

# Local Voices

### **Quarter 3: October - December 2023**

Local Voices reports are a collation of public experiences of health and social care. These stories build a picture of how services work well or can be improved for communities across Bristol, North Somerset and South Gloucestershire, and this is especially important for those people with the poorest experiences and outcomes. Our expertise is in using inclusive engagement methods to provide feedback which is otherwise missing from data sets.

We have a feedback hub situated in a retail unit in The Galleries, Bristol and our team reaches into communities across the BNSSG area. Our aim is for the collected insights to help the system and its many providers personalise services, improve quality and innovate to overcome access issues. We take feedback at face value and share it anonymously. If the public consent for it, we can share contact details for case studies and to support service coproduction or codesign.

All our public contacts are offered guidance and information related to advocacy or on complaint options. Our staff and volunteers' knowledge of the health and care landscape help people to make informed choices about their care, and those of their loved ones. 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.



Healthwatch Bristol North Somerset & South Glos, Unit 21 Union Gallery, middle level, The Galleries, Bristol, BS1 3XD Registered charity 1158487 and company limited by guarantee.

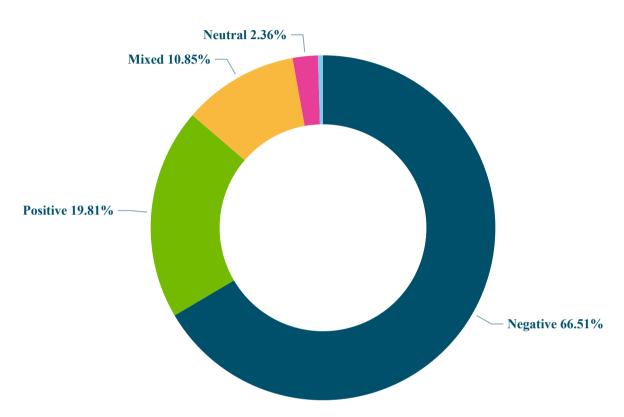
### **Headline Figures**

**Bristol** 

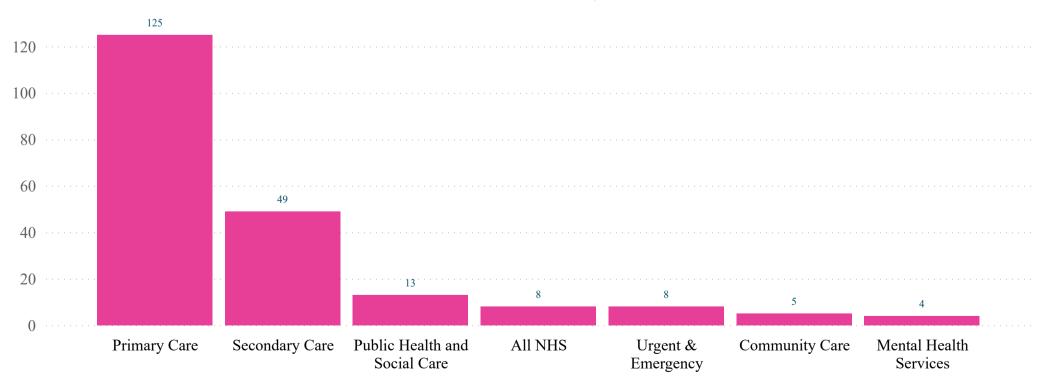
healthwetch



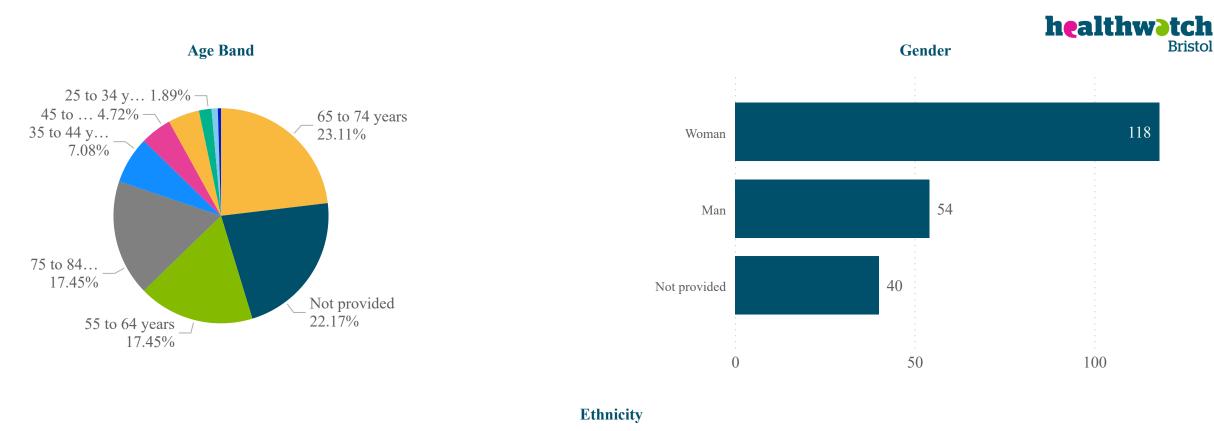
### **Overall Sentiment of Feedback contacts**

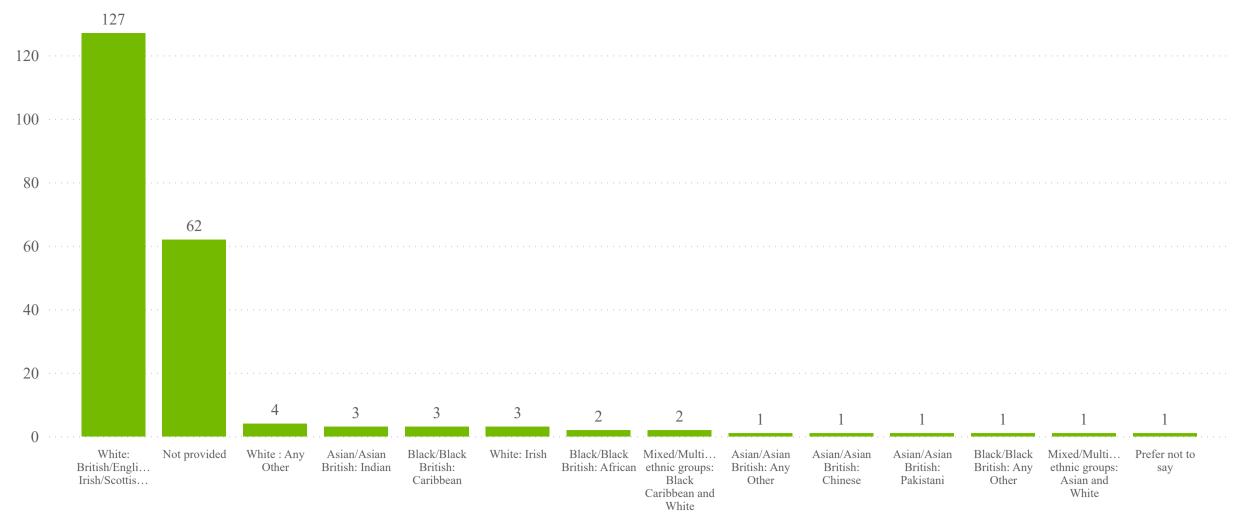


### Feedback contact by sector

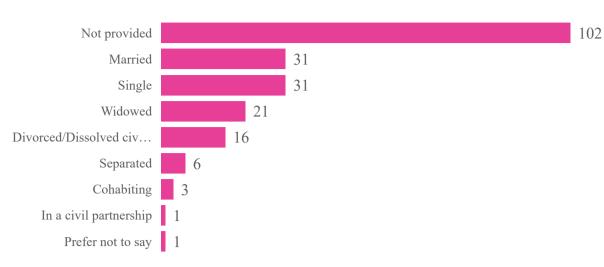


### **Demographics**

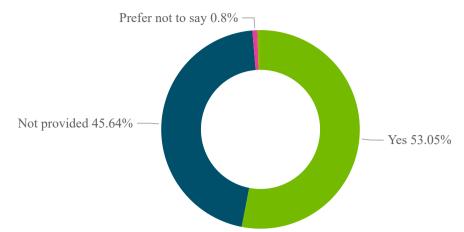




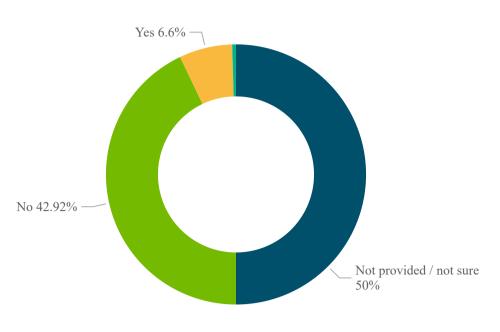




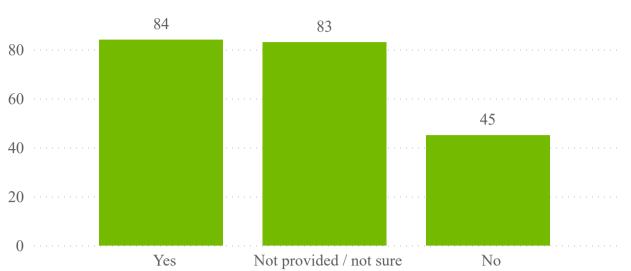
Identifies with the gender assigned at birth



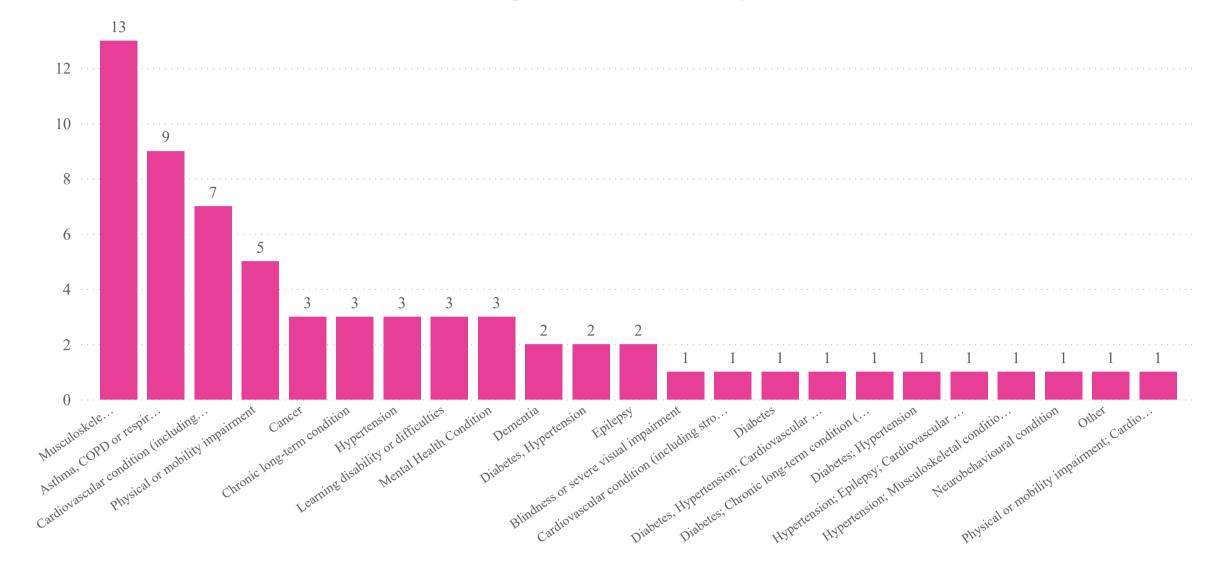
Identifies as being a carer



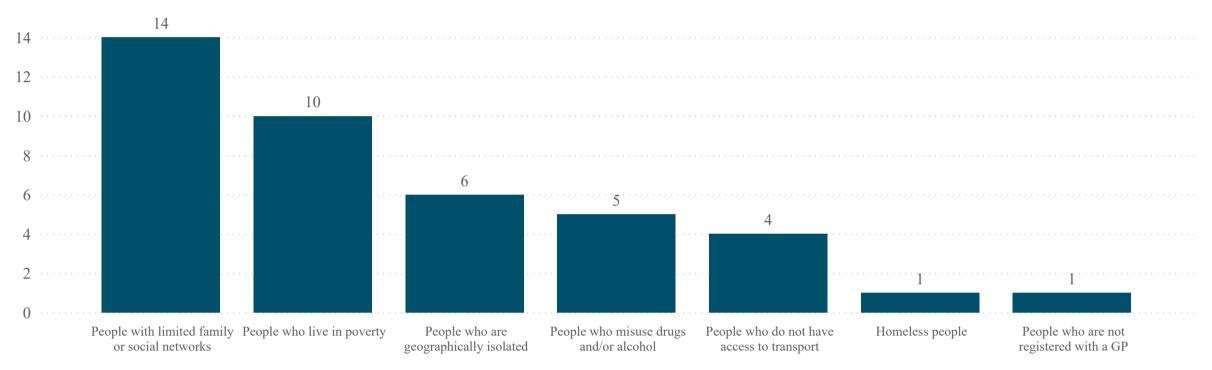




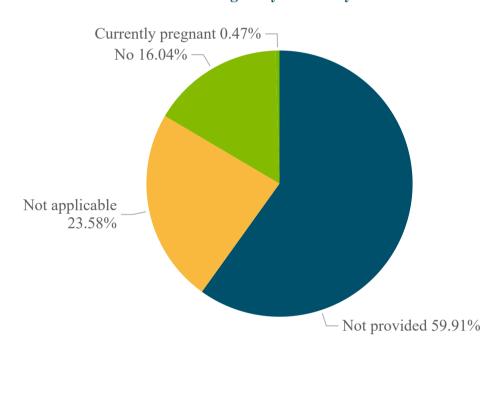
#### Long-term health condition / disability



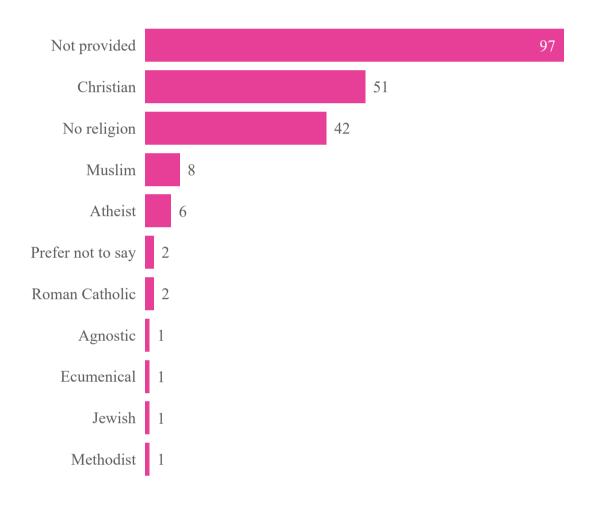
#### **Health Inclusion Group Category**

