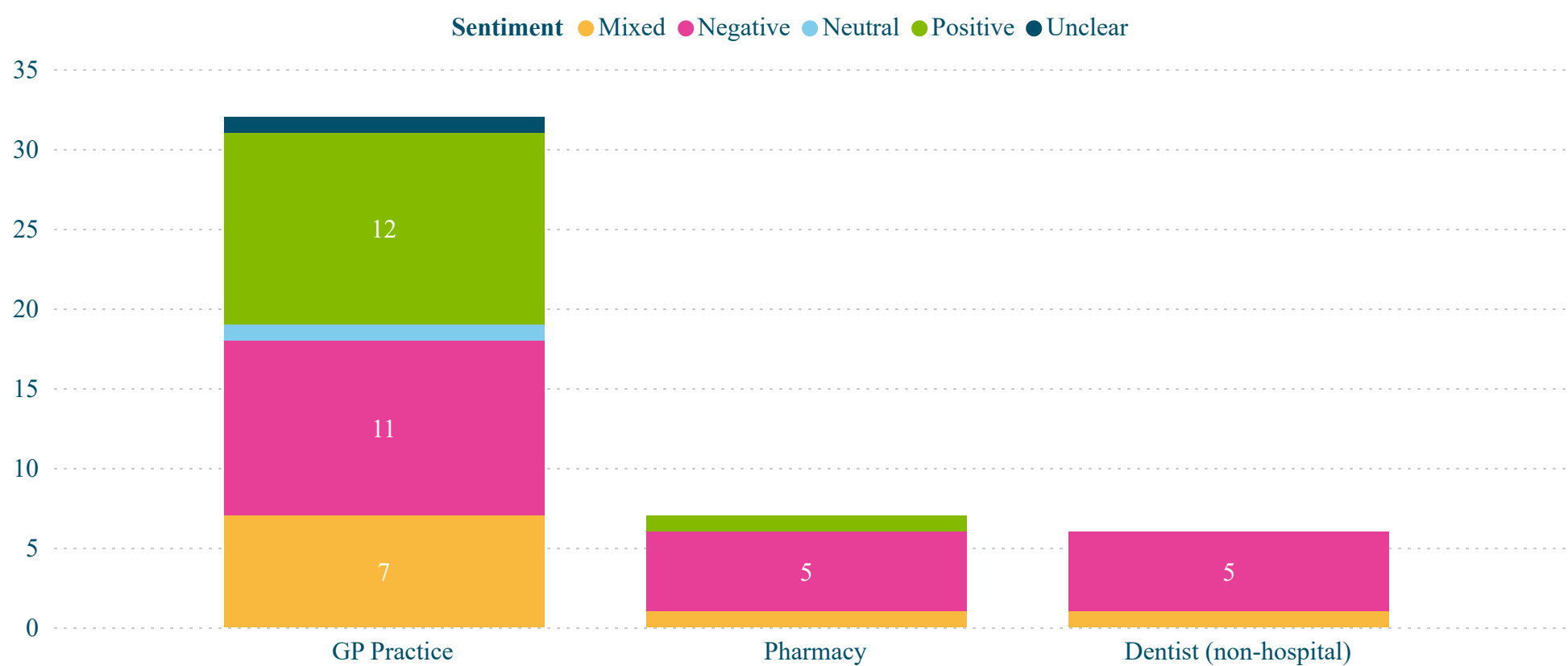


Able to access health or social care services online if they want to?



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

Feedback contacts by service type with sentiment



Signposting for Primary Care Feedback

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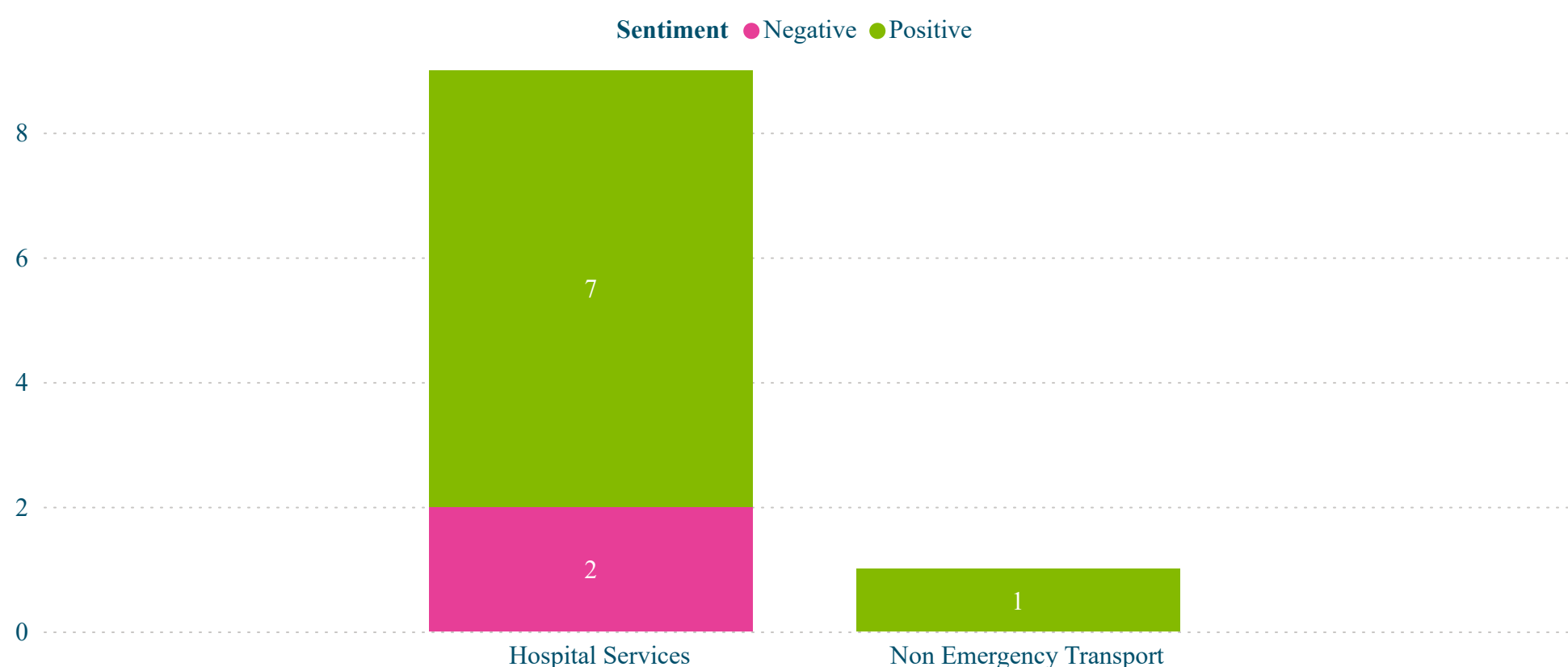
Themes and Sub-Themes with Sentiment for Primary Care Feedback

