

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.

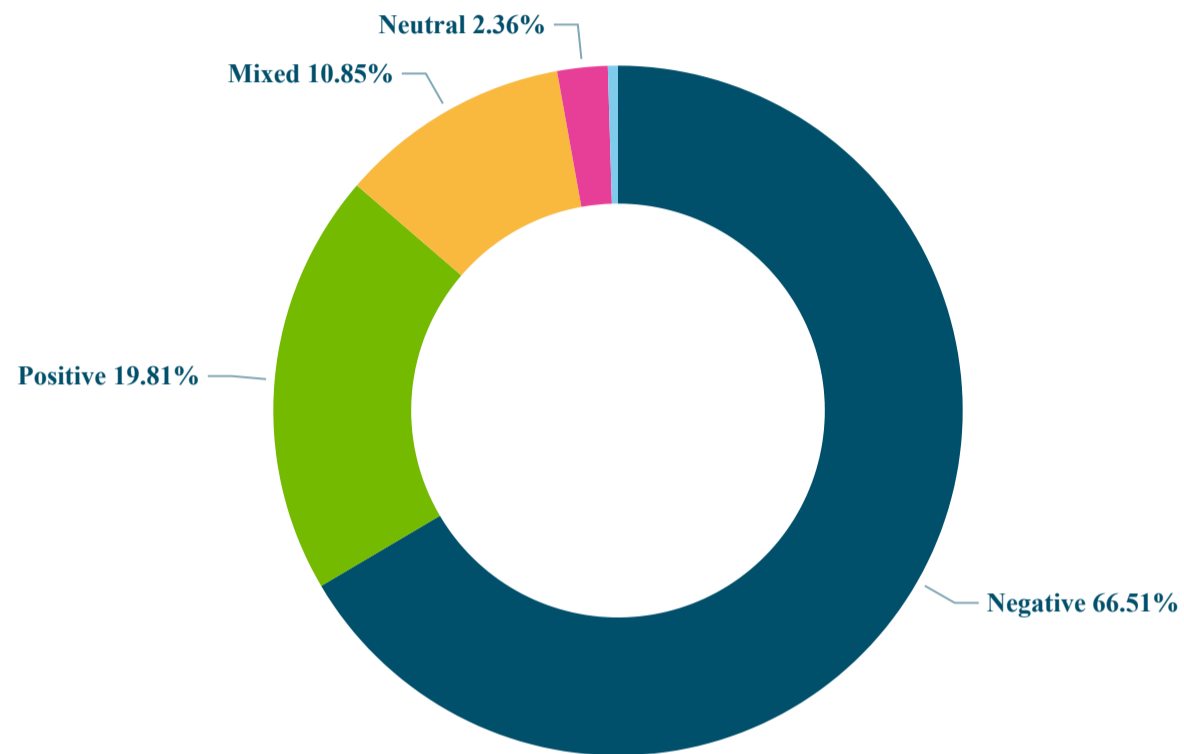
All our public contacts are offered guidance and information related to advocacy or on complaint options. Our staff and volunteers' knowledge of the health and care landscape help people to make informed choices about their care, and those of their loved ones. These reports can also be viewed in PowerBI Pro, please email miriam@healthwatchbnssg.co.uk if you would like to access them in this way.