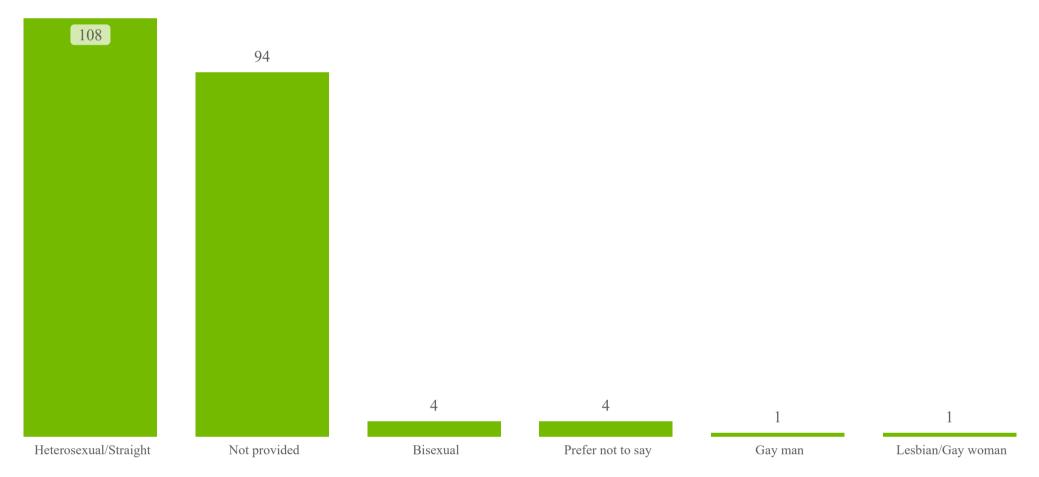




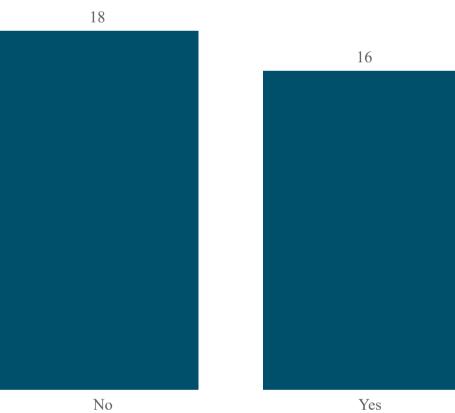


#### **Religion/Belief**





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



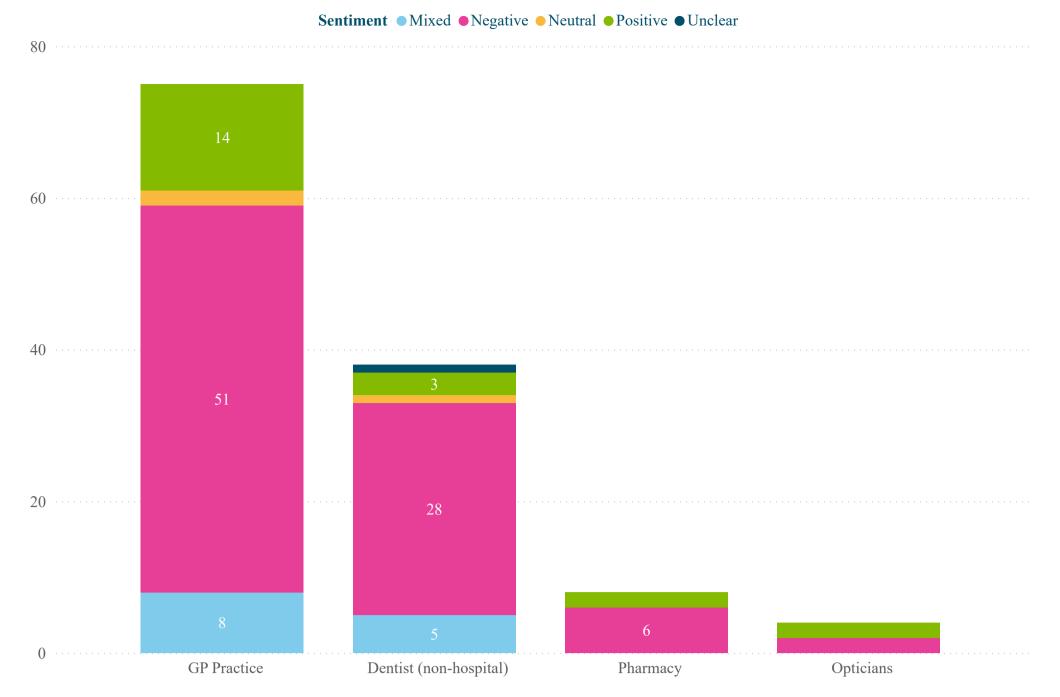
No

### **Primary Care Feedback**

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

### healthwatch

#### Number of feedback contacts by service type with sentiment





Signposting for Primary Care Feedback

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

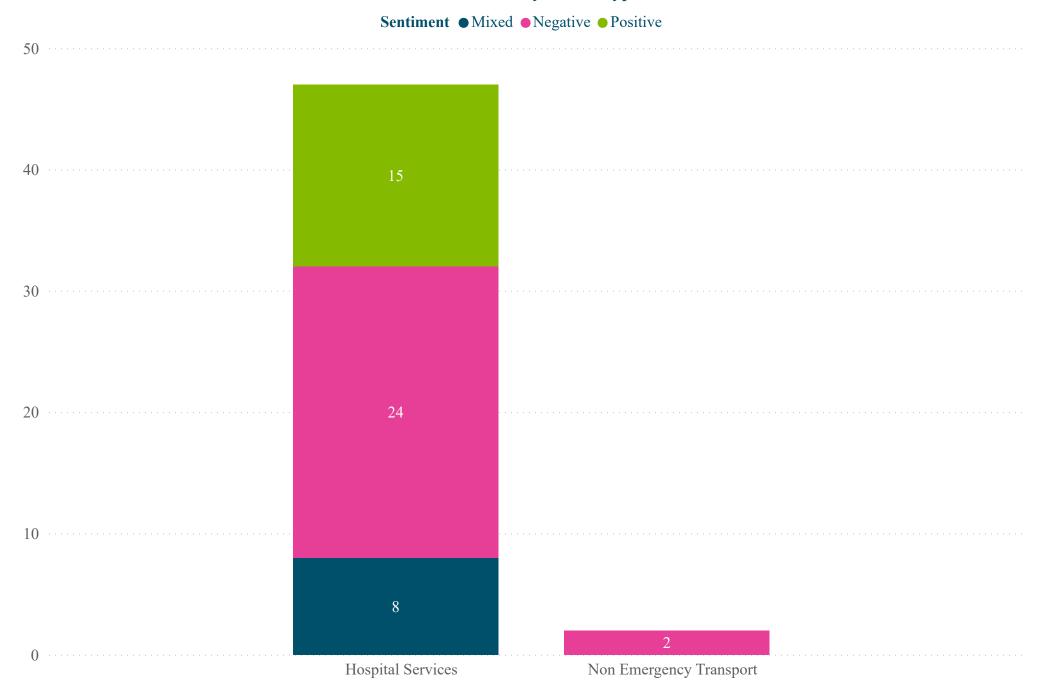
| Main Theme   | Mixed | Negative | Neutral | Positive | Tota |
|--|-------|----------|---------|----------|------|
| □ Access to Services   | 3     | 87       | 2       | 12       | 104  |
| Access to NHS Dentist  | 1     | 25       | 1       |          | 27   |
| Admission Procedure  |       | 1        |         |          | 1    |
| Appointment Availability   |       | 13       |         | 7        | 20   |
| Appointment Availability   |       | 3        |         |          | 3    |
| Booking Appointments   | 2     | 7        |         | 1        | 1(   |
| Convenience/Distance to Travel   |       | 2        |         |          | 2    |
| Convenience/Distance to Travel   |       | 1        |         |          | 1    |
| Cost of treatment  |       | 2        |         |          | 2    |
| Cost of treatment  |       | 1        |         |          | 1    |
| Provision of services  |       | 5        |         | 2        | ,    |
| Provision of services  |       | 1        |         |          |      |
| Referrals - availability   |       | 2        |         |          | 2    |
| Referrals - availability   |       | 1        |         |          | 1    |
| Referrals - timeliness   |       | 3        |         | 1        | 4    |
| Remote appointments and digital services   |       | 3        |         | 1        | 2    |
| Remote appointments and digital services   |       | 3        |         |          |      |
| See my own GP  |       | 4        |         |          | 4    |
| See my own GP  |       | 2        |         |          | 2    |
| Telephone system   |       | 3        |         |          | 3    |
| Telephone system   |       | 3        |         |          | 3    |
| Transport availability   |       | 1        |         |          | 1    |
| Waiting times, punctuality and queuing on arrival  |       | 1        |         |          | 1    |
| Written information, guidance and publicity  |       |          | 1       |          | 1    |
| <b>Continuity of Care, integration of health and social care, health promotion and wellbeing</b> |       | 4        |         | 4        | 8    |
| Lifestyle and Wellbeing - help with  | ,     |          |         |          | 1    |
| Medicines Management   |       | 1        |         | 1        | 1    |
| Prescription/Repeat Prescriptions  |       | 3        |         | 1        | 4    |
| Prescription/Repeat Prescriptions  |       | 5        |         | 2        |      |
| Experience of Care   | 1     | 20       |         |          | 39   |
|  | 1     | 26       |         | 12       |      |
| Communication between professionals  |       | 3        |         | 1        | 4    |
| Communication between staff and patients   |       | 15       |         | 4        | 19   |
| Communication between staff and patients   |       | 1        |         | 1        |      |
| Consent, choice, user involvement and being listened to  | 1     |          |         | 1        | 2    |
| Equality & Inclusion   |       | 1        |         |          | ]    |
| Prescription/Repeat Prescriptions  | _     | 1        |         |          | -    |
| Staff - Caring, kindness, respect and dignity  |       | 3        |         | 1        | 4    |
| Staff - Caring, kindness, respect and dignity  |       | 1        |         | 1        |      |
| Staff - Quality & Effectiveness  |       | 1        |         | 3        | 4    |
| Quality Assurance  |       | 3        |         |          | 3    |
| Complaints Management  |       | 1        |         |          | 1    |
| General  |       | 2        |         |          |      |
| Treatment and Care   | 1     | 24       |         | 16       | 41   |
| Coordination of Services   |       |          |         | 1        | 1    |
| Coordination of Services   |       | 1        |         |          |      |
| Diagnosis or Assessment availability   |       | 2        |         |          |      |
| Diagnosis or Assessment quality of   |       | 4        |         | 1        | 4    |
| Diagnosis or Assessment quality of   |       | 1        |         |          |      |
| Effectiveness of   |       | 5        |         | 1        | (    |
| Explanation of   | 1     | 5        |         | 1        |      |
| Medical Records  | 1     | 1        |         |          | -    |
| Quality of   |       | 7        |         | 13       | 20   |
| Speed of   |       | 2        |         | 15       |      |
| Speed of   |       | 1        |         |          | 1    |
|  |       | 144      | 2       | 44       | 19   |

### **Secondary Care Feedback**

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



#### Number of feedback contacts by service type with sentiment



#### Secondary Care Feedback Sentiment by Service Level

| Service Level                  | Mixed | Negative | Positive | Total |
|--------------------------------|-------|----------|----------|-------|
| Accident & Emergency           | 1     | 1        | 2        | 4     |
| All Services                   | 1     | 4        |          | 5     |
| Cardiology                     |       |          | 1        | 1     |
| Dentist                        |       | 3        |          | 3     |
| Diagnostic/Screening Service   |       | 2        | 1        | 3     |
| Hospice Services               |       |          | 1        | 1     |
| Hospital Inpatient             | 4     | 4        | 4        | 12    |
| Hospital Outpatient            | 1     | 4        | 1        | 6     |
| Hospital Services (not stated) | 1     | 1        | 2        | 4     |
| Neurology and stroke care      |       | 1        |          | 1     |
| Not Specified                  |       | 1        |          | 1     |
| Oncology                       |       | 2        | 2        | 4     |
| Ophthalmology                  |       |          | 1        | 1     |
| Other                          |       | 1        |          | 1     |
| Rheumatology                   |       | 1        |          | 1     |
| Urology                        |       | 1        |          | 1     |
| Total                          | 8     | 26       | 15       | 49    |



Signposting for Secondary Care Feedback

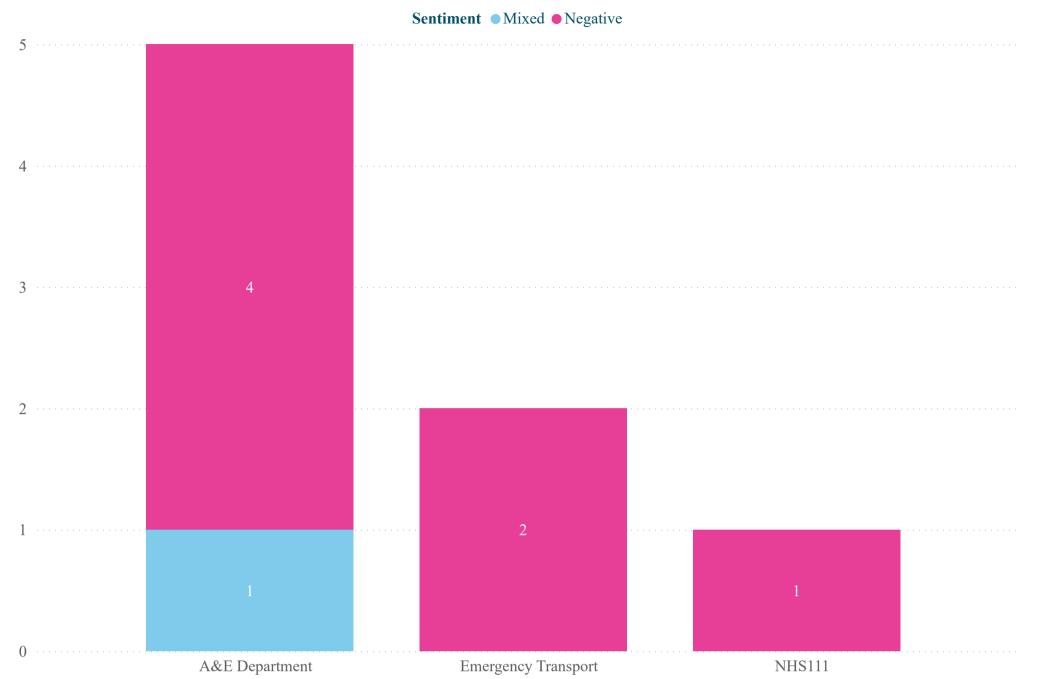
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| Main Theme   | Mixed | Negative | Neutral | Positive | Total |
|--|-------|----------|---------|----------|-------|
| Access to Services   | 1     | 14       | 1       | 4        | 20    |
| Access to NHS Dentist  |       | 1        |         |          | 1     |
| Admission Procedure  |       | 1        |         |          | 1     |
| Appointment Availability   |       | 2        |         | 1        | 3     |
| Appointment Availability   |       | 1        |         |          | 1     |
| Booking Appointments   | 1     | 1        |         | 1        | 3     |
| Provision of services  |       | 1        |         |          | 1     |
| Referrals - availability   |       | 2        |         | 1        | 3     |
| Referrals - timeliness   |       | 1        |         |          | 1     |
| Remote appointments and digital services   |       | 1        |         |          | 1     |
| Transport availability   |       | 2        |         |          | 2     |
| Waiting times, punctuality and queuing on arrival  |       | 1        | 1       | 1        | 3     |
| <b>Continuity of Care, integration of health and social care, health promotion and wellbeing</b> |       | 4        |         | 1        | 5     |
| Follow on treatment and continuity of care   |       |          |         | 1        | 1     |
| Home Support Equipment   |       | 1        |         |          | 1     |
| Integration of services and communication between professionals                                  |       | 2        |         |          | 2     |
| Medicines Management   |       | 1        |         |          | 1     |
| □ Corporate  |       | 1        |         |          | 1     |
| Buildings & Infrastructure   |       | 1        |         |          | 1     |
| Discharge  |       | 2        |         |          | 2     |
| Co-ordination of Service   |       | 1        |         |          | 1     |
| Timeliness   |       | 1        |         |          | 1     |
| Experience of Care   | 3     | 11       |         | 5        | 19    |
| Communication between professionals  |       | 1        |         | 1        | 2     |
| Communication between staff and patients   | 1     | 5        |         | 1        | 7     |
| Quality of   | 1     |          |         |          | 1     |
| Staff - Capacity   |       | 1        |         |          | 1     |
| Staff - Caring, kindness, respect and dignity  | 1     | 3        |         | 3        | 7     |
| Staff - Quality & Effectiveness  |       | 1        |         |          | 1     |
| □ Treatment and Care   | 3     | 9        |         | 11       | 23    |
| Coordination of Services   |       | 1        |         |          | 1     |
| Coordination of Services   |       | 1        |         | 1        | 2     |
| Diagnosis or Assessment availability   |       |          |         | 1        | 1     |
| Diagnosis or Assessment quality of   |       | 1        |         |          | 1     |
| Effectiveness of   |       | 1        |         |          | 1     |
| Management of Service  |       | 1        |         |          | 1     |
| Quality of   | 2     | 4        |         | 7        | 13    |
| Quality of   |       |          |         | 2        | 2     |
| Speed of   | 1     |          |         |          | 1     |
| Total  | 7     | 41       | 1       | 21       | 70    |

