

The value of listening

Healthwatch Bristol, North Somerset and South Gloucestershire
Annual Report 2023-2024



healthwatch
Bristol
healthwatch
North Somerset
healthwatch
South Gloucestershire

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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chair

I would like to thank our very skilled and dedicated team of staff, volunteers and Board members for their hard work and compassion, and the public for sharing their experiences with us.

In 2023/24 we achieved our long-term aim to bring Healthwatch closer and more accessible to those seldom heard by moving to The Galleries in the centre of Bristol.

The Galleries has a good footfall, and this has increased our reach and enabled more members of our community who may not have found us easily to meet face to face and share their experiences.

The move has also given us the opportunity to invite other organisations, both voluntary sector and the health service, to use our space and to provide ease of access to information and support for the public.

Our engagement strategy has been reviewed and promotes the use of our limited resources more effectively, focusing on building relationships and trust with inclusion groups to help under-represented communities have a voice and receive trusted information.

Across our area that comprises of three Healthwatch, communities have very different needs. This has determined where we focus. In Bristol, we are gathering the experiences of people who are refugees and asylum seekers. In North Somerset, we are talking with those with lived experience of substance misuse and in recovery. In South Gloucestershire, our focus is on people with sensory loss and impairment.

This year we have renewed our efforts to identify ways our insights, which are sent to providers and commissioners, can make an impact now and be included in plans for the future. Our influence has led to systems embracing our research and intelligence and routinely build it into their decision-making processes.

By networking and building dialogue with other Healthwatch both nearby and further afield we have been able to review how we work and to learn from others' experience.



“Strategically, we continue to represent the public lived experience at all levels of the health and care system, including the Integrated Care Board, Integrated Care Partnership, Health & Wellbeing Boards, and Scrutiny Panels for the three Local Authorities Areas, plus numerous other Committees and Panels across health, care, and the voluntary sector. This gives us a wide understanding & an opportunity to make impact.”

Georgie Bigg, Chair, Healthwatch BNSSG



About us

Healthwatch Bristol, North Somerset and South Gloucestershire is your local health and social care champion.

We make sure social care, and NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can help you to find reliable and trustworthy information and advice.

Our vision

Bristol, North Somerset and South Gloucestershire is a place where people's experiences help improve health and care.



Our mission

By offering all people of Bristol, North Somerset and South Gloucestershire a strong voice, we will improve the quality of local health and social care.



Our values are:

In everything we do, we uphold our values. These include being **transparent**, **non-judgemental**, and **independent**.

We are **inclusive**, have **integrity** in our work, are dedicated to **co-production**, and strive for **continual improvement**.

We adhere to the Nolan Principles, also known as the Seven Principles of Public Life. This means that we carry out our work with selflessness, integrity, objectivity, accountability, openness, honesty, and leadership.



Year in review – Bristol

Reaching out:

978 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

29,117 people

came to us for clear advice and information about topics such as accessing GP services and hospital waiting lists.



Making a difference to care:

We published

3 reports about the improvements people would like to see in health and social care services.

Our most popular report was:

‘Your NHS menopause experience’

which highlighted the struggles people face accessing healthcare whilst experiencing pre-menopausal, menopausal, and postmenopausal symptoms.



Health and social care that works for you:

We're lucky to have

21

outstanding volunteers who gave up 1270 hours to make care better for our community.

We're funded by our local authority.
In 2023 - 24 we received

£119,506

which is the same as the previous year.

We currently employ

**3.5 full time
equivalent staff**

who help us carry out our work.



Year in review – North Somerset

Reaching out:

539 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

1014 people

came to us for clear advice and information about topics such as NHS dentistry and mental health.



Making a difference to care:

We published

4 reports about the improvements people would like to see in health and social care services.

Our most popular report was:

'Time to think differently about adult social care' which highlights what will matter to people if they need adult social care support, and the barriers people face accessing adult social care services in North Somerset.



Health and social care that works for you:

We're lucky to have

13

outstanding volunteers who gave up 370 hours to make care better for our community.

We're funded by our local authority. In 2023 - 24 we received

£54,450

which is the same as the previous year.



We currently employ

2 full time equivalent staff

who help us carry out our work.

Year in review – South Gloucestershire

Reaching out:

238 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

821 people

came to us for clear advice and information about topics such as social care and pharmacy services.