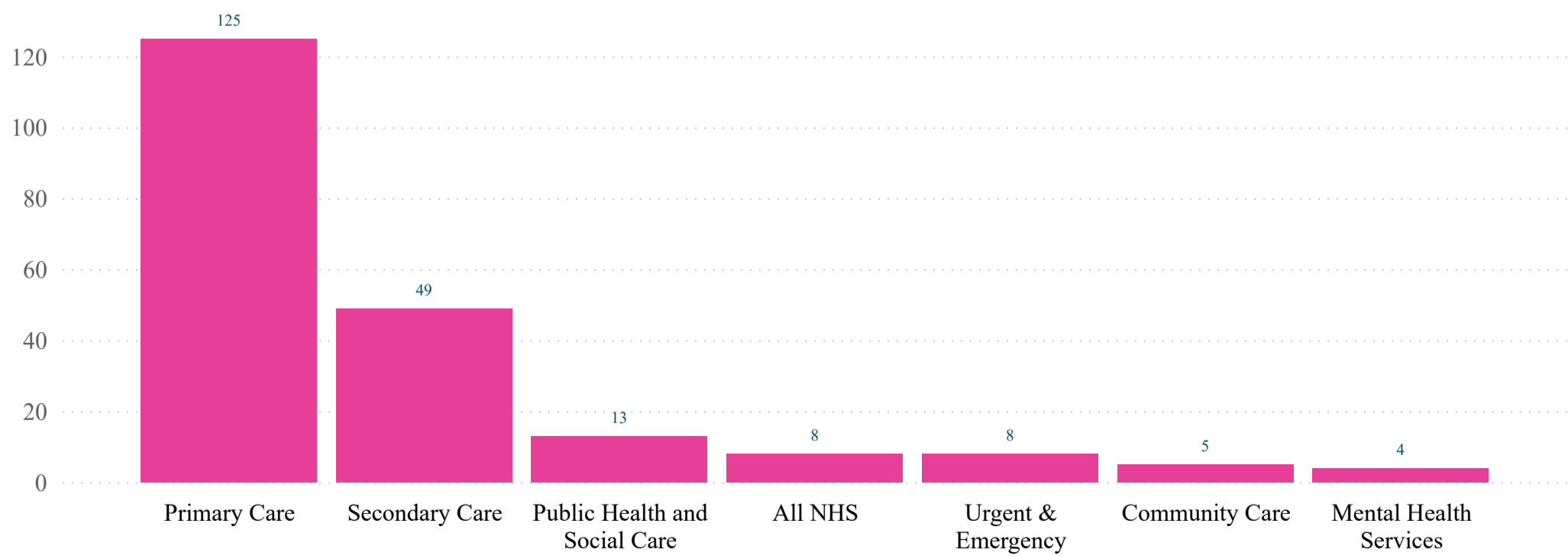
Headline Figures



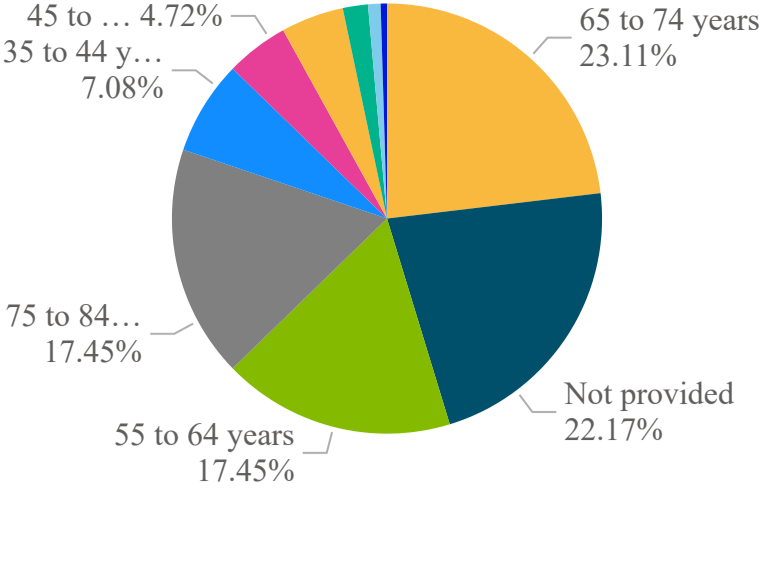
Overall Sentiment of