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

### **Urgent & Emergency Feedback**

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



### Number of feedback contacts by service type with sentiment

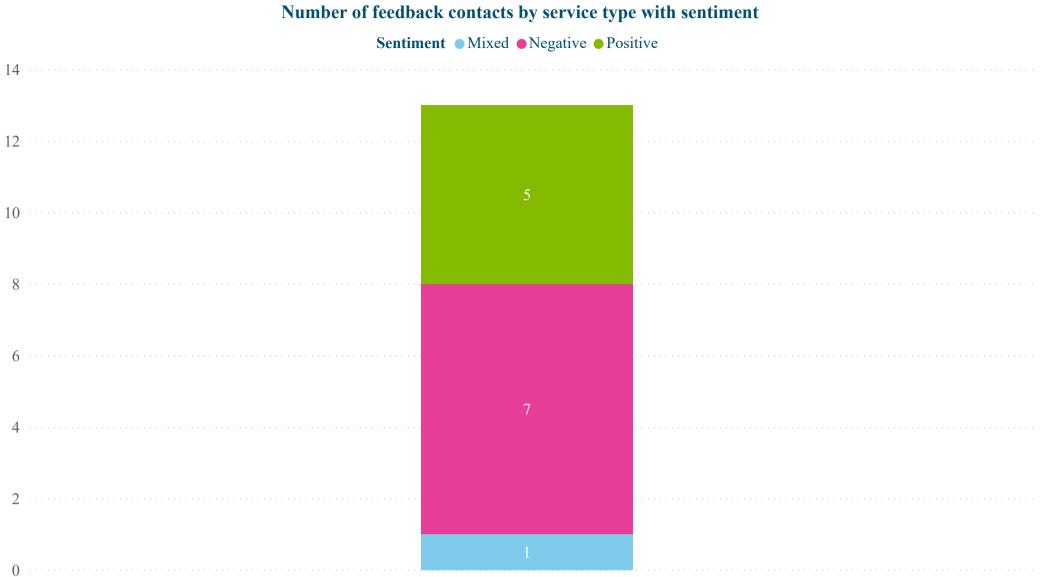
| Themes and Sub-Themes with Ser | ntiment for Urgent & | <b>k Emergency Feedback</b> |
|--------------------------------|----------------------|-----------------------------|
|--------------------------------|----------------------|-----------------------------|

| Main Theme  | Negative | Positive | Total |
|---|----------|----------|-------|
| □ Access to Services                              | 5        |          | 5     |
| Provision of services                             | 2        |          | 2     |
| Transport availability                            | 1        |          | 1     |
| Waiting times, punctuality and queuing on arrival | 2        |          | 2     |
| Experience of Care                                | 3        | 2        | 5     |
| Appointment Availability                          | 1        |          | 1     |
| Communication between staff and patients          | 1        |          | 1     |
| Staff - Caring, kindness, respect and dignity     | 1        | 1        | 2     |
| Staff - Quality & Effectiveness                   |          | 1        | 1     |
| Treatment and Care                                | 3        | 1        | 4     |
| Diagnosis or Assessment quality of                | 1        |          | 1     |
| Diagnosis or Assessment quality of                | 1        |          | 1     |
| Quality of  |          | 1        | 1     |
| Speed of  | 1        |          | 1     |
| Total   | 11       | 3        | 14    |



### **Public Health and Social Care Feedback**

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



Social Care

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

| Service Level       | Mixed | Negative | Positive | Total |
|---------------------|-------|----------|----------|-------|
| Adult Social Care   |       | 2        | 2        | 4     |
| Assisted Living     |       | 2        |          | 2     |
| Care Home           |       |          | 2        | 2     |
| Care of the Elderly | 1     | 1        |          | 2     |
| Other               |       | 2        | 1        | 3     |
| Total               | 1     | 7        | 5        | 13    |

### healthwatch

| Main Theme  | Negative | Neutral | Positive | Total |
|---|----------|---------|----------|-------|
| □ Access to Services                                    | 2        |         | 2        | 4     |
| Appointment Availability                                |          |         | 1        | 1     |
| Cost of treatment                                       | 1        |         |          | 1     |
| Provision of services                                   | 1        |         | 1        | 2     |
| Corporate   | 1        |         |          | 1     |
| Equipment   | 1        |         |          | 1     |
| Experience of Care                                      | 3        |         | 3        | 6     |
| Communication between staff and patients                | 2        |         | 2        | 4     |
| Consent, choice, user involvement and being listened to | 1        |         |          | 1     |
| Staff - Caring, kindness, respect and dignity           |          |         | 1        | 1     |
| Treatment and Care                                      | 2        | 1       | 4        | 7     |
| Effectiveness of  |          |         | 1        | 1     |
| Quality of  | 2        | 1       | 3        | 6     |
| Total   | 8        | 1       | 9        | 18    |

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

### **Community Care Feedback**

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



#### Number of feedback contacts by service type with sentiment

Sentiment • Negative • Positive



Community/Other Services

#### **Community Care Feedback Sentiment by Service Level**

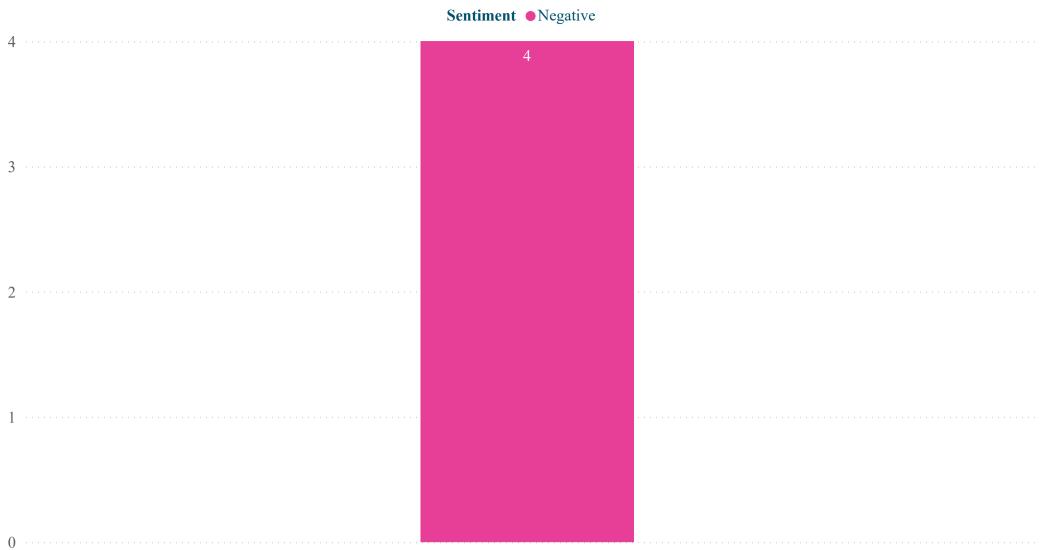
| Service Level                        | Negative | Positive | Total |
|--------------------------------------|----------|----------|-------|
| Adult Social Care                    | 1        |          | 1     |
| District nurse and community nursing | 2        | 1        | 3     |
| Other                                | 1        |          | 1     |
| Total                                | 4        | 1        | 5     |

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

| Main Theme                               | Negative | Positive | Total |
|--|----------|----------|-------|
| Access to Services                       | 2        |          | 2     |
| Provision of services                    | 2        |          | 2     |
| Experience of Care                       | 2        | 1        | 3     |
| Communication between professionals      | 1        |          | 1     |
| Communication between staff and patients | 1        | 1        | 2     |
| Treatment and Care                       | 3        | 1        | 4     |
| Quality of                               | 3        | 1        | 4     |
| Total                                    | 7        | 2        | 9     |

### **Mental Health Services Feedback**

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



#### Number of feedback contacts by service type with sentiment

Mental Health Services

#### Mental Health Services Feedback Sentiment by Service Level

| Service Level                           | Negative | Total |
|---|----------|-------|
| CAMHS                                   | 1        | 1     |
| Mental Health Services (other services) | 3        | 3     |
| Total                                   | 4        | 4     |

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

| Main Theme                         | Negative | Total |
|------------------------------------|----------|-------|
| □ Access to Services               | 4        | 4     |
| Admission Procedure                | 1        | 1     |
| Provision of services              | 2        | 2     |
| Referrals - availability           | 1        | 1     |
| Experience of Care                 | 1        | 1     |
| Staff - Quality & Effectiveness    | 1        | 1     |
| Treatment and Care                 | 1        | 1     |
| Diagnosis or Assessment quality of | 1        | 1     |
| Total                              | 6        | 6     |



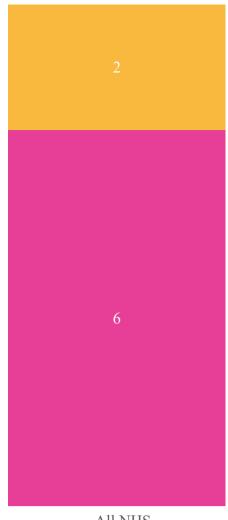
### **General All NHS Feedback**

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



#### Number of feedback contacts by service type with sentiment

#### Sentiment • Negative • Neutral



All NHS

#### General All NHS Feedback Sentiment by Service Level

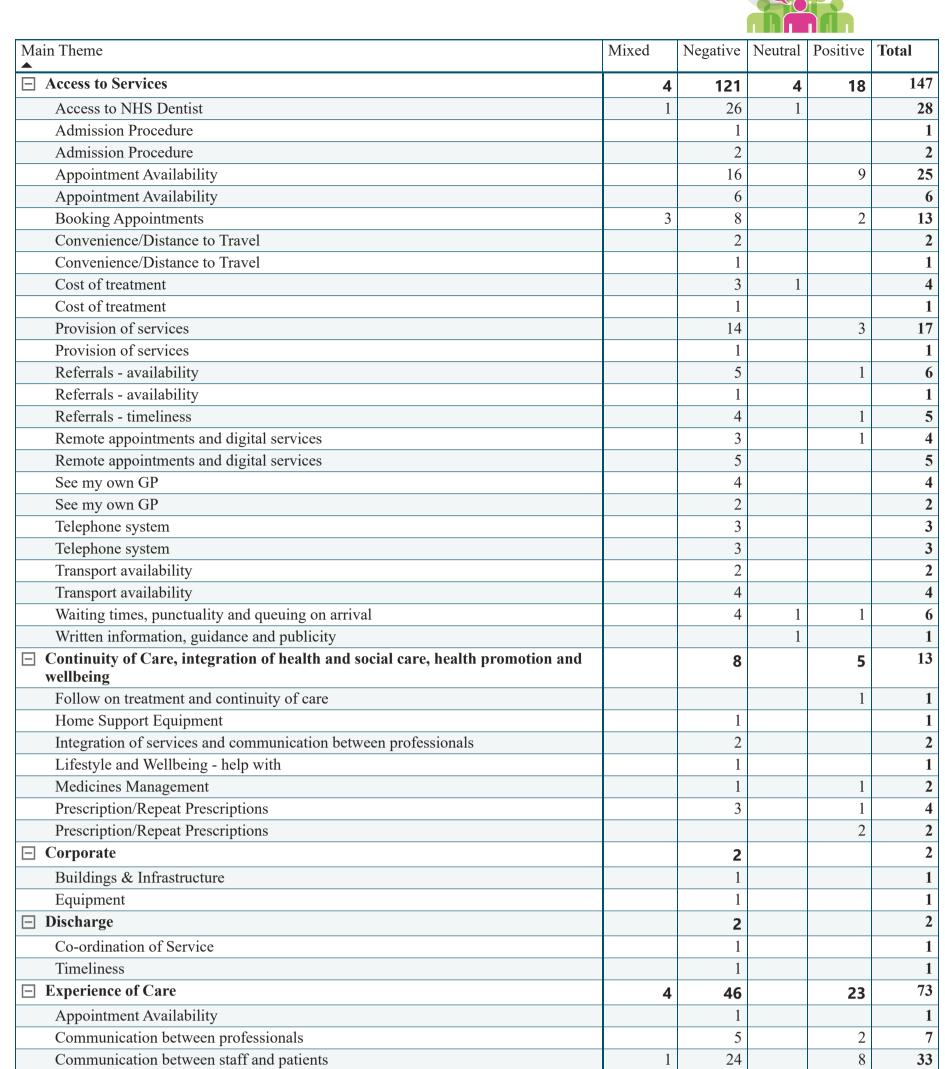
| Service Level | Negative | Neutral | Total |
|---------------|----------|---------|-------|
| All Services  | 5        | 1       | 6     |
| Other         |          | 1       | 1     |
| Unknown       | 1        |         | 1     |
| Total         | 6        | 2       | 8     |

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

| Main Theme                               | Negative | Neutral | Total |
|--|----------|---------|-------|
| Access to Services                       | 7        | 1       | 8     |
| Appointment Availability                 | 1        |         | 1     |
| Appointment Availability                 | 2        |         | 2     |
| Cost of treatment                        |          | 1       | 1     |
| Provision of services                    | 1        |         | 1     |
| Remote appointments and digital services | 1        |         | 1     |
| Transport availability                   | 2        |         | 2     |
| Treatment and Care                       | 1        |         | 1     |
| Medical Records                          | 1        |         | 1     |
| Total                                    | 8        | 1       | 9     |

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### All Themes and Sub-themes with Feedback Sentiment





| Communication between start and patients                | 1  | 27  |   | 0  | 55  |
|---|----|-----|---|----|-----|
| Communication between staff and patients                |    | 1   |   | 1  | 2   |
| Consent, choice, user involvement and being listened to | 1  | 1   |   | 1  | 3   |
| Equality & Inclusion                                    |    | 1   |   |    | 1   |
| Prescription/Repeat Prescriptions                       |    | 1   |   |    | 1   |
| Quality of  | 1  |     |   |    | 1   |
| Staff - Capacity  |    | 1   |   |    | 1   |
| Staff - Caring, kindness, respect and dignity           | 1  | 7   |   | 6  | 14  |
| Staff - Caring, kindness, respect and dignity           |    | 1   |   | 1  | 2   |
| Staff - Quality & Effectiveness                         |    | 3   |   | 4  | 7   |
| Quality Assurance                                       |    | 3   |   |    | 3   |
| Complaints Management                                   |    | 1   |   |    | 1   |
| General   |    | 2   |   |    | 2   |
| Treatment and Care                                      | 4  | 43  | 1 | 33 | 81  |
| Coordination of Services                                |    | 1   |   | 1  | 2   |
| Coordination of Services                                |    | 2   |   | 1  | 3   |
| Diagnosis or Assessment availability                    |    | 2   |   | 1  | 3   |
| Diagnosis or Assessment quality of                      |    | 7   |   | 1  | 8   |
| Diagnosis or Assessment quality of                      |    | 2   |   |    | 2   |
| Effectiveness of  |    | 6   |   | 2  | 8   |
| Explanation of  | 1  |     |   |    | 1   |
| Management of Service                                   |    | 1   |   |    | 1   |
| Medical Records   |    | 2   |   |    | 2   |
| Quality of  | 2  | 16  | 1 | 25 | 44  |
| Quality of  |    |     |   | 2  | 2   |
| Speed of  | 1  | 3   |   |    | 4   |
| Speed of  |    | 1   |   |    | 1   |
| Total   | 12 | 225 | 5 | 79 | 321 |