Main Theme	Mixed	Negative	Neutral	Positive	Unclear	Total
Access to Services	2	23	4	4	1	34
Access to NHS Dentist		6	2	1	1	10
Accessibility and reasonable adjustments	1	1				2
Appointment Availability		3	1	2		6
Booking Appointments	1	3		1		5
Convenience/Distance to Travel			1			1
Cost of treatment		1				1
Patient Choice i.e.. the legal right to choose where they receive their treatment		1				1
Provision of services		2				2
Referrals - availability		1				1
Referrals - timeliness		2				2
Remote appointments and digital services		1				1
Service Delivery/Opening Times		1				1
Telephone system		1				1
Continuity of Care, integration of health and social care, health promotion and wellbeing		3				3
Follow on treatment and continuity of care		1				1
Prescription/Repeat Prescriptions		2				2
Corporate		2				2
Financial Viability		1				1
Funding of services		1				1
Experience of Care		7	1	7		15
Communication between staff and patients		2		4		6
Equality & Inclusion		2				2
Incident Reporting		1				1
Staff - Capacity			1			1
Staff - Caring, kindness, respect and dignity				1		1
Staff - Quality & Effectiveness		1		2		3
Staffing Levels		1				1
Treatment and Care		4		8		12
Diagnosis or Assessment quality of		1				1
Effectiveness of				2		2
Management of Service		1		2		3
Quality of		1		4		5
Quality of service		1				1
Total	2	39	5	19	1	66

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



Secondary Care Feedback Sentiment by Service Level

Service Level	Negative	Positive	Total
Accident & Emergency		1	1
Ambulances and Paramedics	1		1
Cardiology	1		1
Diagnostic/Screening Service		1	1
Hospital Inpatient		1	1
Maternity care		1	1
Orthopaedics and fracture clinic		1	1
Other		3	3
Total	2	8	10

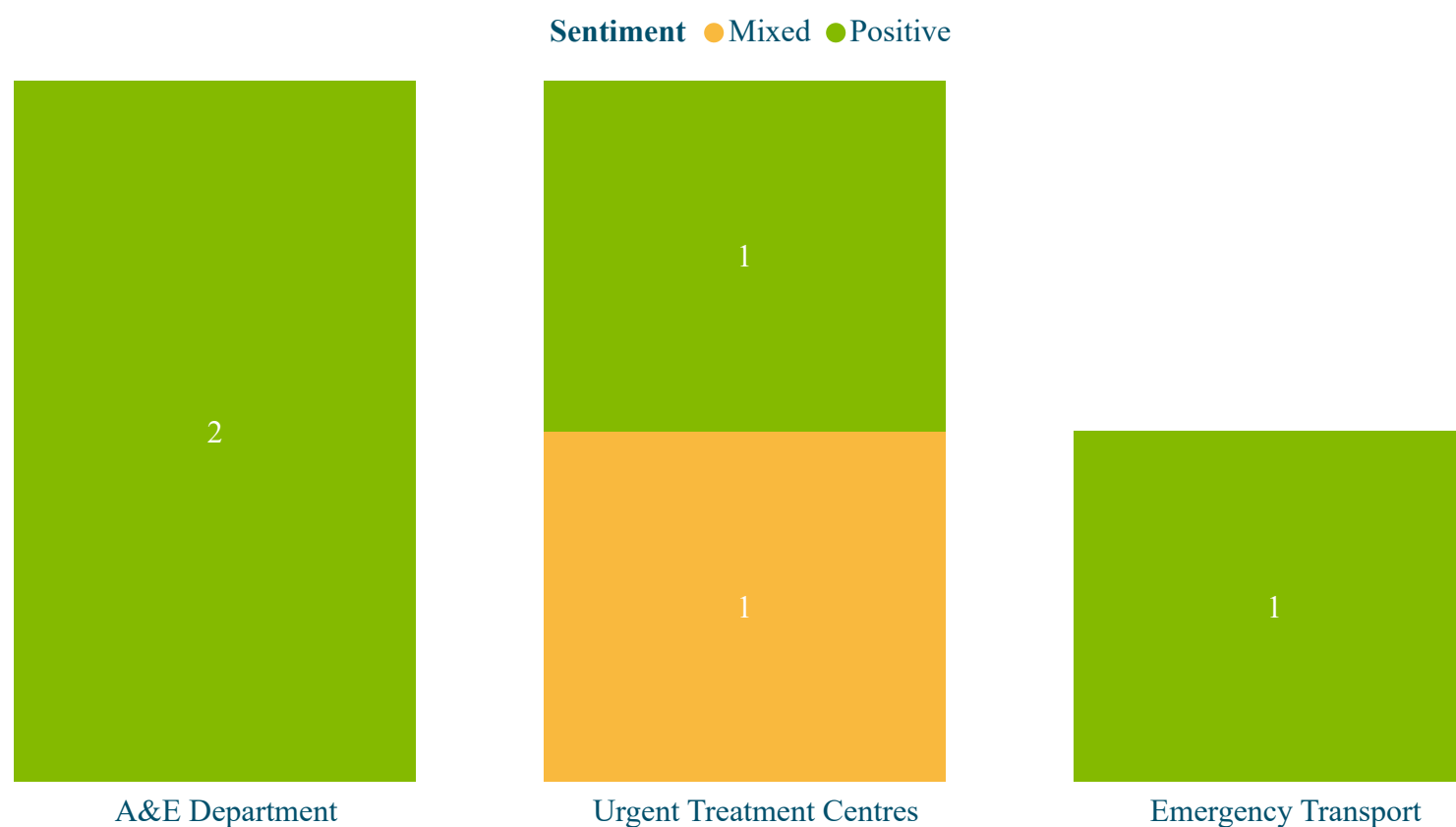
Themes and Sub-Themes with Sentiment for Secondary Care Feedback