Feedback contacts



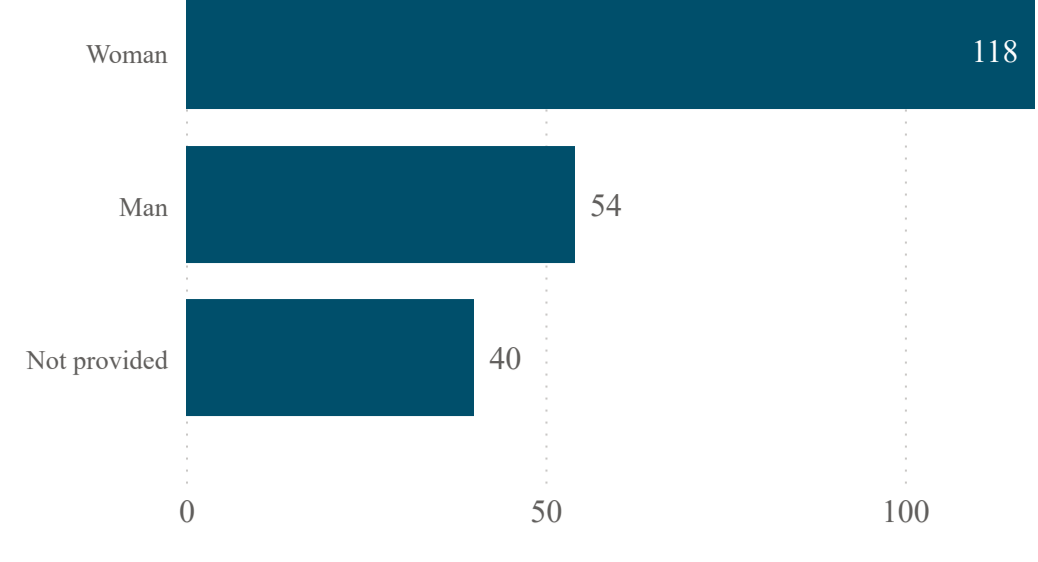
Feedback contact by sector



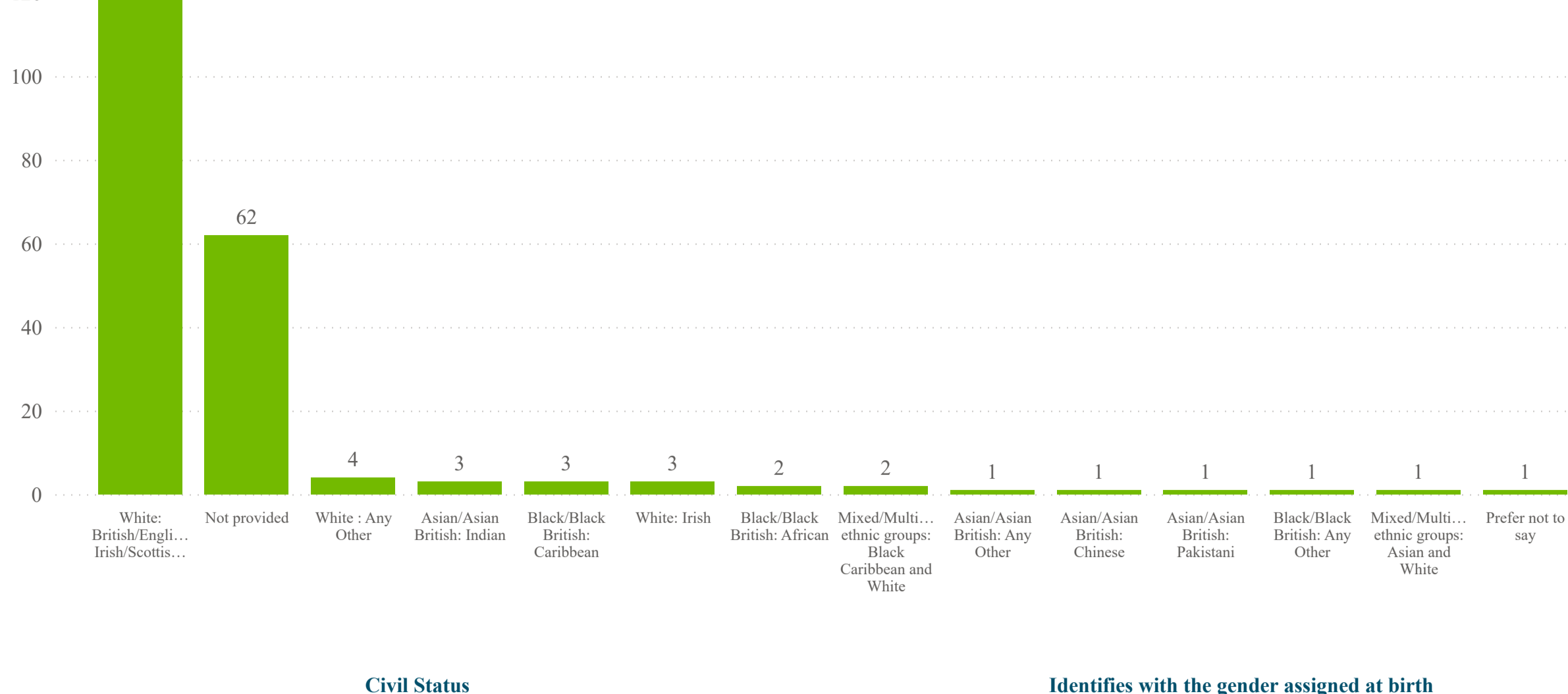