**Primary Care Feedback Comments by Provider A-G** Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

## healthwatch Bristol

| ID<br>1336 | Theme<br>Access to Services, Booking<br>Appointments; Access to   | Sentiment<br>Negative | Feedback This individual gave feedback that he has to wait 45 mins to an hour on the phone in order to get an appointment.   | Service Provider<br>Air Balloon Surgery                         |
|------------|---|-----------------------|--|---|
| 1354       | Access to Services, Access to<br>NHS Dentist  | Negative              | This individual gave feedback that he is in great pain with toothache and is finding it difficult to eat or sleep. He has been calling NHS111 for the last 3 days but after waiting each time between 45 minutes and nearly 2 hours cannot get through or has been told there are no emergency appointments available. He feels desperate and thinks the dental hospital should be   | ALL NHS DENTAL  |
|            | Access to Services, Access to<br>NHS Dentist  | Negative              | available for emergencies, he cannot believe he is expected to suffer in this much pain.<br>This individual gave feedback that her friend cannot find a dentist.   | ALL NHS DENTAL  |
|            | Access to Services, Access to<br>NHS Dentist<br>Access to Services, Access to   | Negative              | This individual gave feedback that she has been trying to get a dentist for her children and hasn't been able to do so, for several years. She had to go abroad in the end and pay privately for her children to get some dental care. She is still unable to find a dentist that she can register with.<br>This individual gave feedback that the dental surgery they have attended since 2010 in St. Paul's closed and now they  | ALL NHS DENTAL  |
|            | NHS Dentist         Access to Services, Access to         NHS Dentist   | Negative              | cannot find a new NHS dentist.<br>This individual gave feedback that their daughter was pregnant but her private dentist refused to provide free NHS dental care and she has been unable to find a dentist who will honour the NHS exemption form.   | ALL NHS DENTAL  |
|            | Access to Services, Access to<br>NHS Dentist<br>Access to Services, Access to<br>NHS Dentist  | Negative              | This individual gave feedback that their dentist closed a few months ago and since then they can't find a new dentist accepting NHS patients.<br>This individual gave feedback that their dentist retired and the dental surgery will only see private patients until they have recruited a new dentist. As a result the individual has not had any dental care for several months.  | ALL NHS DENTAL ALL NHS DENTAL                                   |
| 1275       | Access to Services, Access to<br>NHS Dentist  | Negative              | This individual gave feedback that their NHS dentist at the St Paul's Dental Surgery left the practice. They were advised a new NHS dentist would be assigned but despite calling a number of times, this did not happen and the practice then closed. They consider they should have been given more warning so that they could have made enquiries to try to identify an alternative dentist earlier.  | ALL NHS DENTAL  |
|            | Access to Services, Access to<br>NHS Dentist<br>Access to Services, Access to<br>NHS Dentist  | Mixed<br>Negative     | This individual gave feedback that they feel it isn't right that NHS dentists can discharge patients from their care without the patient's agreement or without the patient having done anything wrong.<br>This individual gave feedback that they are unable to find an NHS dentist since their dentist changed to private patients only, and they are unable to afford a private dentist. They take pain medication but really need dental treatment for decaying  | ALL NHS DENTAL ALL NHS DENTAL                                   |
|            | Access to Services, Access to<br>NHS Dentist  | Negative              | back teeth.<br>This individual gave feedback that they cannot find an NHS dentist in Bristol.  | ALL NHS DENTAL  |
|            | Access to Services, Access to<br>NHS Dentist<br>Access to Services, Access to   | Negative              | This individual gave feedback that they had been trying to register with an NHS dentist. She had been previously registered out of area, but her dentist removed her from the list after two years, citing 'inactivity'. Now coming as a student to Bristol she has tried many practices and is shocked that she cannot find one, cannot attend privately, and has no means of transport to look further afield.<br>This individual gave feedback that they had experienced a lack of dental assistance. They said that you have to ring an  | ALL NHS DENTAL  |
|            | NHS Dentist<br>Access to Services, Access to<br>NHS Dentist   | Negative              | emergency number on the day and cannot plan around when to go in. This person is in long term pain and is unable to get<br>any help but is calling each day in the hope that there will be an appointment.<br>This individual gave feedback that they have approached two dentists local to where they live (Redfield and St Pauls area).<br>Neither are accepting new NHS patients.   | ALL NHS DENTAL  |
|            | Access to Services, Access to<br>NHS Dentist<br>Access to Services, Access to   | Negative              | This individual gave feedback that they have been looking for a dentist for 2 years. They have been losing their teeth.<br>Recently they suffered an infection and had to obtain antibiotics via a referral through NHS111.<br>This individual gave feedback that they have been suffering years of agony due to ongoing tooth problems which have   | ALL NHS DENTAL  |
|            | NHS Dentist   |                       | resulted in the loss of some teeth in recent months. They have been unable to find an NHS dentist and whilst they have<br>found an NHS dentist, they do not believe they will be able to afford the treatment they are likely to need as private costs<br>are 'astronomical'. They believe dental care is vital (as untreated dental problems can lead to heart disease and dementia)<br>and should be available to all on the NHS.  |   |
|            | Access to Services, Access to<br>NHS Dentist<br>Access to Services, Access to<br>NHS Dentist  | Negative              | This individual gave feedback that they have been trying unsuccessfully to obtain access to NHS dental care but have been unable to find a dentist.<br>This individual gave feedback that they have been unable to access NHS dental care. She cannot afford private dental care beyond a simple check up and is saving money to go abroad to Turkey for full restorative dental work.   | ALL NHS DENTAL  |
| 1257       | Access to Services, Access to<br>NHS Dentist  | Negative              | This individual gave feedback that they have been unable to find an NHS dentist and cannot afford the cost of treatment quoted by a private dentist. NHS111 did not refer them as they did not consider emergency treatment was needed. The lack of dental care is having an adverse affect on the individual's severe mental health issues.   | ALL NHS DENTAL  |
|            | Access to Services, Access to<br>NHS Dentist<br>Access to Services, Access to   | Negative              | This individual gave feedback that they have been unable to find an NHS dentist and is concerned because they have holes<br>in two teeth and some pain. They cannot afford to go private for treatment and have been removed from a previous NHS list<br>with no warning or explanation.<br>This individual gave feedback that they have not been able to find an NHS dentist since moving home in 2021. They have a   | ALL NHS DENTAL  |
|            | NHS Dentist<br>Access to Services, Access to<br>NHS Dentist   | Negative              | lot of problems with their teeth, mostly old fillings coming out, and consider their teeth are in a bad way. They cannot afford private dental care.<br>This individual gave feedback that they need a dentist for children but can't get one. They have complained to their MP.<br>There has to be an infection before the dental hospital will see them.   | ALL NHS DENTAL  |
|            | Access to Services, See my<br>own GP<br>Experience of Care, Staff -   | Negative<br>Mixed     | The individual gave feedback that they struggle to obtain access to their GP. They could not obtain a face to face appointment but only a telephone appointment 2 weeks after they contacted the GP practice.<br>This individual gave feedback that they are generally satisfied with GP, staff are nice and you do not feel like a nuisance.  | Armada Practice   |
|            | Caring, kindness, respect and<br>dignity; Continuity of Care,<br>integration of health and social<br>care, health promotion and<br>wellbeing, Prescription/Repeat |                       | Phoning is a nightmare, there is a long queue and it's impossible to get an appointment. They like the ability to request a prescription on line. Online appointment booking has been suspended. This person feels confident accessing healthcare.   |   |
| 1330       | Prescriptions; Access to<br>Services, Telephone system<br>Treatment and Care,<br>Effectiveness of; Experience   | Negative              | This individual gave feedback that they are T2 diabetic and have no regular monitoring of their condition. They decided to stop Metformin which was not lowering their blood sugars and do it themselves through diet. They lowered the figures  | Armada Practice   |
|            | of Care, Communication<br>between staff and patients  |                       | from 13-15 to 8 -9 but when they had an recent check they was told their numbers had not lowered at all which they know is not the case. They refused statins and a replacement medication called Foraxiga and they feel better for not taking anything. They do have neuropathy but the problem is their ankles not toes. They see a different GP every time, and they have no interest in helping with this. It affects their mobility quite badly but they feel they will have to solve this issue by themselves.   |   |
|            | Access to Services,<br>Appointment Availability<br>Experience of Care,  | Negative<br>Negative  | This individual gave feedback that they can never see a doctor, always a 2 week wait for a telephone conversation with a practitioner.<br>this person gave feedback that they receive little help with their long term condition except for an annual eye check. She felt  | Armada Practice Armada Practice                                 |
|            | Communication between staff<br>and patients<br>Treatment and Care, Quality  | Negative              | that the prescribed medication had no impact on her blood glucose readings and stopped taking it a year ago. Since then she<br>has reduced the readings through diet but worries about neuropathy. She feels that the GP has little interest in helping her<br>manage. She has a telephone consultation with different doctors and has no idea who her GP is.<br>This individual gave feedback that the quality of NHS dentures is poor. They say that the maximum the lab can charge for  | Ashley Down Dental Care   |
| 1086       | of<br>Access to Services,<br>Appointment Availability;  | Positive              | dentures is £100 which means that they are made from cheap materials and as a result they are often hard in the mouth, trap<br>food and are easily breakable.<br>This individual gave feedback that practice is very good. This individual had a scare about possible bowel cancer. They said<br>it was a low risk but nevertheless, she was referred to the BRI within 2 weeks. She was very happy with the whole   | Bedminster Family Practice                                      |
| 1061       | Treatment and Care, Quality<br>of<br>Treatment and Care, Quality<br>of  | Positive              | experience and the treatment she received from the GP.<br>This individual gave feedback that they are pleased with the service.  | Bedminster Family Practice                                      |
|            | Access to Services, Remote<br>appointments and digital<br>services  | Negative              | This individual gave feedback that they cannot use the online appointment booking system. They thought the nurse that they saw was brilliant.  | Bedminster Family Practice                                      |
|            | Experience of Care, Staff -<br>Quality & Effectiveness<br>Access to Services,<br>Appointment Availability ;   | Positive<br>Negative  | This individual gave feedback that they cannot use the online appointment booking system. They thought the nurse that they saw was brilliant.<br>This individual gave feedback that they have been a patient for 40 years. Since COVID they feel that the practice has deteriorated. You can only get an appointment 3-4 weeks ahead. They previously had pneumonia and when they rang the   | Bedminster Family Practice<br>Birchwood Medical Practice        |
| 1298       | Treatment and Care,<br>Coordination of Services<br>Access to Services,  | Negative              | practice they were told to ring NHS111 or go to the pharmacy. He felt that his condition started to go downhill so he rang NHS111 who told him to go to his GP. He then ended up with 3-4 different types of antibiotics. He felt he could have been triaged. He is concerned that he tries to get help from the practice but they tell him to go to a chemist,<br>This individual gave feedback that they have been unable to obtain a GP appointment   | Birchwood Medical Practice                                      |
| 1309       | Appointment Availability<br>Access to Services,<br>Appointment Availability;<br>Access to Services, Referrals -   | Negative              | This individual gave feedback that they saw their optician for a check up and were told to see their GP as they had blurred vision and needed to be investigated for possible glaucoma. The GP received the referral and said they needed to be seen at the hospital and a referral would be made. The individual followed this up 3 or 4 months later when they had not heard   | Birchwood Medical Practice                                      |
|            | timeliness; Treatment and<br>Care, Diagnosis or Assessment<br>quality of; Experience of Care,<br>Communication between staff<br>and patients                      |                       | anything from the hospital only to find out that the GP had not made the referral. It was made that day and the hospital contacted them to confirm this but they are now waiting to be seen. Their blurred vision affects their balance. They have also seen the GP because they have periods of feeling disconnected and dizzy. This has been investigated but there has been no diagnosis or treatment. The individual feels they are made to feel like they are wasting the GPs time when they raise their concerns and do not feel listened to but this is important to them as these symptoms are affecting their ability to go out |   |
| 1256       | Treatment and Care,<br>Effectiveness of   | Negative              | and about. The individual reports that they have to wait weeks for an appointment to see their GP and this is off-putting.<br>This individual gave feedback that her husband had cancer. She visited the pharmacy to fill a prescription and later realised<br>the prescription had not been filled in full. She went to her GP who was very helpful in resolving the issue of missing<br>medication and arranged for this to be completed at another pharmacy.  | Boots, 59 Broadmead,<br>Bristol                                 |