Making a difference to care:

We published

1 report: Changes at your GP surgery

Following patient feedback, including from Healthwatch, the NHS committed to making it easier and quicker for you to get the help you need from your GP and the healthcare community around your surgery. Our new booklet explains what changes and improvements you may see.



This was a joint project with Healthwatch Bristol and Healthwatch North Somerset.

Health and social care that works for you:

We're lucky to have

5

outstanding volunteers who gave up 269 hours to make care better for our community.

We're funded by our local authority. In 2023 - 24 we received

£55,114

which is the same as the previous year.



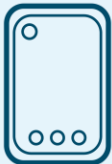







We currently employ

2 full time equivalent staff

who help us carry out our work.

How we've made a difference this year

Spring	 <p>Highlighted concerns raised by patients about the local service providing non-urgent medical transport to and from NHS appointments.</p>	 <p>Began hosting a three-year contract for Maternity and Neonatal Voices Partnership, helping us hear from mothers and birthing people.</p>
Summer	 <p>Promoted ChatHealth, a confidential text service for young people in the local area to discuss a range of issues such as mental health with a school nurse.</p>	 <p>Encouraged residents to have their say on South Gloucestershire Council's draft Special Educational Needs and Disabilities (SEND) strategy.</p>
Autumn	 <p>The new Bristol dental school was adapted, based on patient feedback and our guidance, to include a sensory room for neurodiverse patients.</p>	 <p>Continued to share information about Covid-19 and flu vaccination programmes, including eligibility criteria and details of local walk-in clinics.</p>
Winter	 <p>We highlighted the state of NHS dentistry and issues with access, and contributed to a governmental cross-party select committee to ask for national change.</p>	 <p>Published our 2023-2028 engagement strategy, setting out how we plan to build better trust and relationships with health inclusion groups.</p>

Your voice heard at a wider level

This year we added a Data & Insights role to our team and upgraded our database. As a result, there's huge interest in our feedback. Your voices now contribute routinely to service improvement and change.

Achievement one



This year we've created a Power BI dashboard of our feedback that we update monthly and share with over 80 leaders, and all who represent service providers on the Integrated Care Board. It gives up-to-date access to residents' experiences of care. The dashboards can be filtered by the user to hone-in on their area of interest.

Achievement two

We have begun creating bespoke reports for different sectors and service providers, including public health, community health, hospital trusts and primary care. These show the needs of people using that service in an area, over a given timeframe and the data is used regularly in reviews and needs assessments.



Achievement three



We've updated our quarterly Local Voices report, which we share with service providers and commissioners. They now offer clearer understanding of the views of service users, including those with protected characteristics, health inclusion groups, themes and sentiments, along with detailed feedback comments.





Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture and feed this back to services to help them improve.

Making annual checks easier and more accessible

If you have a learning disability and are over 14 years old, your GP should offer you an annual health check. Healthwatch designed a pre-health check questionnaire, co-produced with people with a learning disability, which has been updated to improve outcomes for patients.

The questionnaire was first launched in 2020, and we were delighted to be asked to update it by our Integrated Care Board. Information about reasonable adjustments, a question about vaping, and questions around bowel cancer screening, cervical screening and mammograms have all been added to the updated questionnaire to support much-needed health improvement.

98%

of people have been leaving annual health checks with a health action plan, compared to 53% previously.



Who benefits from the questionnaire?

The Easy Read questionnaire is a tool for people with a learning disability, and their carers or supporters to fill in before attending their annual health check (AHC). It supports people with a learning disability to recognise when things aren't right, take actions to keep healthy, speak up, and seek help if they need it. The goal of an AHC is to promote good health and ensure better and longer lives.

GPs can access the resource via computer systems linked to every surgery, such as Remedy. GPs now routinely send the questionnaire to people with a learning disability or their carer before the AHC.

What difference did this make?

- The questionnaire promotes the take-up of annual health checks, raising awareness of their importance and contributing to improving the health outcomes for people with a learning disability.
- It raises awareness of Health Action Plans, highlighting relevant conditions that are sometimes missed (such as constipation) and the importance of having health screenings (such as for breast and testicular cancer).
- In 2021/22, GP surgeries in BNSSG achieved the highest annual health check completion rates in the South West. 18% of surgeries completed 100% of their annual health checks.
- In 2023, GP surgeries in BNSSG had an 83% completion rate of annual health checks – the highest rate in the South West.