Main Theme	Negative	Positive	Total
<input type="checkbox"/> Access to Services	2	6	8
Appointment Availability	1	4	5
Provision of services		1	1
Transport availability	1	1	2
<input type="checkbox"/> Experience of Care		4	4
Communication between staff and patients		3	3
Staff - Quality & Effectiveness		1	1
<input type="checkbox"/> Treatment and Care	1	5	6
Diagnosis or Assessment availability	1		1
Quality of		4	4
Speed of		1	1
Total	3	15	18

Urgent & Emergency Feedback

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

Feedback contacts by service type with sentiment

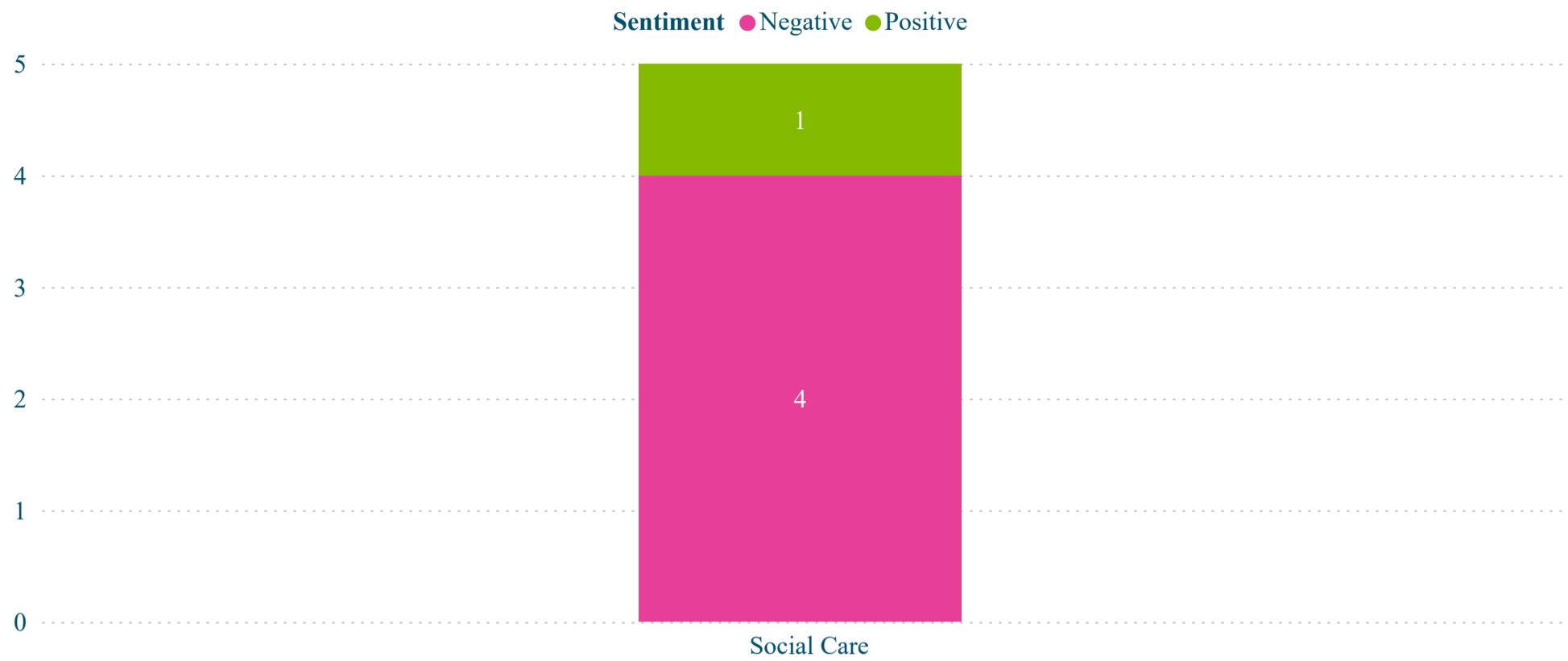


Themes and Sub-Themes with Sentiment for Urgent & Emergency Feedback

Main Theme	Positive	Total
<input type="checkbox"/> Access to Services	3	3
Appointment Availability	1	1
Booking Appointments	1	1
Provision of services	1	1
<input type="checkbox"/> Discharge	1	1
Coordination of Services	1	1
<input type="checkbox"/> Experience of Care	1	1
Communication between staff and patients	1	1
<input type="checkbox"/> Treatment and Care	3	3
Coordination of Services	1	1
Quality of	1	1
Speed of	1	1
Total	8	8