| 1091       | Continuity of Care, integration<br>of health and social care,<br>health promotion and<br>wellbeing, Prescription/Repeat   | Negative              | This individual gave feedback that the Eye Hospital issued a prescription for them. They were only able to get this filled at this particular pharmacy - they were told no other pharmacy could issue the prescription. The wait time to get the prescription filled was 2 hours. This person felt this was unnecessary and could not understand why she could not use any pharmacy.   | Boots, Bristol Royal<br>Infirmary, Bristol                      |
| 1214       | Prescriptions<br>Access to Services, Provision<br>of services; Quality Assurance,<br>General; Experience of Care,<br>Communication between staff                  | Negative              | This individual gave feedback that they had a long wait and the system wasn't used properly so it was chaotic. There was little consideration for patients who were feeling unwell. She feels the pharmacy is not fulfilling their contract with the NHS adequately.   | Boots, Bristol Royal<br>Infirmary, Bristol                      |
| 1074       | and patients<br>Access to Services,<br>Convenience/Distance to<br>Travel  | Negative              | This individual gave feedback that since the pharmacy at his GP practice has closed he has to get to one further away, which is difficult because of roads being blocked around the area. This pharmacy is not as good as the one in the surgery and is also closing soon.   | Boots, Unit 1 Avon Meads<br>Retail Park, St Philips<br>Causeway |
| 1055       | Experience of Care, Staff -<br>Quality & Effectiveness;<br>Access to Services, Booking<br>Appointments  | Positive              | This individual gave feedback that her GP is good and that they book her appointments ahead of time.   | Bridge View Medical   |
|            | Access to Services, Booking<br>Appointments; Treatment and<br>Care, Diagnosis or Assessment<br>quality of   |                       | This individual gave feedback that it is difficult to get appointment when she phones the surgery, and she is not comfortable using apps or online services. She had small lumps on her neck and arm and was first offered a phone appointment, she had to insist she needed to be examined and eventually saw the nurse. The nurse didn't want to see the 2 lumps as she said the appointment was for one issue. She had to insist. She was referred to the hospital and has thyroid problems.  |   |
|            | Experience of Care,<br>Communication between staff<br>and patients  | Negative              | This individual gave feedback that the receptionist at her GP provided information that she was not qualified to give. The receptionist advised that the individual could miss some tablets before repeat prescription could be issued. She also mentioned to the individual that she shouldn't have left it too late to request a repeat prescription which this person feels was not their place to say.   | Bridge View Medical   |
| 1058       | Continuity of Care, integration<br>of health and social care,<br>health promotion and<br>wellbeing, Prescription/Repeat<br>Prescriptions                          | Positive              | This individual gave feedback that the receptionist contacted the pharmacist and arranged a same day prescription.   | Bridge View Medical   |
| 1083       | Access to Services,<br>Appointment Availability;<br>Access to Services, Booking<br>Appointments   | Negative              | This individual gave feedback that they find it very difficult to get an appointment to see the doctor. A few months ago they said he would have a named doctor that he would see every time but this didn't last and he sees a different doctor every time he needs an appointment. When he was due to get his covid and flu jabs they missed him off the list. They eventually got round to him but he had to wait.  | Bridge View Medical   |
|            | Treatment and Care, Quality<br>of ; Access to Services,<br>Appointment Availability<br>Access to Services, Booking  | Positive<br>Mixed     | This individual gave feedback that they have good care from their GP surgery as they are always able to get an appointment when this is needed and always feel listened to by their GP.<br>This individual gave feedback that they were very happy with the service as the got an appointment within a couple of days  | -   |
|            | Access to Services, Booking<br>Appointments<br>Treatment and Care, Quality<br>of ; Access to Services,<br>Provision of services                                   | Positive              | This individual gave feedback that they were very happy with the service as the got an appointment within a couple of days by visiting the surgery as they don't know how to use online system.<br>This individual gave feedback that they were very happy with the service as the got an appointment within a couple of days by visiting the surgery as they don't know how to use online system.   |   |
|            | Experience of Care,<br>Communication between staff<br>and patients  | Negative              | This individual gave feedback that the signs towards the lift are not clear. The person found the registration form to be ambiguous, with no space to sign and fill in their ethnicity. Their registration took 4 weeks to process before they could collect the diabetic medication he needed regularly.  | Broadmead Medical Centre  |
| 1317       | Treatment and Care,<br>Effectiveness of; Access to<br>Services, See my own GP;<br>Access to Services, Telephone<br>system   | Negative              | This individual gave feedback that he finds it harder to see GP since the pandemic and he and misses the face-to-face. It is difficult to make an appointment if you don't have the internet or a phone.<br>He has a good relationship with NHS and grew up with disabilities so he knows the right questions to ask to get the help he needs, but he has to be proactive.   | Charlotte Keel Medical<br>Practice                              |
|            | Access to Services,<br>Appointment Availability   | Negative              | This individual gave feedback that he is unable to make an appointment with his GP, he has tried in person and on the phone. The last two years it has become harder to make appointments. He doesn't feel comfortable telling the receptionist the reason for his visit in front of everyone.   | Charlotte Keel Medical<br>Practice                              |
|            | Treatment and Care, Quality<br>of<br>Access to Services, Booking  | Negative              | This individual gave feedback that his partner had been told by the GP surgery that the results of her most recent smear test could not be identified and she should return for retesting in 3 months. He was seeking information as to how to make a complaint.<br>This individual gave feedback that it takes days to get an appointment with his GP. He can't get through on the phone. His   | Charlotte Keel Medical<br>Practice<br>Charlotte Keel Medical    |
|            | Appointments<br>Experience of Care, Staff -<br>Quality & Effectiveness;<br>Treatment and Care, Quality  | Negative              | key worker usually gets him an appointment and she sometimes accompanies him.<br>This individual gave feedback that they have a painful bone condition. The practice will not prescribe the pain medication<br>she needs. She made several complaints about the surgery as she was in pain for 6 months and wanted to be referred to a<br>specialist. She did see a specialist who told her that before she can have an operation, she needed to lose some weight  | Practice<br>Charlotte Keel Medical<br>Practice                  |
| 1252       | of ; Quality Assurance,<br>Complaints Management<br>Access to Services, Referrals -<br>timeliness; Experience of<br>Care, Communication between                   | C                     | otherwise she could risk getting a blood infection.<br>This individual gave feedback that the dentist pulled out 3 teeth incorrectly and left the roots in and then said he would have<br>to go somewhere else to gets this resolved. He was left in pain for three weeks. The dentist is saying that it can't be done for<br>free even though the person is of pension age. He went to BUPA who said they would help and also redo his false teeth. The   | Clare Street Dental Centre                                      |
| 1355       | staff and patients<br>Experience of Care,<br>Communication between staff  | Negative              | service was quick and free and they have taken him on as a temporary patient.<br>This individual gave feedback that she had been a patient at the practice for twenty years. During a telephone call with the surgery, she was told to speak up as the line was bad, when she did so they asked her to stop shouting and suggested she   | Coronation Road Dental<br>Surgery                               |
|            | and patients; Experience of Care, Equality & Inclusion  |                       | was being rude. She was keen to resolve this and attended the surgery where she asked to speak to the Practice Manager.<br>The manager was called and accused her of rudeness in front of the reception team and waiting patients. The individual<br>asked her to explain in what way she was being rude. The manager said she was gesticulating, the individual replied that<br>this was not rude and in fact was very much a conversational part of everyday speaking in her country to which the manager<br>responded that she was not in her country anymore and this is the UK and you need to behave as we do. The individual said |   |
| 10         | Tractoret   | Danta                 | to them manager that they were being racist. The individual went home feeling humiliated and upset. She wanted to stay<br>with her dental clinician so she called the surgery and apologised for the incident and then asked to speak to her dentist. She<br>was informed that she was no longer a patient at the practice. She feels this is discrimination and has attempted to complain<br>via the ombudsman but has given up after being told there is a two year waiting list for the complaints process.   | Coronation De 17  |
|            | Treatment and Care, Quality<br>of<br>Access to Services, See my<br>own GP   | Positive              | This individual gave feedback that this is a good practice.<br>This individual gave feedback that when they ring the surgery for an appointment they either have a phone appointment<br>with a nurse practitioner or a consultation with one. They haven't seen a GP in the last 5 years. In fact they don't even know<br>who their GP is  | Coronation Road Dental<br>Surgery<br>Courtside Surgery          |
| 1092       | Access to Services, Remote<br>appointments and digital<br>services  | Negative              | who their GP is.<br>This individual gave feedback that the practice will be they will be switching to EConsult. This individual worries that not<br>all patients will be able to access the system. They feel that more information should given for patients who are unable to<br>access the internet as there is not enough available in the practice for them or has been sent out.   | Downend Health Group  |
| 1118       | Treatment and Care,<br>Effectiveness of; Access to<br>Services, Access to NHS<br>Dentist  | Mixed                 | This individual gave feedback that he had a filling three months ago which is painful and causing problems. Has been told he will have to pay in full for ongoing treatment. He feels that this unfair.  | East Street Dental Centre                                       |
|            | Experience of Care,<br>Communication between staff<br>and patients  | Negative              | This individual gave feedback that they were unhappy with the system of having to telephone the surgery at 8am for an appointment and that they had to phone 21 times to get in the queue. They saw a physiotherapist rather than the GP they wanted to see. They reported that the receptionist was rude. The person was having chest pains and a GP told them to go to A&E.  | Fallodon Way Medical<br>Centre                                  |
| 1122       | Experience of Care, Staff -<br>Caring, kindness, respect and<br>dignity   | Negative              | This individual gave feedback that her symptoms of incontinence, night sweats, fatigue and changes to her cycle were not being adequately assessed by her GP and she had to ask for a specific blood test for the fertility hormone FSH when the GP only suggested a B12. Has since had a FSH test done, the FSH was raised and subsequent repeat tests were also raised, causing the individual concern about her fertility. The individual states the GP was unsympathetic and said it was just one of those things. Symptoms now are getting worse and she has seen a specialist but feels that she's not getting anywhere in         | Fireclay Health   |
| 1147       | Treatment and Care, Speed of  | Negative              | of those things. Symptoms now are getting worse and she has seen a specialist but feels that she's not getting anywhere in terms of diagnosis and treatment. This is having a detrimental effect on her lifestyle, work and relationship.<br>This individual gave feedback that he had spoken to the GP about the care needs of his wife who suffers with Alzheimer's. The GP said he would arrange for a nurse to attend their home to carry out an assessment but he has not heard anything for 3 weeks. He has also been waiting 6 months for the GP to arrange for his wife to get a blue badge, although he did make a              | Fishponds Family Practice                                       |
| 1105       | Experience of Care, Staff -<br>Caring, kindness, respect and  | Negative              | mistake with his wife's date of birth which has delayed matters. The GP is aware of this error. He is finding the need to chase the GP stressful and frustrating.<br>This individual gave feedback that the GP she consulted did not show sympathy to her medical condition. The person suffered from shortness of breathing and stiffening up. The person reported that she was turned down whenever she asked  | Fishponds Family Practice                                       |
| 1146       | Access to Services, Written<br>information, guidance and<br>publicity   | Neutral               | This individual gave feedback that it would have been helpful if the text reminder they received from their GP for an appointment included the day of the week as well as the date to avoid confusion.   | Gloucester Road Medical<br>Centre                               |
| 1137       | Experience of Care, Consent, choice, user involvement and   | Mixed                 | This individual gave feedback that the GP prescribed them medication and said if it did not work, to try something cheaper, which this individual found shocking. They like being able to have a telephone appointment and they work out their own medication and tell the GP what they need. The individual googles the medication to take online, and then askes the GP  | Gloucester Road Medical<br>Centre                               |
|            | being listened to   |                       | about this.  |   |
| 1271       | being listened to<br>Treatment and Care, Quality<br>of  | Positive              | about this.<br>This individual gave feedback that they have been diagnosed with Asperger's and have been trying to obtain an assessment<br>from Avon and Wiltshire Mental Health Partnership which the individual has found to be a very stressful process. Their GP<br>has provided and is providing brilliant support to this individual.  | Gloucester Road Medical<br>Centre                               |