Your NHS menopause experience: influencing better care

Our research around women's experiences of the menopause, including feedback from almost 400 people, has contributed to plans to improve menopause care and women's healthcare more widely.

There are low expectations when seeking medical support for the menopause. A lack of compassion from healthcare professionals, difficulty identifying menopausal symptoms, and confusion around Hormone Replacement Therapy (HRT) and alternative treatment options were among the issues identified by those we heard from.

Women spoke to us about their battles to be diagnosed, treated and supported during the menopause. Their stories helped us identify where there are gaps in services and how care should be improved.



“This research provides solid evidence of the need for more responsive service provision and highlights the importance of better training for GPs and all health professionals.”

Penny Gane, Chair, Bristol Women's Commission

What impact has this had?

- We now represent women at the Bristol, North Somerset and South Gloucestershire ICB Women's Health Steering Group and are part of the Women's Health Taskforce.
- One of our recommendations was that designated leads are appointed in each Primary Care Network to provide specialist advice and signposting on the menopause. The steering group has committed to working with GP surgeries at the Primary Care Network (PCN) level to improve existing provision through a 'Women's Health PCN' initiative.
- People will be able to access a clinician with an interest in menopause within the PCN. This may be via PCN-level menopause clinics led by a clinician with an interest that practices can book into, or through an established mechanism for other clinicians to seek advice and guidance within the PCN.
- Our research with all women, including minoritised communities was recognised by the Bristol Health and Wellbeing Board as providing evidence for changes that would be made to menopause care using the funding from the National Women's Health programme.
- Our report was included in Bristol City Councils Women's Health Needs Assessment – the first of its kind in the UK, and recommended services take note of findings and 'consider subsequent action to improve women's health'.

Time to think differently about adult social care

What would be important to you if you needed help from adult social care services in the future? Through two focus groups, plus verbal and written/email feedback, people living in North Somerset told us what matters to them.

This work was commissioned by North Somerset Council. We heard that people wanted:

- accessible language in all social care documents and online
- clearer information about what support adult social care can offer, and where to find this information
- explicit information on care processes, how people are assessed and the potential outcomes of care assessments
- information people can access independently
- accessible information on financial planning in relation to social care
- guidance and opportunities for people to consider social care planning to address their potential future needs
- information on social prescribing and advocacy services, and what the eligibility criteria is for these services

What difference did this make?

- North Somerset Council said they would be updating the information on their website and make sure accessible information such as Easy Read versions were available.
- The council said they will address the fact that their current website does not give the public enough information on what adult social care is about.
- They are currently working on an online financial calculator so that people can check the potential financial implications to them before requesting support from adult social care services.
- They will make sure there is clear information available about how to access advocacy.

The people who spoke to us wanted to be listened to; good communication between staff and service users; a timely and responsive service; a flexible service tailored to individual needs; a service that promotes independent living; and a compassionate and accessible service.



“...because I’ve got so many complex conditions, I’m struggling regarding getting healthcare...it’s not clear to me the route, therefore I would tend not to even ask about it until it gets to a crisis situation”.

Man, 70, living with multiple long-term conditions

Changes at your GP surgery: monitoring how care improvements will benefit patients

We react to what people tell us, and we noticed that people often told us they didn't understand if their GP surgery was changing for the better. We wanted people to know about NHS plans to 'tackle the 8am rush' and make it easier and quicker for people to get the help they need from their GP practice and surrounding healthcare community. What's more, your help is crucial to help us monitor these changes.

We created a booklet outlining what changes we felt you'd want to know about. We explain the National Delivery Plan for surgeries that recognise the need for better access to appointments and call backs.

The booklet includes information about what the Plan means for patients, such as the roles of the various qualified health professionals who are being recruited in surgeries and wider communities surrounding them. We include information about Pharmacy First and your rights when it comes to digital registration for appointments. We also included case studies of good practice in the local area.

325 people shared their thoughts on what was good about their surgery and what could be improved.



"What an amazing publication".

Chair of local Patient Participation Group



The booklet is in hard copy and online via our websites. The publication has been sent to every GP surgery across Bristol, North Somerset and South Gloucestershire, plus a poster with QR code.

Who has the booklet helped?

- GPs told us they found the information in the booklet very useful, especially the information about the different staff roles that are currently available or will be offered in the future at GP surgeries.
- GPs and other healthcare professionals agreed that more information is needed to help everyone understand the changes.
- The booklet has been so popular with the public and healthcare professionals that an updated version has been created to include more recent changes such as Pharmacy First and digital changes.