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

Feedback contacts by service type with sentiment



Public Health and Social Care Feedback Sentiment by Service Level

Service Level	Negative	Positive	Total
Adult Social Care	2		2
Care Home		1	1
Paediatrics	1		1
Social services	1		1
Total	4	1	5

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

Main Theme	Negative	Positive	Total
Access to Services	5		5
Accessibility and reasonable adjustments	1		1
Patient Choice i.e.. the legal right to choose where they receive their treatment	1		1
Referrals - availability	1		1
Referrals - timeliness	1		1
Social care	1		1
Experience of Care	2		2
Communication between staff and patients	1		1
Staffing Levels	1		1
Treatment and Care	2	1	3
Quality of		1	1
Safety of medical care	1		1
Speed of	1		1
Total	9	1	10

Community Care Feedback

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

Feedback contacts by service type with sentiment

Sentiment ● Negative



Community Care Feedback Sentiment by Service Level

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

Themes and Sub-Themes with Sentiment for Community Care Feedback

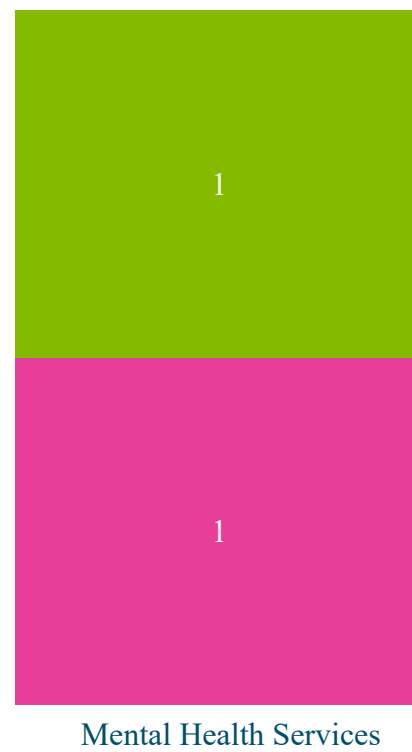
Main Theme	Negative	Total
▲ Access to Services	1	1
Referrals - timeliness	1	1
▲ Experience of Care	1	1
Communication between professionals	1	1
▲ Treatment and Care	1	1
Speed of	1	1
Total	3	3

Mental Health Services Feedback

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

Feedback contacts by service type with sentiment

Sentiment ● Negative ● Positive



Mental Health Services Feedback Sentiment by Service Level

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

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

Main Theme	Negative	Positive	Total
▲ Experience of Care		2	2
Communication between professionals		1	1
Communication between staff and patients		1	1
▣ Treatment and Care	1		1
Effectiveness of	1		1
Total	1	2	3

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 ● Positive



All NHS

General All NHS Feedback Sentiment by Service Level

Service Level	Positive	Total
Diagnostic/Screening Service	1	1
Total	1	1

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

Main Theme	Positive	Total
▲		
<input type="checkbox"/> Treatment and Care	1	1
Effectiveness of	1	1
Total	1	1



Main Theme	Mixed	Negative	Neutral	Positive	Unclear	Total
Access to Services	2	31	4	13	1	51
Access to NHS Dentist		6	2	1	1	10
Accessibility and reasonable adjustments	1	2				3
Appointment Availability		4	1	7		12
Booking Appointments	1	3		2		6
Convenience/Distance to Travel			1			1
Cost of treatment		1				1
Patient Choice i.e.. the legal right to choose where they receive their treatment		2				2
Provision of services		2		2		4
Referrals - availability		2				2
Referrals - timeliness		4				4
Remote appointments and digital services		1				1
Service Delivery/Opening Times		1				1
Social care		1				1
Telephone system		1				1
Transport availability		1		1		2
Continuity of Care, integration of health and social care, health promotion and wellbeing		3				3
Follow on treatment and continuity of care		1				1
Prescription/Repeat Prescriptions		2				2
Corporate		2				2
Financial Viability		1				1
Funding of services		1				1
Discharge				1		1
Coordination of Services				1		1
Experience of Care		10	1	14		25
Communication between professionals		1		1		2
Communication between staff and patients		3		9		12
Equality & Inclusion		2				2
Incident Reporting		1				1
Staff - Capacity			1			1
Staff - Caring, kindness, respect and dignity				1		1
Staff - Quality & Effectiveness		1		3		4
Staffing Levels		2				2
Treatment and Care		9		18		27
Coordination of Services				1		1
Diagnosis or Assessment availability		1				1
Diagnosis or Assessment quality of		1				1
Effectiveness of		1		3		4
Management of Service		1		2		3
Quality of		1		10		11
Quality of service		1				1
Safety of medical care		1				1
Speed of		2		2		4
Total	2	55	5	46	1	109