Age Band



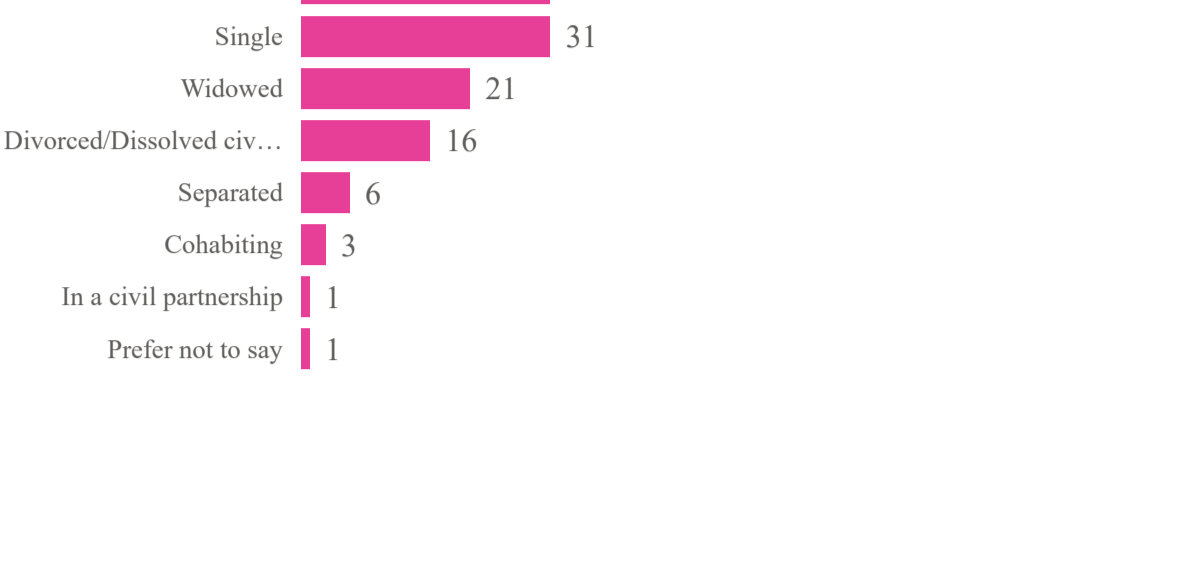
Gender



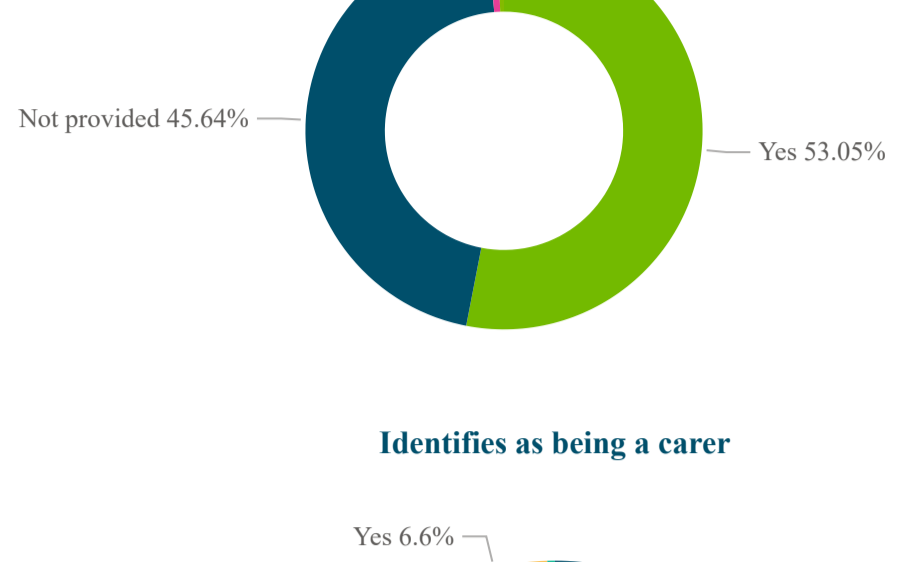
Ethnicity