Changes at your GP surgery

Help us monitor how care improvements benefit you as a patient

healthwatch Bristol | healthwatch North Somerset | healthwatch South Gloucestershire



Three ways we have made a difference in the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Ensuring patient privacy and dignity

A patient told us that whilst waiting for an X-ray, she was asked loudly in the reception area if she was wearing a bra.

She felt that this question could have been asked somewhere more private. We raised it with North Bristol NHS Trust. The radiography department understood the importance of privacy and dignity. They reminded staff that patients should be brought from reception to the changing area before being asked any personal questions. They also confirmed a process for helping patients who preferred not to have conversations through a Perspex screen at reception. Staff now meet them at the side of reception so that their chat can be more discreet.



Offering a drop-in Hub – speak to someone face-to-face!

We moved from an office block to a public-facing shop in central Bristol, which means you can come in and chat to us, five days a week.

Not everyone is comfortable or able speaking to us by email or over the phone. We've been in The Galleries shopping centre for a year and we've seen a big increase in feedback and signposting requests. We've offered desk space to partners such as Bristol Dementia Action Alliance and the Carers Support Centre, where they've carried out public engagement and outreach. We've been asked to host vaccination clinics and community health checks over the coming months.



Care improves when things are more integrated

Services working better together is something that patients really appreciate. Last year we highlighted that some mums didn't have a smooth move between midwives at acute trusts and community health visitors.

This meant some did not get support with their mental health. South Gloucestershire Health Scrutiny asked for an update on the issue after we raised it, and Sirona confirmed that a new care pathway has been established to improve how midwives and health visitors liaise. Thanks to the mums and birthing people who told us about their experiences, this wrap-around support will be felt by others in 2024.



There's a summary of other outcomes we've achieved this year in the Statutory Statements section at the end of this report.



Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have listened to different communities by:

- Attending a wide range of events, including Pride and International Women's Day.
- Connecting with rough sleepers and disadvantaged vulnerable adults with the support of local organisations.
- Hearing from people who used foodbanks across the local area.
- Carrying out Enter and View visits, speaking to people staying on inpatient mental health wards.

Stories from new mothers: accessing maternal mental health services

Healthwatch England commissioned ourselves and four other local Healthwatch to listen to new mothers about their experience of maternal mental health. In 2022 they told us about their struggles finding services that could support their needs.

Many said that they found it difficult to access the right help and faced long waiting lists or delays – some weren't sure where to look or hadn't been offered information.

In 2023 we mapped the organisations that offered mental health care during pregnancy and after birth. We recorded the contact details for 17 services that offered support to new mothers, fathers and family members. They incorporated NHS services (specialist and generalist), charity services and those provided by local communities.

For each organisation or service, where available, we included: the geographical area covered, referral criteria and process, type of support offered, length of intervention provided, and a website link/contact information.

This 'mapping' information has been shared widely and can be viewed on our Bristol website.



“There wasn't one place I could go and look through all the support I could get and I could pick out what was right for me. It just felt like it's a bit scattered all over the place and I had to do a lot of research.”

Mother who spoke to Healthwatch Bristol

Hearing from people staying on inpatient mental health wards

Last year, we received several pieces of feedback about adult inpatient mental health wards, managed by Avon and Wiltshire Mental Health NHS Partnership Trust.

We decided to hear directly from patients staying on these wards. This past year we visited the medium secure Fromeside Unit, and adult acute wards Lime, Cherry and Silver Birch. We will be visiting Oakwood Ward and Juniper Ward over 2024/2025.

Our Enter and View team is led by volunteers and supported by staff. They spoke to patients and AWP workers. Our questions investigated quality of care plans and staffing levels, the discharge home process, safety and respect issues, and the quality of food.

We also created a survey to gather views from family, friends, and carers of patients so that we could highlight the perspectives of everybody involved.

We're looking forward to visiting the final two wards and being able to share the insights and recommendations. An Inpatient Transformation working group will be looking at the findings.



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need.

This year we've helped people by:

- Hosting a range of awareness days in our public walk-in hub, on topics such as men's health, dementia, and accessible transport.
- Publishing information materials in languages other than English and in Easy Read.
- Creating a dental information sheet for people struggling to find an NHS dentist.
- Providing explainers for national initiatives such as Patient Choice and Pharmacy First, and step-by-step how-to guides in a range of languages about the NHS app.