Primary Care Feedback Comments by Provider

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



ID	Theme	Sentiment	Feedback	Service Provider
1517	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they cannot get a dentist. Their children need dental check ups.	ALL NHS DENTAL
1551	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that they moved to Wotton under Edge two years ago. They have been on the NHS waiting list with the local dentist since then. Their previous Bristol NHS dentist practice has closed. There are no NHS dentists taking new patients in Bristol or the whole of Gloucestershire. They now have to pay for private dentistry.	ALL NHS DENTAL
1514	Access to Services, Provision of services	Negative	This individual gave feedback that now Boots pharmacy in Staple Hill is closed the nearest pharmacy is in Morrisons Fishponds and they are now overwhelmed due to no pharmacies in Fishponds/Staple Hill.	ALL PHARMACY SERVICES
1518	Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions; Access to Services, Provision of services	Negative	This individual gave feedback that with Lloyds in Emersons Green closing and Boots reducing their opening hours (Sundays they're closed) it's incredibly difficult to get a prescription.	ALL PHARMACY SERVICES
1516	Experience of Care, Staffing Levels; Access to Services, Service Delivery/Opening Times	Negative	This individual gave feedback that the pharmacy is totally understaffed. There is no one serving the over the counter medications so you have to wait in the prescriptions queue. They pharmacy closes at lunchtime and at 6 pm and is closed on a Sunday. Not easy for people who work to get medication.	Boots, Fishponds Health Centre, Bristol
1778	Treatment and Care, Quality of service	Negative	This individual gave feedback that a 'Libre 2' style blood sugar testing monitor would allow her to monitor her blood sugar without her fingers becoming sore, which is a real issue for her as she has dermatitis. She has Type 2 diabetes and has requested a Libre 2 monitor but has been refused. She says that other type 2 diabetics in Bristol have been given them. She has also been refused insulin by a GP at the practice.	Coniston Medical Practice (Mendip Vale)
1780	Access to Services, Booking Appointments	Mixed	This individual gave feedback that he had phoned the practice to try and get an appointment to get his ears cleaned out. He wears two hearing aids. He uses one when speaking to people and the other when on the phone. He got an appointment quite quickly because his car was infected and had spread to the side of his face. He had to wait two weeks for an appointment but that was because the infection needed to be cleared up. His experience was OK, but usually it is nearly impossible to get an appointment.	Coniston Medical Practice (Mendip Vale)
1945	Access to Services, Access to NHS Dentist	Neutral	This individual gave feedback that they are happy with their GP and can get appointments.	Courtside Surgery
1927	Access to Services, Appointment Availability; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they are new to the area and the first time they needed to get an appointment, they got one on the same day of asking. The experience was very pleasant. They felt welcomed and involved.	Courtside Surgery
1943	Access to Services, Booking Appointments	Negative	This individual gave feedback that it is very difficult to get a GP appointment. The GP wants people to do online appointments and they don't accept phone calls - this is a barrier to getting to the GP. Once you do get to see them, they are good.	Downend Health Group
1667	Access to Services, Telephone system; Access to Services, Remote appointments and digital services	Negative	This individual gave feedback that this practice is difficult to contact with no phone access instead requiring all patients to book online which is impossible for people who are older/do not have a smart phone or PC.	Downend Health Group
1779	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 the lack of communication between services is frustrating. A specialist at the BRI had recommended items from the GP, but the GP didn't have the letter so they could not prescribe the medication. There was a backlog of letters to upload at the practice. Blood test results were not uploaded onto the NHS app for 5 days, when they had been received in 8 hours.	Fireclay Health
1763	Access to Services, Referrals - timeliness	Negative	This individual gave feedback that their mother had a bad knee pain.. They went to the GP and were referred to a physiotherapist. An x-ray was recommended which showed that they needed knee replacement surgery. She was given a waiting time of 18 months. After one year the physiotherapist called her and apologised saying the referral hadn't been made. Because of this they had to wait one more year for the surgery.	Fireclay Health
1949	Access to Services, Referrals - timeliness	Negative	This individual gave feedback that they are a very good practice and generally have no problem in getting an appointment.	Frome Valley Medical Centre
1994	Access to Services, Patient Choice i.e., the legal right to choose where they receive their treatment	Negative	This individual gave feedback that a referral was made to a non NHS service for support with exercise. This person understand some personal information needed to be shared to meet the criteria however they also shared details of historic cancer treatment and of a prescription they have for an intimate problem, neither of which impact their ability to exercise. They are very disappointed no discretion was shown and now are a little embarrassed when they meet the coach. Whilst they consented to the referral it was not informed consent as they were not made aware what personal information was being shared.	Frome Valley Medical Centre
1940	Access to Services, Cost of treatment	Negative	This individual gave feedback that they are happy with the surgery, but it comes across that there are too many patients and not enough time.	Frome Valley Medical Centre
1401	Treatment and Care, Quality of	Positive	This individual gave feedback that they are satisfied with services .	Jhoots Pharmacy, Patchway
1662	Access to Services, Booking Appointments; Treatment and Care, Effectiveness of	Positive	This individual gave feedback that she is very happy with this surgery and can get an appointment the same day, via a phone call, if she so needs. She says they are very good and that there are 3 GPs she can choose from and all are equally as good as the other.	Kennedy Way Surgery
1809	Access to Services, Appointment Availability	Positive	This individual gave feedback that the practice is marvellous . Relatively easy to get an appointment and they have not had any issues with them.	Kennedy Way Surgery
1547	Treatment and Care, Effectiveness of	Positive	This individual gave feedback that their experience is very good. They are able to always get to speak and see a doctor on the day they ring the surgery. Also the pharmacy within the surgery which means you can get your medication within minutes of seeing the doctor.	Kennedy Way Surgery
1663	Access to Services, Access to NHS Dentist; Treatment and Care, Management of Service; Access to Services, Booking Appointments; Access to Services, Appointment Availability	Mixed	This individual gave feedback that they had to attend Yate MIU as they couldn't get through to her GP Practice and had had to give up. She says you can rarely get through to the practice and when you do there is no system telling you where you are in the queue. The phone can just cut off without any warning resulting in you sometimes having to ring in up to 10 times in quick succession just to get through.	Kennedy Way Surgery