**Primary Care Feedback Comments by Provider H-Z** Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

# healthwatch Bristol

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|            |   |                       |  | healthwotch<br>Bristol                                |
|------------|---|-----------------------|--|---|
| ID<br>1084 | Theme<br>Access to Services,  | Sentiment<br>Positive | Feedback<br>This individual gave feedback that they are very satisfied with the practice. They are very thorough. She has a full body  | Service Provider<br>Hartwood Healthcare               |
|            | Appointment Availability  |                       | MOT every year with the Practice Nurse, and they always phone her to make the appointment. She is borderline diabetic, and she is careful about her diet but doesn't want to change her lifestyle dramatically.  |   |
| 1085       | Access to Services,<br>Appointment Availability;<br>Treatment and Care, Quality                                       | Negative              | This individual gave feedback that they don't know which GP they'll get when they book an appointment, and they can only talk to the doctor about one thing. In the past you would have a named doctor and they would always ask you if there was anything you wanted to talk about before the finished the appointment.   | Hartwood Healthcare                                   |
| 1095       | of<br>Treatment and Care, Diagnosis<br>or Assessment quality of   | Negative              | This individual gave feedback that they were wrongly diagnosed.  | Heywood Family Practice                               |
| 1119       | Access to Services, Waiting<br>times, punctuality and queuing<br>on arrival   | Negative              | This individual gave feedback that the centre was closed and the shutter was down 40 minutes before her appointment.<br>There was no note on the shutter to say when it would be open and nowhere to sit and wait.   | In Health Eye Screen Centre                           |
| 1339       | on arrival<br>Continuity of Care, integration<br>of health and social care,   | Negative              | This individual gave feedback that he is on a prescription, but the doctor took him off his medication without explanation and it took him 2 weeks to get back on it. However, they accidentally doubled his dosage, and the medication he's taking is   | Lawrence Hill Health Centre                           |
|            | health promotion and<br>wellbeing, Prescription/Repeat<br>Prescriptions   |                       | highly addictive. An ambulance was called for him due to the effects of the high dose, and now he is detoxing off it.  |   |
| 1340       | Continuity of Care, integration<br>of health and social care,<br>health promotion and                                 | Negative              | This individual gave feedback that she registered at this health centre within the last month and they have refused to continue with her repeat medication despite the fact that she has a shared care agreement and the other 2 NHS GP Practices she's previously registered with were happy to continue to provide her with repeat medication while she waits for the NHS  | Lawrence Hill Health Centre                           |
| 1261       | wellbeing, Prescription/Repeat<br>Prescriptions<br>Access to Services, Booking  | Negative              | ADHD assessment.<br>This individual gave feedback that they contacted the practice for advice in relation to a podiatry issue and was told they  | Lawrence Hill Health Centre                           |
| 1201       | Appointments; Access to<br>Services, Remote<br>appointments and digital   | riegative             | would receive a call back. This did not happen. The individual followed up 5 weeks later and was promised a call within 48 hours. This did not happen and when she followed up she was told she was not on the call list at all. She was eventually advised to take a photo of her foot and go to a pharmacy for treatment. On a separate occasion when she saw a female GP  | Lawrence IIII Health Cente                            |
|            | services; Treatment and Care,<br>Speed of; Treatment and Care,<br>Quality of  |                       | specialising in female health for a particular issue and asked how her condition would progress, she felt that the GP did not take her question seriously. It is difficult to make appointments by telephone so this individual finds that they have to physically attend the surgery and queue to make an appointment, which impacts her work (has to arrive late or leave early).  |   |
| 81350      | Access to Services,   | Negative              | The individual feels the GPs are too quick to suggest she takes antidepressants although she understands the psychiatrist<br>only visits every 6-8 weeks so cannot provide care directly.<br>This individual gave feedback that their GP says that their issue has to be serious before they can get an appointment.   | Lennard Surgery                                       |
|            | Appointment Availability Treatment and Care, Quality  | Positive              | This individual gave feedback that they always receive good service from this pharmacy. They visit weekly and their medication is always ready for them.   | Lloydspharmacy,<br>Bedminster,                        |
| 1305       | of<br>Treatment and Care, Quality<br>of   | Negative              | This individual gave feedback that the anaesthetic they had for a filling went wrong. Too much was administered and one side of their tongue was numb for 2 days. During this time they suffered a lot of discomfort. They are now reluctant to  | Lodge Causeway Dental<br>Centre                       |
| 1327       | Experience of Care,<br>Communication between staff  | Mixed                 | return.<br>This individual gave feedback that it is a very professional and a well run practice spotlessly clean. However some of the reception staff are abrupt and can be rude and have a tendency to roll their eyes at patients.   | Lodge Causeway Dental<br>Centre                       |
| 1241       | and patients; Treatment and<br>Care, Quality of   | Desition              |  |   |
| 1541       | Access to Services,<br>Appointment Availability;<br>Access to Services, Referrals -<br>timeliness; Experience of      | Positive              | This individual gave feedback that getting an appointment is relatively easy, the clinical staff are very good at making referrals and ensuring prescriptions accommodate his allergies. He has been referred to the BRI for various tests and this process has always been efficient and clearly explained.   | Montpelier Health Centre                              |
| 1181       | Care, Communication between<br>staff and patients<br>Access to Services,  | Negative              | This individual gave feedback that it is difficult to get an appointment at this practice. The local population is increasing  | Montpelier Health Centre                              |
| 1181       | Access to Services,<br>Appointment Availability;<br>Access to Services, Provision<br>of services                      | Negative              | and there was a plan to have another surgery but this has not happened. This practice has to cope with all the patients in the area.   | Montpelier Health Centre                              |
| 1115       | Experience of Care,<br>Communication between staff  | Negative              | This individual gave feedback that she fell down the stairs and thought she had bruised kidneys and broken bones. Phoned the surgery and asked to see a GP. She was examined by a nurse practitioner not a GP. She waited four days before she was   | Montpelier Health Centre                              |
|            | and patients; Access to<br>Services, Appointment<br>Availability  |                       | called back and told she needed an x-ray. There was no follow up and she didn't feel cared for.  |   |
| 1117       | Access to Services, Provision of services   | Negative              | This individual gave feedback that she has been registered with practice for 12 years, Wanted to see a women's health specialist but there is a 3 month waiting list. She feels that this service should be provided in the GP surgery and has now moved to another practice.  | Montpelier Health Centre                              |
| 1050       | Access to Services,<br>Appointment Availability   | Negative              | This individual gave feedback that they are registered at the health centre but has not been in touch with them for a while as they have been travelling and living abroad sporadically. They are in need of a prescription for medication to support their mental health (long standing prescription) but the surgery have refused to issue it as they say a consultation with a GP is  | Montpelier Health Centre                              |
| 114        | Fynericanos of C  | Posit                 | needed. They accept this but cannot make an appointment due to the difficulties with the 8am booking system rush. They are anxious as their medication will not last many more days.   | Montpolier H. 14 G                                    |
| 1114       | Experience of Care,<br>Communication between staff<br>and patients  | Positive              | This individual gave feedback that they have two chronic conditions. Felt tired and telephoned for GP appointment. Was given one with a nurse practitioner who found that their blood pressure was very high. This person felt they had to ask all the questions. Had a blood test but no one got in touch. Given a prescription for tablets but didn't like the side effects. The GP wanted to increase the dosage but this person was not happy about this. Blood test showed cholesterol high. The GP did | Montpelier Health Centre                              |
| 1104       | Experience of Care,   | Negative              | telephone when he said he would. Now self monitors at home and their blood pressure is better.<br>This individual gave feedback that they have COPD and need regular medication, however, the pharmacy have given her  | Morrisons Pharmacy,                                   |
| 1328       | Prescription/Repeat<br>Prescriptions<br>Access to Services,   | Negative              | the wrong medication on 3 separate occasions.<br>This individual gave feedback that this is an NHS dental practice that they're registered with, but there is no dentist to do   | Fishponds Road<br>Mydentist - Victoria Street -       |
|            | Appointment Availability Access to Services, Access to  |                       | NHS care now for 18 months. Last check up appt cancelled by them . Can't afford private. Paid for 2 hygienist apps<br>privately since no dentist £70 each but no check ups available.<br>This individual gave feedback that both his wife and his son ( who has autism) are registered here. Over the last two years   | Staple Hill<br>Mydentist, St Lukes House,             |
| 1090       | Access to Services, Access to<br>NHS Dentist; Access to<br>Services, Appointment<br>Availability                      | Negative              | This individual gave feedback that both his wife and his son (who has autism) are registered here. Over the last two years the surgery has cancelled a series of appointments and neither has been able to have a check-up. Each time they have received a phone call the week of the appointment and they have been told that due to a lack of NHS availability the appointment will need to be rescheduled. An appointment cancelled in the last few weeks has now been rebooked for nine                  | Mydentist, St Lukes House,<br>Emersons Green          |
| 1005       | Access to Services, Admission   | Negoti-               | appointment will need to be rescheduled. An appointment cancelled in the last lew weeks has now been rebooked for nine<br>months time. The premises have been expanded and they were told they could book a private appointment this week if they<br>wanted rather than wait nine months . They cannot afford to do so.<br>This individual gave feedback that at the reception desk you have to explain what is wrong with you and there is a lack of  | Nightingale Valley Practice                           |
| 1285       | Procedure ; Access to<br>Services, Remote   | Negative              | This individual gave feedback that at the reception desk you have to explain what is wrong with you and there is a lack of confidentiality. Their husband went for his appointment and they had no record even though he had his appointment card. This person thinks there is too much reliance on IT.  | Nightingale Valley Practice                           |
| 1308       | appointments and digital<br>services<br>Access to Services, Booking   | Mixed                 | This individual gave feedback that they generally receive good care. The online repeat prescription service works well.  | Nightingale Valley Practice                           |
|            | Appointments; Access to<br>Services, Remote<br>appointments and digital   |                       | They are called in for appointments but it is not always clear what they are being called in for, and the results of tests are not always explained unless they ask, and even then it is not always clear what the outcome is. An example is that blood was taken for testing at their last review and it was only later when they asked for the results that they were told this was to   |   |
|            | services; Treatment and Care,<br>Explanation of   |                       | monitor kidney function but it was not clear why. Speaking to someone on the telephone is often a problem. For example they had issues trying to arrange an appointment after being called in by text for a review to monitor their blood pressure. They would like to arrange a health MOT appointment with their GP.   |   |
| 1288       | Access to Services, Remote<br>appointments and digital<br>services ; Access to Services,                              | Negative              | This individual gave feedback that they manage to access services online but they feel very uncomfortable as doing it this way means that they are not able to tell the whole story and finds it difficult to express herself online. They feel that the receptionists prevent access to services. The bus services to get to appointments is poor. Doesn't bother much with   | Nightingale Valley Practice                           |
| 1287       | Transport availability<br>Access to Services,<br>Appointment Availability;  | Negative              | healthcare as she feels uncomfortable.<br>This individual gave feedback that when they ring the surgery there are no appointments and she feels like giving up. She has had a hoarse voice for months but has not followed it up. She is supposed to be monitored for osteoporosis but   | Nightingale Valley Practice                           |
|            | Access to Services, Telephone<br>system ; Experience of Care,<br>Communication between staff                          |                       | reminders have not been sent from surgery. She doesn't bother calling them as she can't get through.   |   |
| 1076       | and patients<br>Treatment and Care, Diagnosis   | Positive              | This individual gave feedback that she saw the GP at the practice with concerns about a pain in her eye and she was quickly referred to the over bespital emergency department. GP suggested a possible diagnosis and she was told what to say at the  | Pembroke Road Surgery                                 |
|            | or Assessment quality of;<br>Experience of Care,<br>Communication between staff<br>and patients                       |                       | referred to the eye hospital emergency department. GP suggested a possible diagnosis and she was told what to say at the visit including concerns about underlying glaucoma. The GP warned about the lengthy wait. The GP was supportive and efficient.  |   |
| 1081       | Quality Assurance, General;<br>Treatment and Care, Medical  | Negative              | This individual gave feedback that you should be able to amend your medical records so that the inaccurate information is removed.   | Pembroke Road Surgery                                 |
|            | Records; Experience of Care,<br>Staff - Caring, kindness,<br>respect and dignity; Treatment<br>and Care, Diagnosis or |                       |  |   |
| 1246       | Assessment quality of<br>Experience of Care,<br>Communication between   | Mixed                 | This individual gave feedback that communication is good at the practice and any conditions are catered for. They don't like   | Priory Surgery  |
|            | professionals; Access to<br>Services, Remote<br>appointments and digital  |                       | to use online services but feel that there is a stigma to people without computers at home. They want more information available on how to claim benefits. They are very worried about cutbacks on local community facilities such as the library.   |   |
| 1244       | services Access to Services, Booking  | Negative              | This individual gave feedback that it is hard to get through to the surgery. They do not have internet access so they turn up  | Priory Surgery  |
|            | Appointments; Access to<br>Services,<br>Convenience/Distance to<br>Travel   |                       | at the surgery rather than wait. They can't drive but have difficulty accessing public transport.  |   |
| 1234       | Experience of Care,<br>Communication between  | Negative              | This individual gave feedback that she got moved to Bristol as she is a victim of domestic abuse. She is now living in a safe house. In her previous location she was being treated for cancer and was in hospital for 2 months in palliative care. Her  | Priory Surgery  |
|            | professionals   |                       | previous GP said they have sent her referrals over for the cancer treatment and have called her new surgery. However the new surgery said that they don't have a referral about her cancer. She said she had a horrible experience when she went into the surgery, with the reception staff humiliating her in front of others in the waiting room. They said she needs papers to prove she has cancer, and told her to make a complaint if she was unhappy. When she was in the surgery she felt unfairly   |   |
|            |   |                       | treated as the reception staff knew the woman behind her in the queue by name and she was offered an appointment, when<br>they had just told her there were none available. She has tried ringing multiple mornings in a row to get an appointment to<br>see the GP with no success. She is in constant pain and is really worried about missing her cancer treatment. She feels that  |   |
|            |   |                       | no one is helping her and she doesn't know Bristol at all. She tried to go to the pharmacy after her experience at the GP and was so upset that she fell over and had to be treated by the paramedics. They told her she needs to see her GP but she feels uncomfortable going back there, as she feels not listened to and made fun of.   |   |
| 1245       | Access to Services, Telephone<br>system; Continuity of Care,<br>integration of health and social                      | Mixed                 | This individual gave feedback that they can't get through to the surgery so recently they haven't even bothered trying. The pharmacy is excellent.   | Priory Surgery  |
|            | care, health promotion and<br>wellbeing, Prescription/Repeat<br>Prescriptions   |                       |  |   |
| 1243       | Continuity of Care, integration of health and social care,  | Negative              | This individual has had shoulder pain for 8 years and has tried various medications. More recently she has had pain in her spine and has had an MRI. The GP suggested physio but she does not know how to access it. This feels frustrated that she could only have 10 minutes with the GP. She had a referral to a spinal specialist, but the GP said what did she hope to  | Priory Surgery  |
|            | health promotion and<br>wellbeing, Lifestyle and<br>Wellbeing - help with ; Access<br>to Services, Referrals -        |                       | could only have 10 minutes with the GP. She had a referral to a spinal specialist, but the GP said what did she hope to achieve. She has tried acupuncture but has no money for additional care. She feels like the GP isn't adequately addressing her concerns.   |   |
|            | availability; Experience of<br>Care, Staff - Caring, kindness,<br>respect and dignity; Access to                      |                       |  |   |
|            | Services, Cost of treatment ;<br>Access to Services, Provision<br>of services   |                       |  |   |
| 1051       | Experience of Care, Consent,<br>choice, user involvement and<br>being listened to                                     | Positive              | This individual gave feedback that they are happy with the surgery. The individual reports they are clinically vulnerable and requested not to wait in the common waiting area and for the appointment to be made safe for them. All staff wore masks when caring for the individual and the individual was able to wait outside instead of in the waiting area.   | Redland Park Dental<br>Surgery                        |
| 1303       | Access to Services,<br>Appointment Availability;  | Positive              | This individual gave feedback that they have an amazing dentist they can see regularly and can always obtain an emergency appointment if this is needed.   | Redland Park Dental<br>Surgery                        |
| 1056       | Treatment and Care, Quality<br>of<br>Continuity of Care, integration  | Positive              | This individual gave feedback that her pharmacy has a dossette service which is good.  | Regent Pharmacy Clifton,                              |
|            | of health and social care,<br>health promotion and<br>wellbeing, Medicines  |                       |  | Clifton,  |
| 1324       | Management<br>Access to Services, Cost of<br>treatment; Experience of Care,   | Negative              | This individual gave feedback that she went for an eye test here and to get new glasses as her sight prescription has changed. She chose frames which were £19. She argued with the woman about getting them thinned to number 2. She said   | Scrivens Opticians &<br>Hearing Care, Fishponds       |
|            | Communication between staff<br>and patients   |                       | the woman tried to blind her with science but she insisted on having them at number 2 thinness. The total cost ended up being £520 which she was very shocked at. She told the woman she couldn't afford that, and the price was lowered to £389. However, she still felt that was too expensive and felt that she was being ripped off. She was told by them that everywhere  |   |
| 1088       | Experience of Care, Staff -   | Positive              | else would be that expensive, she was especially surprised as it labelled itself as an NHS service. She did not end up paying for the glasses.<br>This individual gave feedback that they had sight and hearing tests. She was happy with the service for both – it was good.  | Scrivens Opticians &                                  |
|            | Quality & Effectiveness;<br>Treatment and Care, Quality<br>of   |                       | She received treatment for cataracts on both eyes and a lump in one eye. She gets NHS glasses but has to put £200 towards them. She also had a hearing test and they found one of her ears blocked with wax so this needs to be cleared and then she'll get hearing aids.  | Hearing Care, Fishponds                               |
| 1107       | Experience of Care,<br>Communication between staff<br>and patients  | Negative              | This individual gave feedback that the practice lost his scan. The person reported that there is no electronic copy for important patient documents.   | Sea Mills Surgery                                     |
| 1321       | Treatment and Care,<br>Effectiveness of; Experience   | Positive              | This individual gave feedback that it is a very good and efficient service. He had an issue and it was very easy to get a prescription: he contacted the GP on the phone, sent them pictures and then got prescribed medication, so he didn't have to even go into the practice.   | Shirehampton Group<br>Practice                        |
| 1282       | of Care, Communication<br>between staff and patients<br>Access to Services, See my                                    | Mixed                 | even go into the practice.<br>This individual gave feedback that It is hard to see the GP; they are usually sees by a nurse but sometimes they would rather  |   |
|            | own GP ; Treatment and Care,<br>Diagnosis or Assessment<br>quality of ; Access to Services,                           |                       | see the GP. One of the nurses misdiagnosed her with COPD due to the fact that they are an ex-smoker. They were surprised by this as they gave up smoking 30 years ago. No tests were done, but they were referred to the hospital. This person also says they don't understand the difficulties getting an appointment with the GP - the waiting room is always empty which  | Practice  |
|            | Appointment Availability;<br>Experience of Care,<br>Communication between staff                                       |                       | they find confusing and frustrating considering it is hard to get an appointment with the GP. Some of the reception staff are very nice.   |   |
| 1331       | and patients<br>Access to Services, Cost of<br>treatment; Access to Services,<br>Access to Services,                  | Negative              | This individual gave feedback that their dentist stopped offering NHS prices and now they have to pay private prices if they want treatment. An Xray confirmed that a tooth had been root filled so would not cause any problems. It's broken but not  | Smile Orchard, Beckspool<br>Road                      |
| 1108       | Access to NHS Dentist Access to Services, Provision   | Positive              | going to be repaired at private rates. They have no idea what they're going to do if they do have any pain as the prices are so expensive.<br>This individual gave feedback that they get a good response to phone calls, good communication and follow ups. Their GP  | Southmead and Henbury                                 |
| 100        | of services; Treatment and<br>Care, Coordination of<br>Services; Access to Services,                                  |                       | is amazing and they felt very supported through miscarriages by the GP, admin staff and team doing bloodwork.  | Family Practice                                       |
| 1109       | Appointment Availability Access to Services, Referrals -  | Negative              | This individual gave feedback that they were given a referral in May which has still not materialised.   | Southmead and Henbury<br>Family Practice              |
| 1325       | availability<br>Experience of Care, Staff -<br>Caring, kindness, respect and  | Positive              | This individual gave feedback that she received a lovely, caring and considerate service. They photographed the back of her eye to check for any potential problems which may develop, and she brought 2 pairs of glasses for £300, and was happy  | Family Practice<br>Specsavers Opticians,<br>Fishponds |
| 1094       | Experience of Care,<br>Communication between staff  | Negative              | with this price. She wanted to give them very positive feedback.<br>This individual gave feedback that they were put on Metformin for their diabetes. A diabetic nurse called a couple of weeks later and told them to cut out sugar and have only 2 slices of bread a day. Since then they have not spoken to the same  |   |
| 1297       | and patients Access to Services, Access to  | Negative              | person twice. They have managed to control their but feel that they didn't get very much support.<br>This individual gave feedback that they and their family are registered with this practice as NHS patients but have not been  | Staplehill Dental Practice                            |
|            | NHS Dentist   |                       | offered a routine check up for 19 months despite seeking this. They are concerned they will lose access to NHS dental care as they understand that if they do not receive NHS dental care for 2 years they will no longer be regarded as NHS patients. They are unable to afford private dental care and are concerned for their future dental care and that of their family.  |   |
| 1241       | Experience of Care,<br>Communication between<br>professionals; Access to  | Negative              | This individual gave feedback that she received notification for her husband to receive his COVID vaccination after he had passed away. Felt staff were uncaring. Admin and nursing staff are good but she sees a different GP every time she attends and has to go back over all info. She has developed a cough on new medication but has had no follow up and wonders if it   | Stockwood Medical Centre                              |
| 1299       | Services, See my own GP<br>Access to Services, Access to  | Negative              | is a side effect of the medication.<br>This individual gave feedback that they have been unable to access NHS dental care. Private dental care is expensive  | The Dentists Old Market                               |
| 1039       | NHS Dentist<br>Access to Services, Provision<br>of services   | Negative              | costing £3,500 in the last year which they could afford.<br>This individual gave feedback that he is a newly arrived international student at the University of Bristol. When he tried to register at the health service they told him he would have to wait to be seen until Christmas/the end of term. He needs to see   | University of Bristol Student<br>Health Service       |
| 1073       | Treatment and Care, Quality   | Positive              | a doctor much sooner because of pre-existing medical conditions.<br>This individual gave feedback that that the GPs in the practice are reasonable and the practice did a great service for his COVID jabs, very quick.  | Wellspring Surgery                                    |
| 1141       | of<br>Treatment and Care, Quality<br>of   | Positive              | COVID jabs, very quick.<br>This individual gave feedback that their friend attended the surgery following a fall. She received brilliant care from the 3 doctors they saw as well as the nurse.  | Wellspring Surgery                                    |
| 1338       | Access to Services,<br>Appointment Availability   | Positive              | This individual gave feedback that he is able to get an appointment, but finds he doesn't need to go to the GP. He wanted to emphasise the value of a positive mindset and doing things which keep him healthy such as going to the gym, seeing his kids, being in nature and keeping busy. He also felt that too many people go to the GP when they don't need to.  | Westbury on Trym Primary<br>Care Centre               |
|            |   |                       | i o je i i i i i i i i i i i i i i i i i i   |   |