Providing clear information about mental health support for

Parents and carers there said it was unacceptable that it's so hard for them to find information about mental health support for their children aged 5 to 11.

To help parents and carers see what support is available and the routes into receiving it, we created two infographics: one for sharing digitally, and one that can be easily printed.

The services have been divided into those most appropriate for children with mild, moderate, and severe difficulties. We also included some national organisations that can be accessed by children.

Organisations mentioned on the infographic include [Off The Record](#), [Full Circle Project](#), [Empire Fighting Chance](#), & [Love Squared](#). It has been shared very widely.

Emotional support and guidance for 5-11 year olds in Bristol

getting advice

If you notice a young person showing signs of anxiety, low mood or any other behaviours that may worry you, start by doing some research.

Websites you could try:

- Happy Maps - happymaps.co.uk
- Place2Be - place2be.org.uk

getting help

Seek professional help if your child is showing: phobias, worrying, panic attacks, a fear of social situations, issues with separation, low mood, sleeping problems, stress or irritability.

Off the Record (OTR) supports young people in a variety of ways and has workers in some schools.

School nurses offer information and guidance around wellbeing for young people.

Kooth provides online emotional support for 11 - 18 year olds.

getting more help

If a young person's feelings or behaviours become more concerning, they may need further support. Issues could include increased anxiety, depression, self harm, violent or angry behavior, difficulties with food, obsessions or compulsions, and delusions or hallucinations.

CAMHS provides one-to-one and family sessions, medication, and stays in hospital. Schools and GPs can refer young people to CAMHS. You can also search online for the 'Bristol Directory for Children and Young People', which lists local wellbeing services and information.

Scan the QR code to view a digital version of this infographic, which includes web links to the organisations mentioned and additional information.

healthwatch Bristol

An award for increasing digital literacy

Digital tools can make a positive difference to healthcare – but only if it's clear how to use them.

Thousands of people are finding it easier to use digital health services, after we started offering guidance and learning sessions.

Digital platforms increasingly have a place in healthcare for things like booking appointments, especially following the pandemic. But there's a risk of exclusion for people who aren't confident with these services or can't access them.

Making sure everyone can get the benefits of digital services

- We ran face-to-face and online workshops, developed guidance and resources, and taught staff in GP practices and care homes how to support people to use online services.
- Patients learnt to re-order medications, look at test results and find their medical notes. It has reduced the time and money people spend on calls to GP surgeries, and empowered patients.
- [Digital how-to guides](#) continue to be requested by the public and health professionals.



We are delighted that this work was commended at the Healthwatch Impact Awards 2023



Volunteering

We're supported by a team of amazing volunteers who are at the heart of many of the things we achieve. Thanks to them we are able to understand what needs improving.

This year our volunteers:

- Helped input hundreds of pieces of feedback into our new database.
- Supported public awareness days held in our Healthwatch walk-in hub.
- Assisted staff at engagement events, collecting feedback and providing information.
- Carried out Enter and View visits to several local inpatient mental health wards.
- Ran Patient Participation Group Chairs' networks and brought insights at regional Citizens' Assembly, and meetings such as UHBW's 'Experience of Care', Sirona's People's Voice and NBT's Patient and Carer Experience Group.



"I left work to care for my husband and after his death I needed something new and challenging to do. As a Trustee of Bristol Older People's Forum, I have a particular interest in the health of older people. I joined Healthwatch as I knew from experience how important it is to hear what the public has to say about health and social care. I have enjoyed the outreach opportunities hearing about people's experiences. I recently joined the Prioritisation Panel, where Healthwatch identifies the annual workplan and key issues that we can feed back to providers to influence change."



Pat –
Healthwatch BNSSG



"Volunteering has made me aware of the challenges that the local healthcare system faces and the needs among local people. As a newly arrived immigrant, I have learnt from staff and experienced volunteers through training, attending the AGM, data entry, helping with the community engagement events, Health Awareness Days etc. Thanks to Healthwatch for the volunteering opportunities! The participation in all the volunteering activities has fostered a sense of belonging in this new community. Hopefully, I can bring some of my social work knowledge and skills that I developed in Hong Kong community-based mental health services, to Healthwatch?"