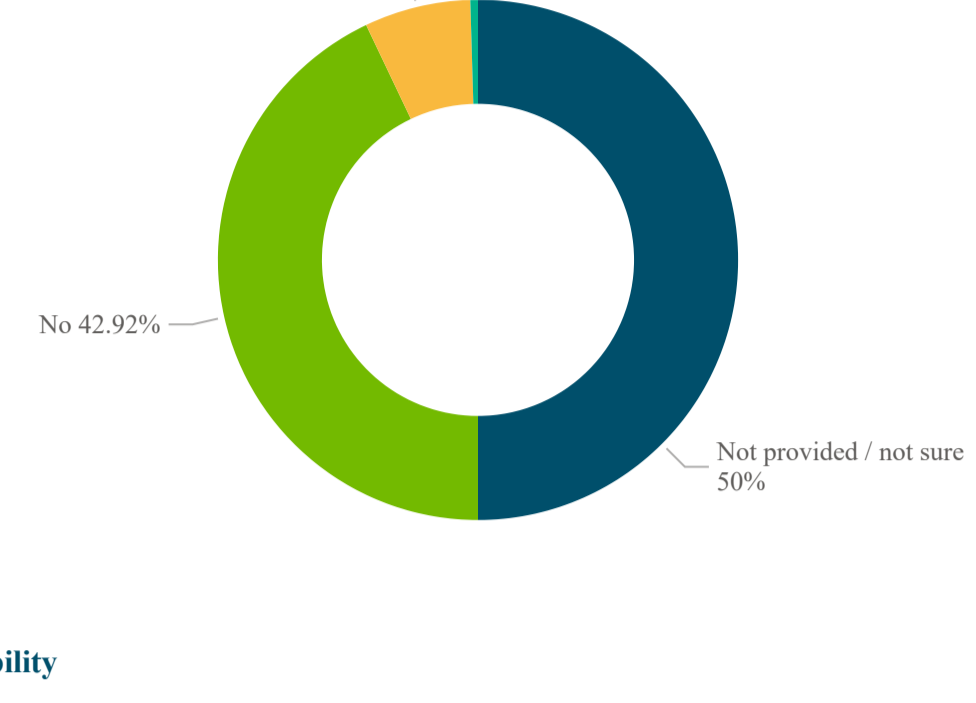
Civil Status



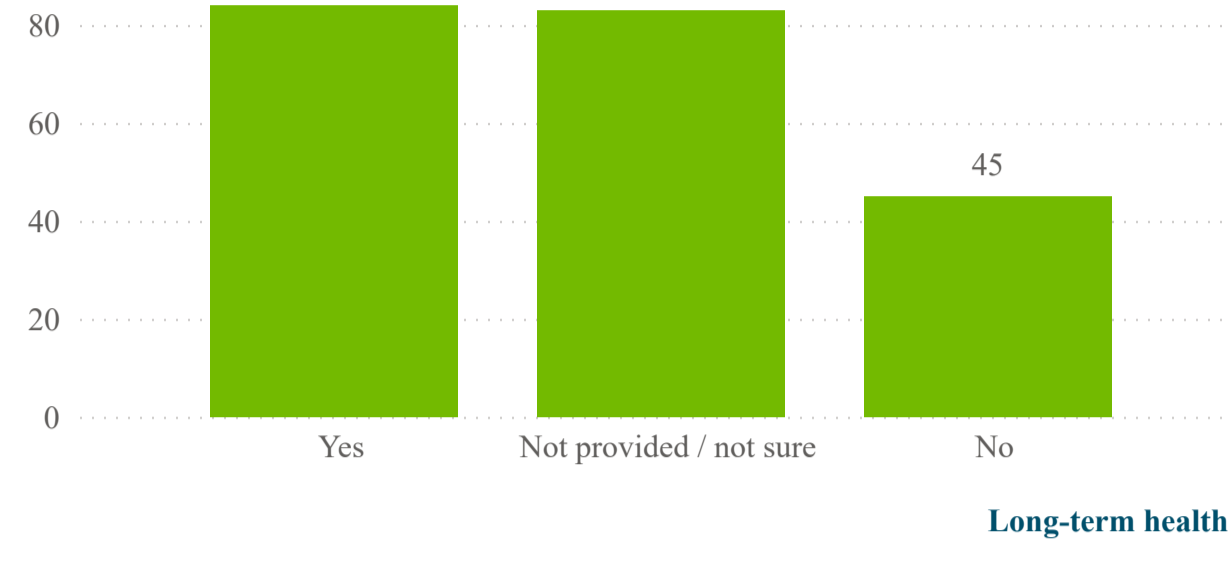
Identifies with the gender