1948	Access to Services, Access to NHS Dentist	Unclear	This individual gave feedback that appointments are difficult to get.	Kingswood Health Centre
1947	Access to Services, Convenience/Distance to Travel	Neutral	This individual gave feedback that there is difficulty in getting an appointment. The GP will phone back sometimes When you do get an appointment, the GPs are great.	Kingswood Health Centre
1899	Experience of Care, Incident Reporting	Negative	This individual gave feedback that they changed from this surgery to another because of what happened with their blood test. It became apparent upon this person requesting their notes for the Criminal Injuries Compensation Authority (CICA) that when they'd had blood taken and sent for testing that, although were told 'its all fine', and the computer system was saying, 'tell patient ok', no testing had actually been performed due to the date on the tube used and it was supposed to be repeated, but it wasn't. This individual sent them an email about this, but the response was unsatisfactory.	Leap Valley Surgery
1847	Access to Services, Appointment Availability	Negative	This individual gave feedback that its very difficult to get face to face appointments, only phone appointments are available.	Leap Valley Surgery, Downend, Bristol
1946	Access to Services, Access to NHS Dentist	Neutral	This individual gave feedback that now the practice (Coniston) has merged with Monk's Park, getting an appointment is now easier.	Mendip Vale Medical Practice
1515	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that his NHS dentist at this practice has left meaning he no longer has access to an NHS dentist.	Mydentist - Victoria Street - Staple Hill
1664	Experience of Care, Communication between staff and patients; Access to Services, Access to NHS Dentist	Mixed	This individual gave feedback that she changed GPs to Cadbury Health Medical Centre which she finds positive, helpful and with whom she can get a same day appointment if needed, because Orchard Medical Centre had be so unhelpful and rude about her suspected sprain injury.	Orchard Medical Centre
1396	Treatment and Care, Management of Service; Experience of Care, Staff - Caring, kindness, respect and dignity	Positive	This individual gave feedback that their GP is great. The admin staff recently arranged an emergency appointment for them at short notice. The kindness and support of all the staff is very much appreciated.	Orchard Medical Centre
1520	Corporate, Financial Viability; Corporate, Funding of services	Negative	This individual gave feedback that they own the pharmacy and they are only still open as they have more to lose. Him and his wife work long hours and have a terrible work/life balance. They have had to absorb more workload which helps with funding to some extent but the funding for pharmacy is broken. There are many medications they are providing for the NHS that they have to pay more for than they get paid for. There are many medicines that are simply unavailable so they spend a lot of time trying to find alternatives. They are also expected to see patients on top of this, and although funded, the capacity isn't there. They are burnt out and if they could get out, they would. They feel they can no longer offer the standard of service they used to pride themself on.	Pharmacy in South Glos
1362	Treatment and Care, Quality of ; Experience of Care, Staff - Quality & Effectiveness	Positive	This individual gave feedback that they and their family have had the good fortune to have received care at this surgery for many years and are very appreciative of the care they've received. They said the doctors have always been exemplary and the nurses and staff have gone out of their way to be helpful and reassuring. They said it's almost a pleasure to be poorly.	Severn View Family Practice
1942	Experience of Care, Staff - Capacity	Neutral	This individual gave feedback that they are happy with the surgery and can get an appointment when they need it.	St Mary Street Surgery
1871	Treatment and Care, Diagnosis or Assessment quality of; Continuity of Care, integration of health and social care, health promotion and wellbeing, Prescription/Repeat Prescriptions	Negative	This individual gave feedback that they feel incredibly let down. GPs have lied and refused to give them medication. They have been diagnosed with Border Personality Disorder and have received no support for that at all. Their referrals were messed with and they tried to say that this individual had refused them. This person feels that they have ADHD /autism and that their children do too.	St Mary Street Surgery
1661	Access to Services, Access to NHS Dentist	Negative	This individual gave feedback that her children are registered with this NHS Dentist but their appointments kept getting cancelled. The Practice only has 1 NHS Dentist. The children have not had an appointment with this Practice for over a year as appointments get cancelled. She keeps ringing to try and get an appointment for her daughter. They eventually told her that if it was an emergency she would need to take her to the Dental Hospital.	Staplehill Dental Practice
1997	Access to Services, Referrals - availability; Experience of Care, Communication between staff and patients; Experience of Care, Equality & Inclusion	Negative	This individual gave feedback that they had a phone appointment with the GP as a result of a request by the individual for a GP appointment to get a referral to a specialist to get female sterilisation by tubal occlusion, as per their midwife and antenatal doctors directions. During the call, the referral was denied, the procedure was denied, and this individual experienced racism, xenophobia and misogyny from the GP. They found a lack of professional standards, and ultimately the failure to provide a service that is included under the NHS.	Stoke Gifford Medical Centre
1944	Access to Services, Appointment Availability	Neutral	This individual gave feedback that they either phone or go online for an appointment, and they get one when they need it.	The Culverhay Surgery
1656	Access to Services, Accessibility and reasonable adjustments; Access to Services, Booking Appointments	Negative	This individual gave feedback that she can't read so is unable to make appointments online and had been trying to get an appointment for her disabled child. She says you have to wait for a long time on the phone to get through. She says it took her 6 weeks of attempts before she got offered a phone consultation only. She lives on her own and has small children and had wanted a face-to-face appointment with this child which she had asked for, but was told that only phone consultations were available for both her young children who have disabilities.	West Walk Surgery
1807	Access to Services, Accessibility and reasonable adjustments	Mixed	This individual gave feedback that the surgery uses an online service which is only good if you have online access. Their GP sent them for an Xray at Yate Minor Injury Unit and they will get feedback on the results via the GP.	West Walk Surgery
91667	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that he tends to go there for advice rather than the GP Practice and has a positive experience.	Westbourne Road Pharmacy, Downend