Lo Ming –
Healthwatch BNSSG



"I recently retired after 40 years in the NHS, and wanted to connect with my local community using the skills I gained through my working life. As a volunteer, I have provided support in the office, attended engagement events, and joined the Prioritisation Panel. I particularly enjoyed co-leading the Core20PLUS5 project, unpicking why people in the most deprived areas and those in marginalised groups experience the highest health inequalities, identifying the barriers that individuals were experiencing, why, how and when they access care, and what happens if they don't access care."



Julie –
Healthwatch BNSSG



A word from our Volunteer Coordinator

Our volunteers have had a busy year helping us spread our message and enabling people to have their voices heard.

This is the response from one health professional, who our panel of volunteer readers got involved with. They scrutinise and make amendments to the pharmaceutical literature.

“We have found working with Healthwatch really positive, they have provided service user feedback into our workstreams. An example is their comments on a draft patient information leaflet. Their lived experience has ensured that information is not only understandable but also practical for other patients. This helped us produce some fantastic resources for patients.”

- Lisa Rees, Principal ICB Medicines Optimisation Pharmacist

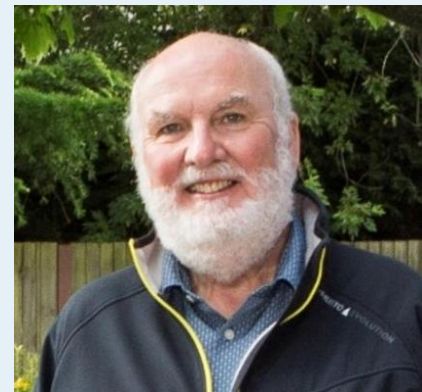
Many volunteers bring with them years of experience from the health and social care sector. Two headed up our recent [Core20PLUS5 project](#), looking at the inequity of health within areas of multiple deprivation and the impact from the gaps in support or treatment of people's health conditions. This six-month project began in 2023. More information can be found within the reports section on our websites. Six volunteers have attended Enter and View visits at wards managed by Avon and Wiltshire Mental Health Partnership NHS Trust.

We felt honoured to be invited to celebrate the life of one of our longest serving volunteers, Lance Allen, who sadly died this year. Lance was active as a Healthwatch Trustee for ten years, after retiring from a highly successful career. We would like to acknowledge his valuable contribution.

Lance will always be remembered by his friends and colleagues at Healthwatch.



Jacqui –
Healthwatch Bristol,
North Somerset and
South
Gloucestershire
Volunteer
Coordinator



Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.

 www.healthwatchbristol.co.uk/what-can-i-do-volunteer

 www.healthwatchnorthsomerset.co.uk/what-can-i-do-volunteer

 www.healthwatchsouthglos.co.uk/what-can-i-do-volunteer

 0330 055 3251

 jacqui@healthwatchbnssg.co.uk



Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£229,070	Expenditure on all pay	£259,515
Commissioned work income	£156,437	Non-pay expenditure	£46,539
Bank interest plus additional	£4,580	Office and management fees	£81,610
Total income	£390,087	Total expenditure	£387,664

Additional income is broken down by:

- £14,937.00 from North Somerset Council for an adult social care future services project.
- £22,125.00 North Bristol Trust about communication methods to reach people with significant needs while waiting for surgery
- £34,375.00 received from Bristol City Council for an adult social care coproduction project
- £85,000.00 received for the Maternity and Neonatal Voices Partnership (MNVP) work with communities

ICS funding

Healthwatch has received funding to host the MNVP for ICS 'Healthier Together' across Bristol, North Somerset and South Glos :

Purpose of ICS funding	Amount
Maternity and Neonatal Voices Partnership for Bristol, North Somerset and South Gloucestershire ~ over 3 years MNVP roles covering Community Engagement, Projects, Volunteer coordination and communications	£225,000.00

Next steps

Over the next year, we will keep reaching into every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Understanding how to better meet online and digital health and care support needs in Bristol.
2. Evaluating Pharmacy First after one year in North Somerset.
3. Palliative and end of life care – quality, experiences and integration with relevant South Gloucestershire services.
4. Enter and View visits to pharmacies and pain clinics.