### **Secondary Care Feedback Comments by Provider**

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

### healthwatch Bristol

| ID    | Theme  | Sentiment            | Feedback  | Service Provider   |
|-------|--|----------------------|---|--|
| 1040  | Access to Services, Appointment Availability   | Negative             | This individual gave feedback that she was concerned about her dental care. She has a regular dentist and last year had a problem with a tooth that the dentist could not remove due to unusually long roots. She was therefore sent to the dental hospital for treatment but they said they were unable to help as it was neither an emergency, nor painful, nor causing any real problem. She subsequently had it removed privately in Italy. She now has a second tooth with the same long root problem, but this one is painful and causing problems to her sleep and diet, so the dentist has again made a referral. This was at the beginning of 2023. However, the hospital has not been in contact although she has called them numerous times, contacted NHS111 and been back to her dentist. The pain is unbearable and she is desperate.   | Bristol Dental Hospital  |
| 1054  | Access to Services, Booking Appointments   | Negative             | This individual gave feedback that the hospital phoned to arrange an appointment with her, unfortunately she was occupied at the time of the call and the hospital could not make the appointment nor give her a time in which they could call back to make future arrangements. She has not heard back from them.  | Bristol Dental Hospital  |
| 1238  | Access to Services, Access to NHS Dentist  | Negative             | This individual gave feedback that they had been referred by their private dentist for an extraction under sedation. The problem was causing pain and an appointment was made, however this was cancelled with very little warning. The assessment itself went well and an appointment was made for the extraction. On arriving at 9am at the hospital, the reception team were confused and it transpired that the appointment was scheduled in the admin system for four days later and the patient was asked to return. She asked to speak to a manager to emphasise that she was in pain, and that she had personal reasons for needing it quickly and that this was the second time that a mistake had been made. The manager explained that the two systems for appointments and scheduling were not synchronised. She was eventually seen that day although this involved postponing another patient's care. When she called to check upon why her review had not been arranged, the same problem had occurred.  | Bristol Dental Hospital  |
|       | Corporate, Buildings & Infrastructure<br>Experience of Care, Staff - Caring, kindness,   | Negative             | This individual gave feedback about the building used for clinics at this hospital. The building is too old, small and is unfit for purpose. The reception is hard to find and it is hard to find the various clinics.<br>This individual gave feedback that he on a recent visit he thought the staff were amazing: they were very   | Bristol Eye Hospital<br>Bristol Eye Hospital                     |
| 1075  | respect and dignity<br>Experience of Care, Staff - Caring, kindness,<br>respect and dignity  | Positive             | welcoming and friendly, with an efficient service.<br>This individual gave feedback that she has been to the eye assessment clinic and found the staff helpful and considerate. She was able to request an examination without eye drops as she had to drive. She had been  | Bristol Eye Hospital   |
|       | Experience of Care, Communication between staff and patients   | Mixed                | nervous about the appointment but felt reassured and supported.<br>This individual gave feedback that they attended the emergency department of the Hospital with concerns<br>about a foreign body in their eye or possible glaucoma. They found it difficult to locate the reception desk<br>and the staff were brusque and unwelcoming. The wait was managed by a ticket machine which worked<br>well. The consultant and assistant did not introduce themselves and were not friendly or reassuring. The<br>treatment was quick and painless. When the individual asked about possible glaucoma they were told to<br>make an appointment with reception but the reception staff were rude and unhelpful. The consultant then<br>appeared to say the individual did not need to make an appointment but to speak to their GP for a referral if<br>they had concerns. Their symptoms have resolved but the individual is unclear if they need to take further<br>action represented to take further  | Bristol Eye Hospital   |
|       | Experience of Care, Staff - Caring, kindness, respect and dignity  | Negative             | action re possible glaucoma as the advice from the consultant was unclear.<br>This individual gave feedback that they attended the emergency department of the Hospital with concerns<br>about a foreign body in their eye or possible glaucoma. They found it difficult to locate the reception desk<br>and the staff were brusque and unwelcoming. The wait was managed by a ticket machine which worked<br>well. The consultant and assistant did not introduce themselves and were not friendly or reassuring. The<br>treatment was quick and painless. When the individual asked about possible glaucoma they were told to<br>make an appointment with reception but the reception staff were rude and unhelpful. The consultant then<br>appeared to say the individual did not need to make an appointment but to speak to their GP for a referral if<br>they had concerns. Their symptoms have resolved but the individual is unclear if they need to take further<br>action re possible glaucoma as the advice from the consultant was unclear.   | Bristol Eye Hospital   |
|       | Access to Services, Waiting times, punctuality and queuing on arrival  | Positive             | This individual gave feedback that he used to go to the Eye Hospital which had a long queues. Here he had an excellent experience, he was in and out in 15 minutes, was seen exactly on time and was very impressed.  | Bristol Eye Hospital - The<br>Galleries Eye Assessment<br>Centre |
| 1047  | Treatment and Care, Quality of   | Positive             | This individual gave feedback that at the beginning of 2023, just as he was recovering from heart surgery, he was diagnosed with prostate cancer. He has now completed this course of radiology for the prostate cancer, and he is almost fully recovered. He can't praise the NHS enough – he is very, very happy with the treatment he's received.  | Bristol Royal<br>Infirmary,BRI Bristol                           |
| 1136  | Access to Services, Provision of services  | Negative             | This individual gave feedback that at the beginning of the year he needed an operation to put a stent into his heart. The treatment and care were very good and the communication with him and his wife was ok too. He went to the 6 week cardiac rehab clinic and it was excellent. He now has a hernia and needs an operation. He has had 4 or 5 appointments cancelled over the last 5 months. He went into hospital for the hernia operation, but they could not operate because he takes blood thinning medication. He has not heard anything since about rescheduling the operation, it is now 3 months since he was supposed to have it. He is upset about this because he desperately needs to have the hernia operation done. He also has COPD and is going to attend the 6 week respiratory course run by Sirona, and hopes it will be as good as the cardiac rehab one.  | Bristol Royal<br>Infirmary,BRI Bristol                           |
| 81284 | Treatment and Care, Coordination of Services   | Negative             | This individual gave feedback that following surgery at another hospital they had a follow up here where they were sent from department to department then appointment cancelled. now has finally got a telephone call although concerned as a respiratory issue.   | Bristol Royal<br>Infirmary,BRI Bristol                           |
|       | Experience of Care, Communication between<br>staff and patients; Treatment and Care, Quality<br>of ; Access to Services, Referrals - availability  | Negative             | This individual gave feedback that he has chronic pain in his leg. He has had lots of X-rays but the doctors don't know what is wrong. They won't send him for a CT scan or MRI. He has seen multiple doctors, and they are all doing/saying the same thing. He feels ignored. He felt listened to by only one doctor.  | Bristol Royal<br>Infirmary,BRI Bristol                           |
|       | Treatment and Care, Quality of<br>Discharge, Timeliness  | Positive             | This individual gave feedback that he received excellent care in relation to a triple bypass and cannot praise the staff enough. This individual gave feedback that her husband was diagnosed with cancer in the middle of the pandemic.  | Bristol Royal<br>Infirmary,BRI Bristol<br>Bristol Royal          |
|       | Access to Services, Booking Appointments   | Mixed                | He was in and out of hospital. He had poor mobility as had an above knee amputation. Palliative care nurse<br>went on holiday during final admission. he wanted to be discharged home to die and this had been put in his<br>notes. They were advised not to discharge him as his cognitive function was impaired by pain killers. They<br>said he was too ill to go home and did not listen to what he wanted. Family could not visit in hospital .<br>Refused to allow him home and threatened to call police. They eventually agreed to discharge him when<br>their daughter arranged equipment. This meant he had less time at home than he should have had.<br>This individual gave feedback that her operation was postponed as no beds were available. Two weeks later<br>it was postponed again. The third time all went well and the individual received a good follow up.   | Infirmary,BRI Bristol<br>Bristol Royal<br>Infirmary,BRI Bristol  |
| 1236  | Treatment and Care, Management of Service  | Negative             | This individual gave feedback that his wife was having treatment for osteoporosis. They have received 5 letters with different dates for an infusion from rheumatology. An appointment was finally confirmed but then the morning of the appointment they had received a text giving an appointment for 5 days earlier. The treatment has already been delayed for a year because of Covid. The hospital cut their phones off that day at   | Bristol Royal<br>Infirmary,BRI Bristol                           |
|       | Treatment and Care, Quality of; Experience of<br>Care, Communication between staff and<br>patients   | Mixed                | 11 a.m they were short-staffed with one person answering all phones.<br>This individual gave feedback that she required a hysterectomy due to a cyst in her ovary. As a result of strikes, surgery was delayed and an emergency procedure was needed due to the size of the cyst. She is being investigated for nerve issues since the surgery but overall the treatment was good. She reports that she was left with an open wound under her belly button which she feels may have been overlooked due to her  | Bristol Royal<br>Infirmary,BRI Bristol                           |
| 1255  | Treatment and Care, Quality of   | Mixed                | size; she attended for further treatment to avoid infection. She suffered with sickness during her admission<br>and did not eat anything for 1.5 weeks and is concerned that they were planning to discharge her without<br>identifying the cause of her sickness and whilst this was ongoing.<br>This individual gave feedback that she was the wife of a patient admitted with terminal kidney cancer. The<br>patient passed away within 3 weeks of diagnosis as the cancer spread to liver, lungs and lymphatic system.  | Bristol Royal<br>Infirmary,BRI Bristol                           |
| 1093  | Access to Services, Appointment Availability   | Negative             | The staff were 'phenomenal' but there were issues with the ward where the patient stayed. The ward had 4 beds and one of the patients in the other beds was very badly behaved, upsetting staff and other patients. This had a negative impact on the patient's mental health. This individual gave feedback that they had a referral for an MRI scan at the beginning of 2022. The first available appointment was at the beginning of 2023. They are unhappy that that was so much longer than  | Bristol Royal<br>Infirmary,BRI Bristol                           |
|       | Treatment and Care, Quality of; Access to<br>Services, Remote appointments and digital   | Mixed                | This individual gave feedback that they had low blood pressure and potassium poisoning. They were admitted as an emergency after collapsing in A&E and their 2 days as an inpatient were brilliant. This was  | Bristol Royal<br>Infirmary,BRI Bristol                           |
| _     | Treatment and Care, Quality of   | Negative             | followed up with weekly blood tests at the GP then monthly now every three months. Nurses are great.<br>Using a computer puts the individual off accessing healthcare.<br>This individual gave feedback that they were on an orthopaedic ward for a month. They found the   | Bristol Royal  |
| 1087  | Access to Services, Appointment Availability;<br>Treatment and Care, Quality of  | Positive             | televisions were too loud and the noise levels were made worse by people using their mobile phones being<br>on loudspeaker. It was felt this should be controlled by the staff.<br>This individual had treatment for cancer. She was very happy with the whole experience and the treatment<br>she received.  | Infirmary,BRI Bristol<br>Bristol Royal<br>Infirmary,BRI Bristol  |
| 81283 | Access to Services, Admission Procedure  | Negative             | This individual gave feedback that their husband had an appointment but no correspondence sent through<br>and now time has been wasted as he was on the cataract list and then had to start again on a neurological list.   | Emersons Green NHS   |
| 1071  | Access to Services, Transport availability   | Negative             | This individual gave feedback that after attending an outpatients appointment he sometimes waits for 2-3 hours to get home.   | E-zec Medical Transport -<br>Bristol,                            |
| 1028  | Access to Services, Transport availability   | Negative             | This individual gave feedback that she had an appointment to see the consultant at South Bristol community<br>Hospital following a heart scan. She was very anxious and ordered the car for 2 hours before the<br>appointment at 3pm. When the car did not arrive at 1pm as expected, she began to worry so called the<br>company at 2pm and was told the driver was held up but would 'put his foot down' and get to her soon. At<br>this point she still could have ordered a taxi but being reassured that a car was coming, she did not. By 3pm<br>he still did not come and her appointment was cancelled. She now has to wait 2 months for a re-scheduled<br>appointment. She did not receive an apology for the lack of service.   | E-zec Medical Transport -<br>Bristol,                            |
|       | Discharge, Co-ordination of Service;<br>Continuity of Care, integration of health and<br>social care, health promotion and wellbeing,<br>Medicines Management; Continuity of Care,<br>integration of health and social care, health<br>promotion and wellbeing, Integration of<br>services and communication between<br>professionals; Continuity of Care, integration<br>of health and social care, health promotion and<br>wellbeing, Home Support Equipment | Negative             | This individual gave feedback on behalf of their deceased father. He was admitted to Southmead Hospital and whilst there the occupational therapist assessed him as being a severe risk for falling and that not safe taking his medication. He could not cook for himself so required Meals on Wheels (MOW). He was discharged with an inadequate care plan in place. No arrangements were made to ensure he took his medication, some of which were time critical. Arrangements to manage the falls risk could not be implemented for 3 to 4 weeks post discharge. No arrangements had been made for MOW. This individual had to press the hospital to prescribe the correct medication after initially (and incorrectly) saying this was the responsibility of the GP. As no family member was available to help with him taking his medication, the hospital ended up having to send taxis to get the meds to him. He also needed regular blood monitoring following his discharge which didn't happen. 2 weeks post discharge, her father had a fall at home. 8 hrs later was admitted to Weston General where he died 48 hrs later from pneumonia. The individual holds Southmead Hospital responsible for the deceased's mismanaged discharge and untimely death in awful circumstances. | Southmead Hospital,<br>Bristol,                                  |
|       | Access to Services, Waiting times, punctuality<br>and queuing on arrival; Treatment and Care,<br>Quality of  | Mixed                | This individual gave feedback that their records were slow to arrive from their previous GP when they registered with a GP in Bristol, which the individual believes led to an ongoing issue not being managed properly. This led to her collapsing whilst playing tennis as a result of a stroke. She were rushed to A&E where she had to wait for 8 hours in the ambulance before being admitted to a stroke ward where she stayed for 3 days. The individual says all the staff were brilliant. She has suffered significant ongoing health issues following the stroke including ongoing fatigue and poor concentration. She has had to change jobs and reduce their hours and now has to take additional medication.   | Southmead Hospital,<br>Bristol,                                  |
|       | Treatment and Care, Quality of   | Positive             | This individual gave feedback that after being diagnosed with COPD at their GP Practice, the consultant at the hospital was annoyed that no tests had been done, as it turned out they didn't have COPD but were diagnosed with asthma. They had a very good experience at the hospital.  | Southmead Hospital,<br>Bristol,                                  |
|       | Experience of Care, Communication between staff and patients   | Negative             | This individual gave feedback that he was a patient in ITU following a ruptured spleen. Staff were generally supportive and the care good except for one nurse who denied him medication and treated him badly. He decided against making an official complaint. Transferred to a general ward and found it hard to acclimatise to having nurses caring for up to eight patients rather than the 1:1 in ITU.  | Southmead Hospital,<br>Bristol,                                  |
|       | Experience of Care, Staff - Caring, kindness, respect and dignity  | Mixed                | This individual gave feedback that he was a patient in ITU following a ruptured spleen. Staff were generally supportive and the care good except for one nurse who denied him medication and treated him badly. He decided against making an official complaint. Transferred to a general ward and found it hard to acclimatise to having nurses caring for up to eight patients rather than the 1:1 in ITU.  | Southmead Hospital,<br>Bristol,                                  |
|       | Access to Services, Referrals - availability;<br>Experience of Care, Communication between<br>staff and patients   | Positive             | This individual gave feedback that he was referred for an X-ray regarding Sciatica. He phoned the hospital on Wednesday and had the X-ray on Friday and got the results back on Friday, so he was very happy with this service.   | Southmead Hospital,<br>Bristol,                                  |
| 1229  | Experience of Care, Communication between<br>professionals<br>Experience of Care, Communication between  | Negative             | This individual gave feedback that she is not happy with the treatment she has received She has been experiencing the same symptoms for 13 years and it is only this year that she has received the correct diagnosis of Crohn's Disease, but before that she was told that she had colitis. Because of this misdiagnosis she was not getting the proper treatment and care from the consultant. This has had terrible consequences for her. She has lost her job, and cannot go about her daily life with ease. She has had to miss important family events and the symptoms are totally debilitating. She sometimes has to go to the toilet 20 times a day.   | Southmead Hospital,<br>Bristol,<br>Southmead Hospital,           |
|       | staff and patients   |                      | disabled. She was given morphine. Whilst in hospital she had tests which all came back as normal. They wanted to discharge her the next day. A doctor told her that she would not be given CPR if something happened to her and he had a completed do not resuscitate (DNR) form suggesting she's participated in this decision, which she hasn't. She's put in a complaint to PALS about this issue. They haven't taken the DNR off her medical record. She's also complained to the General Medical Council.  | Bristol,   |
|       | Experience of Care, Staff - Caring, kindness, respect and dignity  | Negative             | This individual gave feedback that she was diagnosed with a tumour and needed surgery to remove this from her kidney. The consultant that told her of the diagnosis and need for surgery but communicated this poorly and implied that she would not wake up from surgery due to her weight. She was referred to Macmillan Cancer Support who provided the support she needed.  | Southmead Hospital,<br>Bristol,                                  |
|       | Treatment and Care, Diagnosis or Assessment<br>availability; Treatment and Care, Coordination<br>of Services   | Positive             | This individual gave feedback that the care was good. They were fast tracked via their GP surgery but had to wait for a bed. The speciality nurse visited them from GP surgery and triaged them to hospital as urgent. They had a good explanation from the doctor in A&E about what was wrong.   | Southmead Hospital,<br>Bristol,                                  |
|       | Experience of Care, Staff - Quality &<br>Effectiveness; Experience of Care, Staff -<br>Caring, kindness, respect and dignity   | Negative             | This individual gave feedback that the person they were providing feedback for received very poor care as a patient at the hospital. There was no respect given, limited support provided and no one wanted to take any responsibility.   | Southmead Hospital,<br>Bristol,                                  |
| 1352  | Treatment and Care, Quality of<br>Experience of Care, Communication between  | Positive<br>Positive | This individual gave feedback that their friend was in hospital following a fall. Their friend was made comfortable and received advice in relation to end of life care and appropriate medication.<br>This individual gave feedback that there is excellent communication about appointments. it's a bit of a trek   | Southmead Hospital,<br>Bristol,<br>Southmead Hospital,           |
|       | professionals; Access to Services, Booking<br>Appointments<br>Access to Services, Appointment Availability ;   |                      | from where this individual lives, so they were offered an appointment at a clinic closer to home, but they prefer to travel for the continuity of specialist care. Always seen by cheerful staff, on time and treated with courtesy.  | Bristol,<br>Southmead Hospital,                                  |
|       | Access to Services, Appointment Availability;<br>Access to Services, Remote appointments and<br>digital services<br>Experience of Care, Quality of   | Mixed                | This individual gave feedback that they had a fall after drinking. They were taken to the GP by some  | Bristol,<br>Southmead Hospital,                                  |
|       |  |                      | neighbours and told they had to wait for an ambulance to hospital or the police would be called. They were admitted to a ward and the patient next to them was swearing loudly. They asked the doctors what was happening to the individual and was told that the patient was dying and wouldn't be loud for much longer. This other patient died while next to them in the ward which was a bit uncomfortable for them. They were in hospital for 10 days and were otherwise happy with the care received.   | Bristol,   |
|       | Treatment and Care, Diagnosis or Assessment<br>quality of<br>Access to Services, Waiting times, punctuality  | Negative             | This individual gave feedback that they had a learning difficulty and doctors had advised that she use a service where she could have someone attend a doctors appointment with her. In advance of the appointment she was sent a paper form to fill out with information to help the doctor best understand how to communicate with her. She asked the person attending the appointment with her to help her fill out the form but they were unable to do so. She said it was frustrating that in order to get help she was sent a form which she needed more help to fill out. She also said that it would be helpful to know in advance what questions a doctor might ask as she has trouble processing and answering questions right away .   | Southmead Hospital,<br>Bristol,<br>Southmead Hospital,           |
|       | Access to Services, Waiting times, punctuality<br>and queuing on arrival; Treatment and Care,<br>Quality of ; Experience of Care,<br>Communication between staff and patients  | 1 vegative           | This individual gave feedback that they had attended A&E having been referred by their GP for urological issues. Despite the GP referral, they waited 2 hours before being sent to the Same Day Emergency Care Department before being referred to Urology. The total wait was 7 hours. The staff were not helpful in directing them to the correct section of the hospital and the individual found the hospital's signposting poor and difficult to understand due to the use of unfamiliar abbreviations. The consultant undertook an examination of his testicles that was clumsy and painful and failed to address all his concerns. The individual had to attend again a few days later when he was seen by a different consultant who also undertook a painful examination.  | Southmead Hospital,<br>Bristol,                                  |
|       | Access to Services, Referrals - timeliness   | Negative             | This individual gave feedback that they had not been feeling well for a few weeks and had pain in their chest, back, and under their arms. They have had pleurisy in the past but this feels worse. They attended their GP and were prescribed antibiotics, but they have not helped so the medication was changed. As they have become more worried the GP has made a referral to the hospital for a CT Scan. They were told the wait would be awhile and that they have not even started allocating them an appointment yet when they called. They are so concerned about the wait that they have investigated the £600 scan at The Spire privately and are considering that instead.   | Southmead Hospital,<br>Bristol,                                  |
|       | Continuity of Care, integration of health and<br>social care, health promotion and wellbeing,<br>Integration of services and communication<br>between professionals  | Negative             | This individual gave feedback that they have complex needs and regularly attends both the BRI and Southmead hospitals. She and her husband have experienced a lack of communication between the two hospitals. They don't seem to be aware of her medical history and it's very distressing for them both to have to over it again and again because each hospital says they are different NHS Trusts. She was scheduled to have an operation at Southmead for kidney stones. They had to get there at 7am, starve herself the day before and when she got there, she was told the operation was cancelled.   | Southmead Hospital,<br>Bristol,                                  |
|       | Treatment and Care, Speed of   | Mixed                | This individual gave feedback that they moved to Bristol 3 years ago and still need to find a GP and Dentist.<br>They use the drop-in centres at the hospital for healthcare, which is a great service but slow.  | Southmead Hospital,<br>Bristol,                                  |
|       | Experience of Care, Staff - Capacity;<br>Treatment and Care, Effectiveness of  | Negative             | This individual gave feedback that they were in hospital for surgery and when the nurse came to take blood this person says that they smelt of alcohol and their hands were shaking. Surgery was unsuccessful and still has symptoms of neuropathy.   | Southmead Hospital,<br>Bristol,<br>St Michael's Hospital         |
|       | Treatment and Care, Coordination of Services;<br>Treatment and Care, Quality of  |                      | This individual gave feedback that sometimes she feels not listened to by doctors. For years she had a pain<br>in her side, when she was finally admitted to hospital, they found that she had gall stones. Due to the strikes<br>she had to wait for surgery. They also said she needed to lose weight first which she thought was unrealistic<br>This individual gave feedback that she was sent around a few different hospitals; from BRI she was sent to<br>Southmead then back to BRI and eventually got treated at St Michaels where she thought the staff were<br>lovely and very kind, however one of her keyhole surgery sites got infected. They put glue on the wound<br>and didn't dress it, she thinks they didn't consider her skin type as the glue pulled off with clothing and<br>sweating. They gave her antibiotics and dressed the sites after the infection.  | St Michael's Hospital,<br>Bristol                                |
|       | Experience of Care, Staff - Caring, kindness,<br>respect and dignity; Continuity of Care,<br>integration of health and social care, health<br>promotion and wellbeing, Follow on treatment<br>and continuity of care   | Positive             | This individual gave feedback that their daughter had recently lost her baby at 29 weeks. The hospital really supportive and offered aftercare services to the mother and her daughter. Caring and compassionate, went above and beyond.  | St Michael's Hospital,<br>Bristol                                |
| 1239  | Treatment and Care, Quality of   | Positive             | This individual gave feedback that they were referred to the hospice for a course related to their condition which was good. Though the team was not hands on they gave insights and guidance which was helpful.  | St Peter's Hospice, Charlton<br>Road, Brentry, Bristol           |