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
1543	Access to Services, Transport availability	Positive	This individual gave feedback that they have always been very good taking this individual to hospital appointments and waiting for them. Sometimes they wait longer than expected; which is very much appreciated.	Green Community Travel
1699	Access to Services, Appointment Availability	Positive	This individual gave feedback that initially she was told that she will need to wait for 12-18 months for her carpal tunnel surgery but she was given appointment within 4 weeks for the surgery and she was very pleased about it.	Southmead Hospital, Bristol,
1839	Access to Services, Appointment Availability	Negative	This individual gave feedback that she is concerned about her husbands care. He was told he needed an urgent operation, but has now been told that there will now be a 3 to 4 month, possibly longer, for this operation. They explored the idea of going private but have decided that they will just have to wait, with little hope of any ongoing support.	Southmead Hospital, Bristol,
1399	Treatment and Care, Quality of	Positive	This individual gave feedback that she was satisfied with the care her husband received for a broken ankle.	Southmead Hospital, Bristol,
1659	Experience of Care, Communication between staff and patients; Access to Services, Appointment Availability	Positive	This individual gave feedback that she was seen and diagnosed with a heart murmur by her GP and had to have bloods taken. She received a call that evening from Southmead Hospital saying she needed to have an urgent blood transfusion the next morning. She had wonderful service at Southmead Hospital and was diagnosed with Angina and referred onward urgently.	Southmead Hospital, Bristol,
1658	Treatment and Care, Speed of; Experience of Care, Staff - Quality & Effectiveness	Positive	This individual gave feedback that the staff on the Maternity Unit were amazing even though they were clearly really busy as they appeared to not have enough midwives. They opened a ward just for this individual (they only have 1 kidney so care is needed) and they were the only patient on the ward with 1 specialist midwife. They were very happy with the care they received.	Southmead Hospital, Bristol,
1886	Treatment and Care, Quality of ; Access to Services, Appointment Availability; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that their appointments with the Gynaecology Dept and the Imaging Dept for scans and test were within a couple of weeks of their GP referring them, and the results were one week later. Second more in-depth scans were needed, they had a call the same day as their first appointment and they took place the next day. Everyone was professional, understanding and explained the whole process totally putting this individual at ease at a difficult and worrying time.	Southmead Hospital, Bristol,
1848	Access to Services, Transport availability; Treatment and Care, Diagnosis or Assessment availability	Negative	This individual gave feedback that they found it difficult to get there for appointments as its difficult to use taxis and no transport options have been discussed. Their GP sent a referral to the hospital for a cancer ultrasound which was not picked up for 12 months until another appointment at the hospital where the consultant picked up the issue immediately. They are waiting for an appointment to decide what is next.	Southmead Hospital, Bristol,
1884	Treatment and Care, Quality of ; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they attended the Gynaecology dept and they were great. Friendly, kind and understanding, explained their role and next steps so this person knew what would happen. They explained their diagnosis well. They felt informed and in safe hands. It would have been great to continue their treatment there but unfortunately they had to go to another hospital for that and it wasn't such a good experience.	Southmead Hospital, Bristol,
1403	Treatment and Care, Quality of ; Access to Services, Appointment Availability; Access to Services, Provision of services	Positive	This individual gave feedback that they had a mammogram a week after a GP consultation and were told the following day there was an abnormality. Other appointments swiftly followed and she was given the all clear. Brilliant service from the NHS at a very worrying time.	Southmead Hospital, Bristol,

Urgent & Emergency Feedback Comments by Provider

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

ID	Theme	Sentiment	Feedback	Service Provider
1624	Access to Services, Provision of services	Positive	This individual gave feedback that they had received a superb service. As A&E was very busy they spoke with the patient's GP and arranged a visit to a 'hot' clinic (rapid access general outpatient clinic), which was the better option.	South West Ambulance Service (SWAST)
1660	Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that she had needed to attend A&E with a possible concussion. The triage was quick and efficient. Staff were pretty friendly generally. She was told she would have to wait about 4 hours for a CT scan, which it did, so happy overall.	Southmead Hospital A&E
1766	Treatment and Care, Quality of ; Treatment and Care, Speed of; Discharge, Co-ordination of Service	Positive	This individual gave feedback that they fainted and were taken here. They were in the hospital for a week but they are still under investigation in order to find out the reason being them fainting. The discharge process went smoothly, they found the treatment good and were very satisfied with the services.	Southmead Hospital A&E
1666	Treatment and Care, Coordination of Services; Access to Services, Booking Appointments	Positive	This individual gave feedback that he had phoned his GP regarding his injury who referred him to Yate MIU. The GP phoned in advance and an appointment was made for 2 pm the same day. He was called in for his appointment at 2.05 pm so he was really happy with the prompt service.	Yate Minor Injury Unit
81667	Access to Services, Appointment Availability	Positive	This individual gave feedback that they had a problem with a swollen ankle and went as a walk-in with no appointment and were seen very quickly, so a positive for them.	Yate Minor Injury Unit