assigned at birth



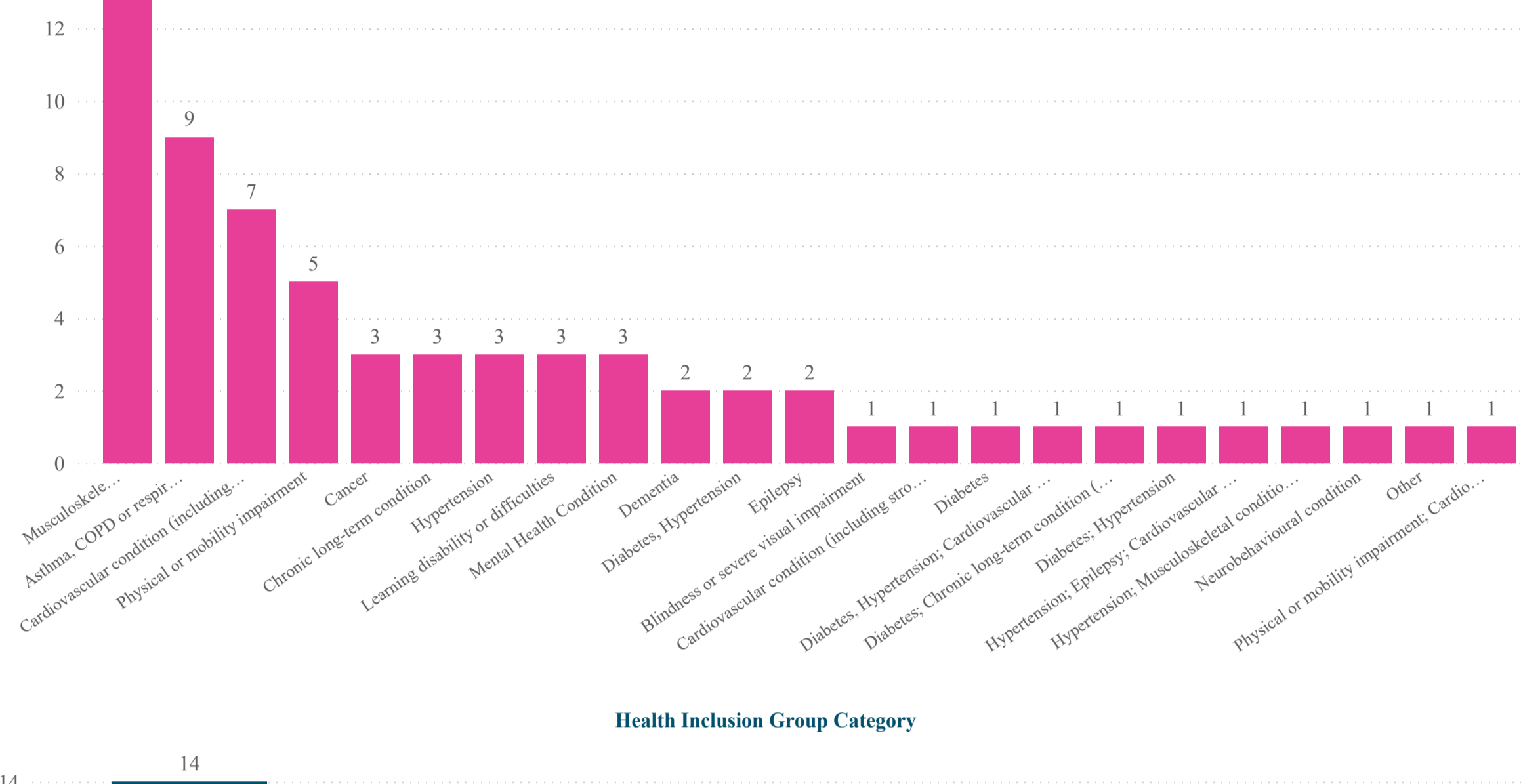
Identifies as being a carer



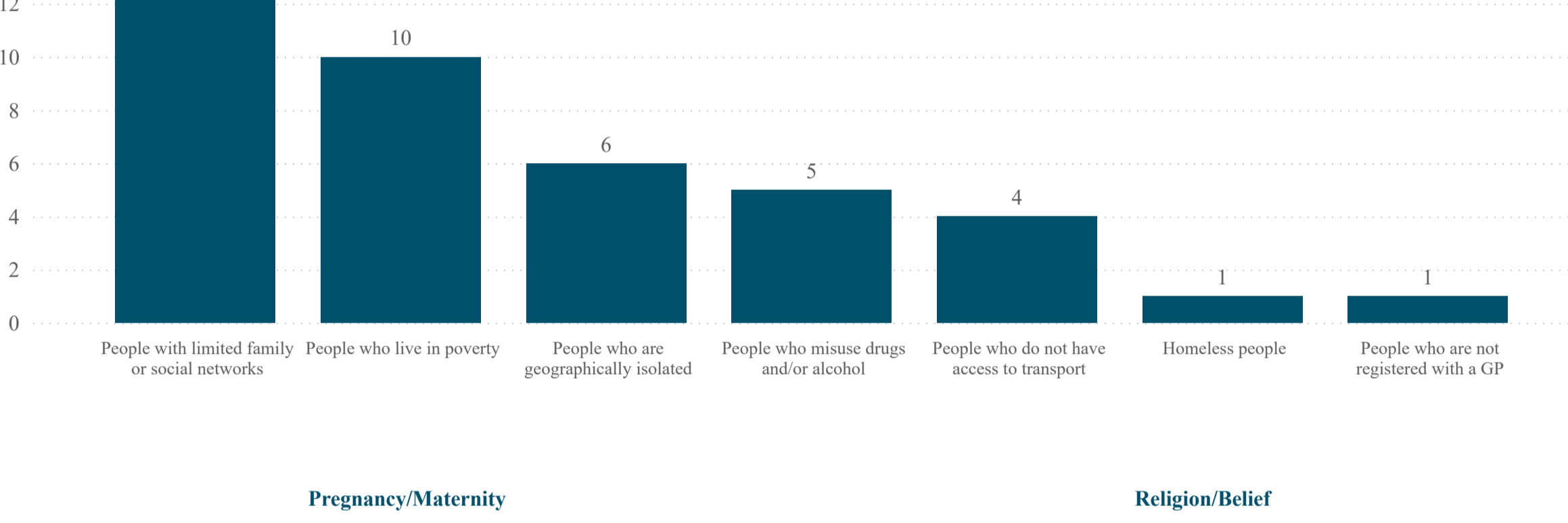