### **Urgent & Emergency Feedback Comments by Provider**

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

| ID   | Theme   | Sentiment | Feedback  | Service Provider                        |
|------|---|-----------|---|---|
| 1144 | Treatment and Care, Diagnosis or<br>Assessment quality of; Access to<br>Services, Provision of services   | Negative  | This individual gave feedback that they had attended A&E 17 times recently suffering symptoms of vomiting and urinating blood, a swollen abdomen and a constant deep chest cough. After assessment they were told that the tests did not disclose a condition and the individual was advised to attend their GP which they refused to do. When reattending A&E they were escorted from the premises by security staff and told they had been banned. They are concerned they will not receive care as they have been blacklisted by the system. | Bristol Royal Infirmary<br>A&E          |
| 1143 | Experience of Care,<br>Communication between staff and<br>patients; Access to Services,<br>Waiting times, punctuality and<br>queuing on arrival | Negative  | This individual gave feedback that they have had to attend A&E frequently in the past 6 months due to really heavy periods. They are asked lots of questions despite repeated attendances for the same issue and do not feel listened to. They have required blood transfusions due to the impact of blood loss and have been told surgery will be delayed and that they will be on the waiting list for years.   | Bristol Royal Infirmary<br>A&E          |
| 1167 | Experience of Care, Staff -<br>Caring, kindness, respect and<br>dignity; Access to Services,<br>Provision of services                           | Negative  | This individual gave feedback that NHS service was poor.  | NHS 111                                 |
| 1241 | Treatment and Care, Diagnosis or<br>Assessment quality of   | Negative  | This individual gave feedback that her husband was ill with diarrhoea but paramedics advised that he was ok and did not test for COVID. He collapsed later and died of COVID. She le the paramedics use the toilet and few personal belongings disappeared. Contacted police and has filed a complaint. After the 999 experience with her husband it makes her never want to call 999 again.  | South West Ambulance<br>Service (SWAST) |

This individual gave feedback that they are looking after a friend who had waited all day for an ambulance 1249 Access to Services, Transport Negative South West Ambulance availability Service (SWAST) to arrive. 1272 Access to Services, Waiting times, Mixed This individual gave feedback that their Mum is 97 and needed to go to A&E one evening. They had to wait Southmead Hospital punctuality and queuing on 2 hours in the ambulance. There were 15 ambulances waiting outside the hospital and no beds. The staff A&E arrival; Treatment and Care, were fantastic despite being rushed off their feet and the care given was good. Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity; Experience of Care, Staff - Quality & Effectiveness

1220 Treatment and Care, Speed of

Negative

This individual gave feedback that they called NHS 111 and were directed immediately to A&E for care. When they arrived the nurses saw to her quickly and determined she needed to see a doctor for which the wait was quite long. She spent a total of 10 hours in the department.



Southmead Hospital

A&E

1189 Experience of Care, Appointment Negative This individual gave feedback that they had a terrible 9 hour wait overnight in a hard chair in a waiting Southmead Hospital Availability room. A&E

### Public Health and Social Care Feedback Comments by Provider

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

### healthwatch

Theme Sentiment Feedback Service Provider ID Bristol City Council 1323 Access to Services, Provision Negative This individual gave feedback that she cares for her mother and grandson, so she should get a Carers Welfare Allowance from the council. However, she has been waiting since April to get this payment, when she rang of services them they said the money is unlikely to come until next year because of lack of staff. She felt frustrated at this as it's already 8 months later and the point of the money is to treat yourself each year to something nice. Negative Bristol City Council 1232 Access to Services, Cost of This individual gave feedback that she is frustrate that her disability allowance and pension all goes on the amount she has to pay for a live-in carer who only spends 45 minutes with her in the morning to make her treatment meals. When she was in hospital for 6 months she was told that her cottage had to be deep cleaned before she could be discharged. A company, organised through Bristol City Council, did the work without her permission. It cost £1600. When she got back home, she thought the house didn't look like it had been cleaned at all. Her friend helped her by writing to the cleaning company and Bristol City Council to complain, but they said she has to pay otherwise they will take her to court. The cleaning company said she gave permission. She was in hospital at the time and is adamant that she did not giver her permission. They used a key to get into her house which was in a coded-safe and she believes that her social worker gave them the code without her permission. She had to pay again to get the carpet cleaned and the toilet unblocked as she found them in a bad state. Bristol City Council 1228 Experience of Care, Consent, Negative This individual gave feedback that their daughter is in supported housing which is funded by South Glos choice, user involvement and Council. The daughter has learning difficulties, and the family has a social worker from Bristol City Council because that's where the mother lives and where the daughter lived until Jan 2023. Her daughters social worker being listened to has applied for a Financial Deputyship for the daughter (who is 32 years old). The mother can no longer look after her daughter's financial affairs and she's been told that it would cost £10,000 to challenge this. She doesn't have this kind of money and there is no legal aid available. She has tried to make a complaint about the way the social worker is dealing with the case but is struggling without support. At the moment she can't visit her daughter and isn't happy with the way the social worker is handling the issue. Bristol City Council, 1342 Experience of Care, This individual gave feedback that he is disappointed in the support provided by Bristol Adult Social Care. He Negative Communication between staff has limited mobility and when the carers arrived, they did some washing up and made sure he was okay in the Swift Response bath, they also recommended he installed some handrails in the bath which his housing association have been and patients very quick to action. He has been trying to contact Social Care again because he needs more information and help but they have not responded to his messages either through the co-ordination portal or via the carers that came to see him. It is called Swift Response but he feels this has not been true in his case. 1335 Access to Services, Positive This individual gave feedback that he was an alcoholic and DHI have helped him cut down his alcohol intake. DHI Developing Health & Appointment Availability; He referred himself to them, it was a quick phone call and then someone phoned him back. He goes to the Independence Treatment and Care, SMART meetings in St Pauls which are good. Effectiveness of This individual gave feedback that his mum lives here. While she would rather still be at home, she thinks it is 1320 Experience of Care, Positive Druid Stoke Care Home, Communication between staff a good alternative and is happy there. It is a nice and active place with lots of different events happening. The 31 Druid Stoke Avenue, and patients; Treatment and home communicates well with the family and they have been invited to family and community events there. **Bristol** The home has specific meetings for anyone to raise any issues and regular email contact. The food is nice and Care, Quality of he said it is a beautiful place.

| 1337 | Experience of Care, Staff -<br>Caring, kindness, respect and<br>dignity; Access to Services,<br>Provision of services | Positive | This individual gave feedback that he has been living here and he said the staff are great, they are always there to help. They have brought support programmes in so that residents can get help from them, such as narcotics anonymous etc.   | Logos House (The<br>Salvation Army)                 |
|------|---|----------|---|---|
| 1318 | Experience of Care,<br>Communication between staff<br>and patients; Treatment and<br>Care, Quality of                 | Positive | This individual gave feedback this is a very positive place. He been here for 6 years and enjoys talking with staff.  | Logos House (The<br>Salvation Army)                 |
| 1281 | Treatment and Care, Quality of  | Neutral  | This individual gave feedback that they had a few issue at first but they responded to her worries and have assigned specific carers to her mother.   | Medacs Healthcare,<br>Bristol                       |
| 1264 | Treatment and Care, Quality of  | Positive | This individual gave feedback that they stayed here for 5 weeks following discharge to help them stop drinking after being in hospital from a fall. They are an ex-alcoholic. They said they would rather not have been sent there but that they were treated well by the staff and it was helpful for not drinking. When they asked why the windows opened only part of the way they were told this was to stop people from jumping out, which they found disturbing. They are now home with carers that come to their house who provide good care and check for alcohol.  | Oakhill Mansions,<br>College Park Drive,<br>Bristol |
| 1240 | Corporate, Equipment  | Negative | This individual gave feedback that their husband was being cared for at home by community nurses who were very good. The complaint is about the equipment provided to support the care. The hospital bed was broken; the trolley to put food on had only 2 wheels not 4 and a chair requested was never delivered. The husband of this person could not use the commode because the bed was broken and he was unable to get out of it. The chair arrived on a Thursday evening was set up on the Friday but the patient passed away on Saturday. It was arranged for the equipment to be picked up . There was no one at home and a neighbour had to insist that they take all the equipment, rather than just one cushion that the people collecting said they had been tasked with. | Sirona Community Nurses                             |
| 1280 | Treatment and Care, Quality of  | Negative | This individual gave feedback that their 95 year old mother needs carers to attend 3 times a day. Sometimes the carers are only in for 10 minutes, and can overlook doing certain things so that they have to telephone to follow up missed care. The individual feels like they do not always follow the care plan.  | Yellow Rose Healthcare<br>Ltd                       |

### **Community Care Feedback Comments by Provider**

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

Sentiment Feedback

|      |   |          |  | <b>A</b>                     |
|------|---|----------|--|------------------------------|
|      | Access to Services, Provision<br>of services  | Negative | This individual gave feedback that he was referred to a wellbeing course for people with diabetes and pre-<br>diabetes in Kingswood. The course ended unexpectedly (due to loss of funding). He felt it wasn't very well<br>conducted, as the man who ran it sometimes wouldn't turn up without warning them in advance. This<br>happened quite a few times so a few sessions were lost. There was a lot of information about what you couldn't<br>eat but not about what alternatives you could have, so it felt very restrictive and made him feel worried about<br>what to eat, as the people he lives with cook for him. | Sirona Community<br>Services |
| 1212 | Treatment and Care, Quality of  | Negative | This individual gave feedback that her son uses incontinence pads. The free allowance is 3 a day and they get delivered by the pharmacy. She phoned an incontinence service and they gave her stronger pads but cut the allowance down to 2 a day, so now she must buy more so her son has enough to last a day. They are expensive.   | Sirona Community<br>Services |
|      | Experience of Care,<br>Communication between<br>professionals; Treatment and<br>Care, Quality of ; Access to<br>Services, Provision of services | Negative | This individual gave feedback that she was not offered a carers assessment or shown moving and handling techniques. She struggled to cope caring for her husband who was terminally ill and had domiciliary care assistance only once a day. She said that she needed help with his personal hygiene but it didn't coincide with the times they visited. She struggled to help him move. She did not feel supported.   | Sirona Community<br>Services |
|      | Experience of Care,<br>Communication between staff<br>and patients; Treatment and<br>Care, Quality of   | Negative | This individual gave feedback that when her husband was terminally ill the community nurses visited once a week to check the medications and didn't do anything else. She felt let down, one nurse wouldn't help him to get onto the commode. She did all the caring. They could have shown more empathy.  | Sirona Community<br>Services |
| 1063 | Experience of Care,   | Positive | This individual gave feedback that the night nurses and on call nurses were brilliant.   | St Peter's Hospice           |

Communication between staff and patients; Treatment and Care, Quality of

Theme

ID

healthw>tch

Service Provider

**Bristol** 

### **Mental Health Services Feedback Comments by Provider**

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



| ID   | Theme   | Sentiment | Feedback  | Service Provider                   |
|------|---|-----------|---|------------------------------------|
| 1302 | Access to Services, Referrals -<br>availability | Negative  | This individual gave feedback that they want to complain about the treatment of mental health patients as<br>they have been prevented from gaining access to help they qualify for and they are in despair.   | Petherton Resource<br>Centre (AWP) |
| 1258 | Access to Services, Provision of services       | Negative  | This individual gave feedback that they found it hard to navigate the mental health services available in Bristol. It is unclear what the different services do. She is currently waiting for mental health support after being told to call VitaMinds by her GP. She was surprised she had to make the referral herself. | Vitaminds / IAPT                   |

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### **General NHS Services Feedback Comments**

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

| ID    | Theme   | Sentiment | Feedback  | Service Provider |
|-------|---|-----------|---|------------------|
| 1070  | Access to Services, Provision of services   | Negative  | This individual gave feedback that he had paid a lot of money to a private organisation to help him stop smoking. He could not find adequate provision via the NHS.   | ALL NHS          |
| 1248  | Access to Services, Transport<br>availability ; Access to Services,<br>Appointment Availability | Negative  | This individual gave feedback that it is no longer possible to get a bus to South Bristol, and they find it hard to get to an appointment.  | ALL NHS          |
| 1043  | Access to Services, Cost of treatment   | Neutral   | This individual gave feedback that she is unclear if the NHS will fund a further cycle of eggs freezing prior to treatment for cancer. She has been told that the number of frozen oocytes obtained following an initial cycle of treatment were low and therefore the chances of a successful pregnancy are lower than she expected. The private clinic that undertook treatment have advised her to consider another cycle of stimulation-eggs collection but the clinic have told her that the NHS only cover one cycle of treatment. The individual asks if this is correct as the guidance as to the funding limitation refers to infertility treatment for couples/single women who have not able to conceive (for two years, and meeting a specific criteria) which is not applicable in her case. | ALL NHS          |
| 1251  | Access to Services, Transport<br>availability   | Negative  | This individual gave feedback that they are issues with transport to and from appointments. Buses have changed and been decreased so this makes it even worse.  | ALL NHS          |
| 81250 | Access to Services, Remote appointments and digital services                                    | Negative  | This individual gave feedback that they do not like online services.  | ALL NHS          |
| 1266  | Access to Services, Appointment<br>Availability   | Negative  | This individual gave feedback that they have concerns regarding the increased use of private care.<br>They are aware of a local private offer for MRI scans. They are appalled that people are now so<br>concerned about waiting times that they are willing to pay for this basic NHS service. They believe<br>this indicates a huge social inequality.  | ALL NHS          |
| 1247  | Access to Services, Appointment<br>Availability   | Negative  | This individual gave feedback that they only bother using pharmacy as they can't be bothered with the waiting time for other services. They feel there needs to be a community bus to South Bristol Community Hospital.   | ALL NHS          |
| 1096  | Treatment and Care, Medical Records   | Negative  | This individual gave feedback that they hope that health data is not being sold.  | NHS App          |

### **Provider Responses about the Previous Quarter's Report**

healthw<sub>l</sub>tch

**Bristol** 

This individual was concerned that he was unable to register with a GP and was in need of medication. He left hospital last Air Balloon Surgery month with four weeks supply of medication for serious heart problems. He has moved residence since his hospital stay and the previous GP said he was no longer within the catchment area and advised him to register elsewhere. He has no photographic identification and has been previously homeless; this surgery has refused to register him and told him to register as homeless with the Compass centre for medical care. He is not homeless and wants to join this practice but has been refused.

Feedback from Air Balloon Surgery: I would urge this patient to make contact as we are keen to learn from this but are unable to take it any further without their input"

535 Administration, Provision of services

Negative This individual gave feedback that they have an eating disorder (bulimia) and were sent to the GP to have Blackberry Hill her weight checked, a blood test and blood pressure check. The GP was very good. She's been referred to the STEPs service because she has bulimia and exercises too much. She has been told that she's reached the top of the waiting list, has been called in for an appointment. She then attends the appointment, explains everything to the healthcare professional, which is complicated and emotionally draining but then she doesn't hear anything and eventually she's been told that she's back on the waiting list, with no explanation of why this has happened. This has been going on for 3 years now!

Hospital, Bristol

We are very sorry to hear that this person had a negative experience with our service. We are working very hard to reduce waiting times for our service users, and have managed to significantly reduce them over the last year. However, we still have an extensive historic waiting list for psychological therapies. While people are on the waiting list we offer reviews to ensure peoples safety and check in with them about their well-being, but people will remain on the waiting list following review. We would always encourage people to contact the service if they are dissatisfied with our care, or they are unclear about aspects of their care so we can find a resolution.