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
1623	Treatment and Care, Safety of medical care	Negative	This individual gave feedback that their father suffers with Lewy Bodies Dementia and Parkinson's Disease. He was in the care home for 4 days. Despite the hospital passing on that he was very high risk for falls, he fell twice in 4 days and both times he was left unattended. The second fall resulted in a broken left hip and he is currently recovering in hospital. The care home have self-referred to the CQC for negligence. Their father is on apixaban so an ambulance should have been called straightaway, instead the staff failed to call an ambulance despite him being unable to lift his leg and expressing pain in his groin. They also hoisted him back to bed with a broken hip and failed to call the family or an ambulance for 3 hours.	Fairview Court Care Home, 42a Hill Street, Bristol
1625	Access to Services, Accessibility and reasonable adjustments; Access to Services, Patient Choice i.e. the legal right to choose where they receive their treatment; Access to Services, Referrals - timeliness	Negative	This individual gave feedback that her daughter has been on the waiting list for an autism spectrum disorder assessment for a year. She was told it would likely be at least another two years before she gets seen. Meanwhile they have leaflets to support them. She said many schools insist that children are diagnosed before they will implement reasonable adjustments or write an Education, Health & Care Plan (EHCP), which forces additional individuals onto the waiting list.	South Glos Council
1761	Access to Services, Social care; Experience of Care, Communication between staff and patients; Treatment and Care, Speed of	Negative	This individual gave feedback that she went to social services as her son has additional needs. She was referred to a social worker for 3 visits. She is still waiting for any support for her son. She has emailed the social worker three times and has contacted the manager but she has not gotten any response.	South Glos Council
1421	Experience of Care, Staffing Levels; Access to Services, Referrals - availability	Negative	This individual gave feedback that he and his wife have been carers for their severely autistic daughter for the past 33 years. She has very complex needs. For the past 5 years she has been having violent meltdowns. He managed to get the Council to agree that she should see a psychiatrist. Since that time, his daughter has had 4 social workers and 2 psychiatrists. He was told last year that they were going to try to get his daughter set up with independent living in Bradley Stoke, in a flat with 24/7 cover but has heard nothing since. They are close to breaking point trying to cope with the stress of the situation and he is suffering from depression and has started smoking again. They talked about moving her to a care home, but she would never give her permission, and he doesn't want her sectioned, because the last time that happened, she was hospitalised in Cambridge, which was much too far away. Things are moving so slowly, and she now has reasonable care plan, and they get once a week respite overnight. He feels like there is very little support for him and his wife.	South Gloucestershire Council
1398	Treatment and Care, Quality of	Positive	This individual gave feedback that she was satisfied with the care her husband received in the care home.	St Monica Trust

Community Care Feedback Comments by Provider



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ID	Theme	Sentiment	Feedback	Service Provider
1397	Treatment and Care, Speed of; Access to Services, Referrals - timeliness	Negative	This individual gave feedback that their GP referred them for a physio appointment. The letter said 18 weeks wait but it took 6 months. It is for pain in their shoulder. They now have a lot of joint pain elsewhere.	Sirona Community Services
1897	Experience of Care, Communication between professionals	Negative	This individual would like to complain about the communication skills of the team who deal with ADHD assessments and waiting lists. His daughter is waiting for an ADHD assessment. He understands there is a long waiting list, but he has found the communication with Sirona to be really bad during this time. They have been very slow to return his calls and emails. When he asked how long the ADHD assessment would be, they took weeks to get back to him. Once they did get back, they kept changing their answer. He understands that they are busy but he also knows what is and isn't an acceptable standard of returning calls and emails. He told them he would like to make a complaint, and had a call with the manager who said they would send him the information to make a complaint via email. He did not receive this information, and has since been trying to get in touch with them. He himself understands the healthcare system, but doesn't know how families who are unfamiliar with it manage to navigate it.	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
1898	Treatment and Care, Effectiveness of	Negative	This individual gave feedback that they had a mental health nurse come to do an assessment at their home. They were then referred on the Recovery Team. The MH nurse was fine; kind, gentle, understanding, perceptive, non judgemental in attitude to this individual about the state they were in. This person has found that their experience with the Recovery Team from start to finish has been poor at best, traumatic at worst, and in general disillusioning. They feel that it's been a terrible waste of both my time, and some of my supporting friends, and the NHS' time and money and resources. They have found there to be poor communication, lack of clarity and continuity and consistency between members of staff, poor record keeping and truthfulness and handover, and reasonable adjustments for those with neurodiversity and MH needs.	Avon and Wiltshire Mental Health Partnership (AWP)
1532	Experience of Care, Communication between professionals; Experience of Care, Communication between staff and patients	Positive	This individual gave feedback that they are an adult with complex needs, physical and mental health issues and are in receipt of adult social care. This is really helpful organisation with some very good workers. It has enabled them to help keep their tenancy and access appointments in the community . They like that they carry out regular reviews with their social worker alongside so they keep the care they have up to date with their many complex needs.	Stepping Stones to Independence

General NHS Services Feedback Comments

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ID	Theme	Sentiment	Feedback	Service Provider
1885	Treatment and Care, Effectiveness of	Positive	This individual gave feedback that the instructions to take the stool sample were clear and easy to follow. The test result came back well within the time frame described. All-in-all a much less distressing experience than this person's previous screening which was a colonoscopy.	ALL NHS

Provider Responses about the Previous Quarter's Report