Identifies as having a long term health condition / disability / being disabled



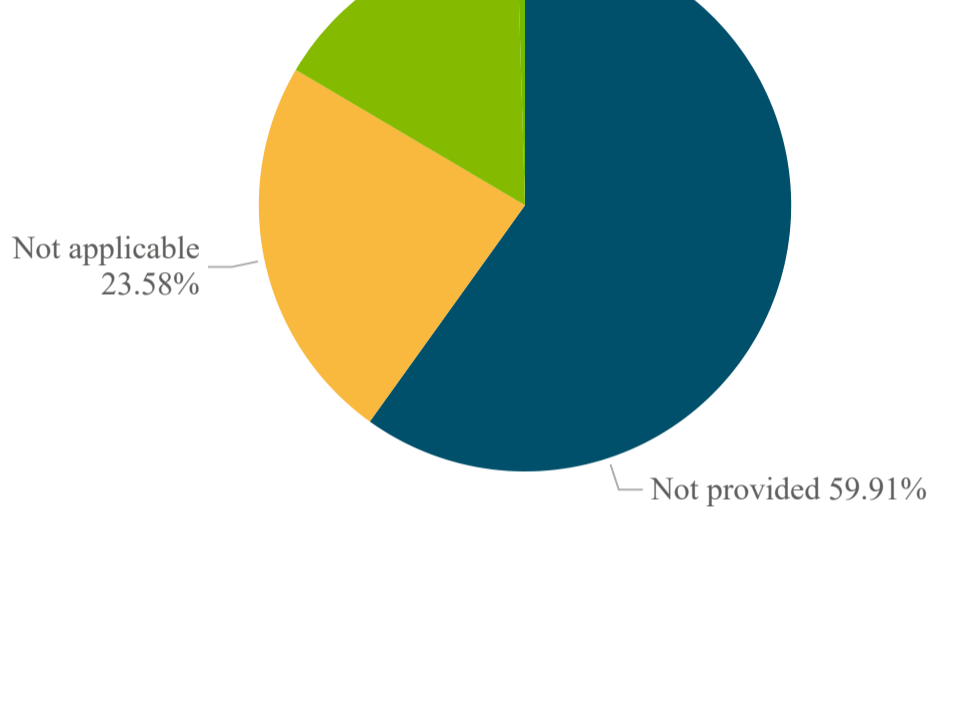