Statutory statements

**Healthwatch Bristol, North Somerset and South Gloucestershire,
Unit 21, Union Gallery, The Galleries, Broadmead, Bristol BS1 3XD**

**Healthwatch Bristol, North Somerset and South Gloucestershire
uses the Healthwatch Trademark when undertaking our statutory
activities as covered by the licence agreement.**

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Board of Trustees consists of eight members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. In 2023 they invited Healthwatch England's new Chief Executive Louise Ansari to BNSSG where she met the staff team, volunteers, ICS leaders and our commissioners.

In 2023/24 the Board met eleven times. They discussed and updated accounting and reporting on finances, created a new risk register, signed off updated staff handbook and health & safety policies, strengthened freelance workers' contracts on commissioned projects, and agreed an engagement strategy to better understand health inequalities with more reach into seldom-heard communities.

Methods and systems used across the year to obtain people's experiences

During 2023/24, we have been available by phone and email, provided a form on our website and opened a high street engagement hub open five days a week.

We built awareness through social media, attended meetings of community groups and forums with those who use social care, with the drug and alcohol recovery community, amongst people with sensory impairment or loss, and with refugees and asylum seekers. This is in addition to being available at community service settings, at acute hospitals in our region, libraries, and peer support spaces.

Feedback is compiled quarterly into a Local Voices report and sent to over 400 system leaders across the BNSSG patch. Another 80 connect and filter this data themselves using our Power BI app. These contacts receive all research reports and Enter & View reports. They will receive this annual report and it will be promoted on social media, put as a QR code on posters and be published on our three websites so that as many members of the public and partner organisations receive it as possible.

Responses to recommendations

All providers we asked responded to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, no resulting reviews or investigations. Using an Excel tracker we plot changes and communicate how they impact the public.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us by the public.

In our three local authority areas we take information to Health and Wellbeing Boards and the Health Overview & Scrutiny Committees. We bring data to the Integrated Care Partnership, ICS System Quality Group,, ICS Quality Improvement Group, Medicines Optimisation, Primary Care Commissioning, The Care@Home Board and GP Access Recovery Steering group. In 2024 we began providing data insights to the developing ICS landscape; four decision-making meetings for Health & Care Improvement (we contribute to Community and Mental Health, Learning Disability and Autism). BNSSG Population Health Management are triangulating our data to see improvements across three ICS Outcomes Framework metrics. We share our data with Healthwatch England to help address issues at a national level.

Enter and view

We made four (out of six planned) Enter and View visits to Avon and Wiltshire Mental Health Partnership Trust (AWP) inpatient acute adult wards this year and have made evidence-based recommendations.

Location	Reason for visit	What you did as a result
Wellow Ward, Fromeside, AWP	This ward was added to a list of 5 already planned for inpatient visits. This is a medium secure facility we visited following a request by our System Quality Group.	Report includes patient feedback and recommendations.
Lime Ward, Callington Road Hospital	The Enter and View acute adult wards visits were decided by our Prioritisation Panel BNSSG following feedback about them in 2022/23	As above
Silver Birch Ward, Callington Road Hospital	As above	As above
Cherry Ward, Callington Road Hospital	As above	As above

Healthwatch representatives

Healthwatch BNSSG is represented on the Bristol, North Somerset and South Glos Health and Wellbeing Boards by Vicky Marriott, Chief Officer, Healthwatch BNSSG (attended Bristol and SG) and Georgie Bigg, Chair of Trustees (attended NS). During 2023/24 our representatives brought presentations each meeting covering our Local Voices feedback themes and our research reports' impacts and outcomes.

Healthwatch BNSSG is represented on the BNSSG Healthier Together Integrated Care Partnership by Georgie Bigg and by Vicky Marriott at the BNSSG Healthier Together Integrated Care Board meetings.

2023 – 2024 other outcomes

Project/activity	Outcomes achieved
ICS Quality Performance and Outcomes Committee.	Brought case studies & relevant themes to each meeting, these became the first item for discussion.
Helped promote the participation of a person with lived experience for the Women's Health Hubs.	Our influence ensured this was someone with experience of menopause services to influence the Women's Health Hub Steering Group work.
Connecting our insights with Population Health Team at the ICS and sharing via the Power BI app.	The ICS Outcomes Framework indicators will include our data for their BNSSG system analytics on equity of access, integration and information.
Contributed insights to ICS Intelligence Hub for a service review.	Informed a Funded Care deep dive about the lived experience of people with the most complex care needs.

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healthwatch
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in Healthwatch Bristol, North Somerset and South Gloucestershire