Long-term health condition / disability



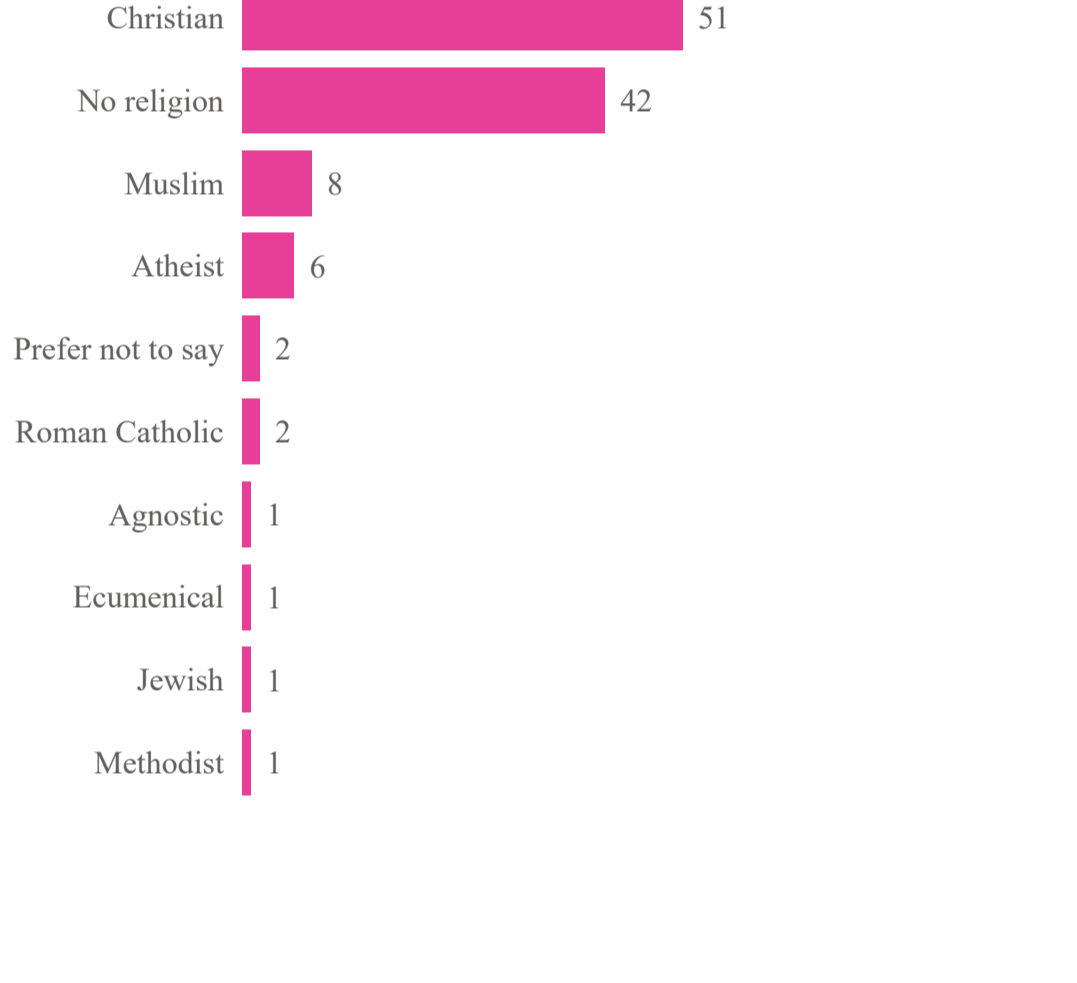
Health Inclusion Group Category



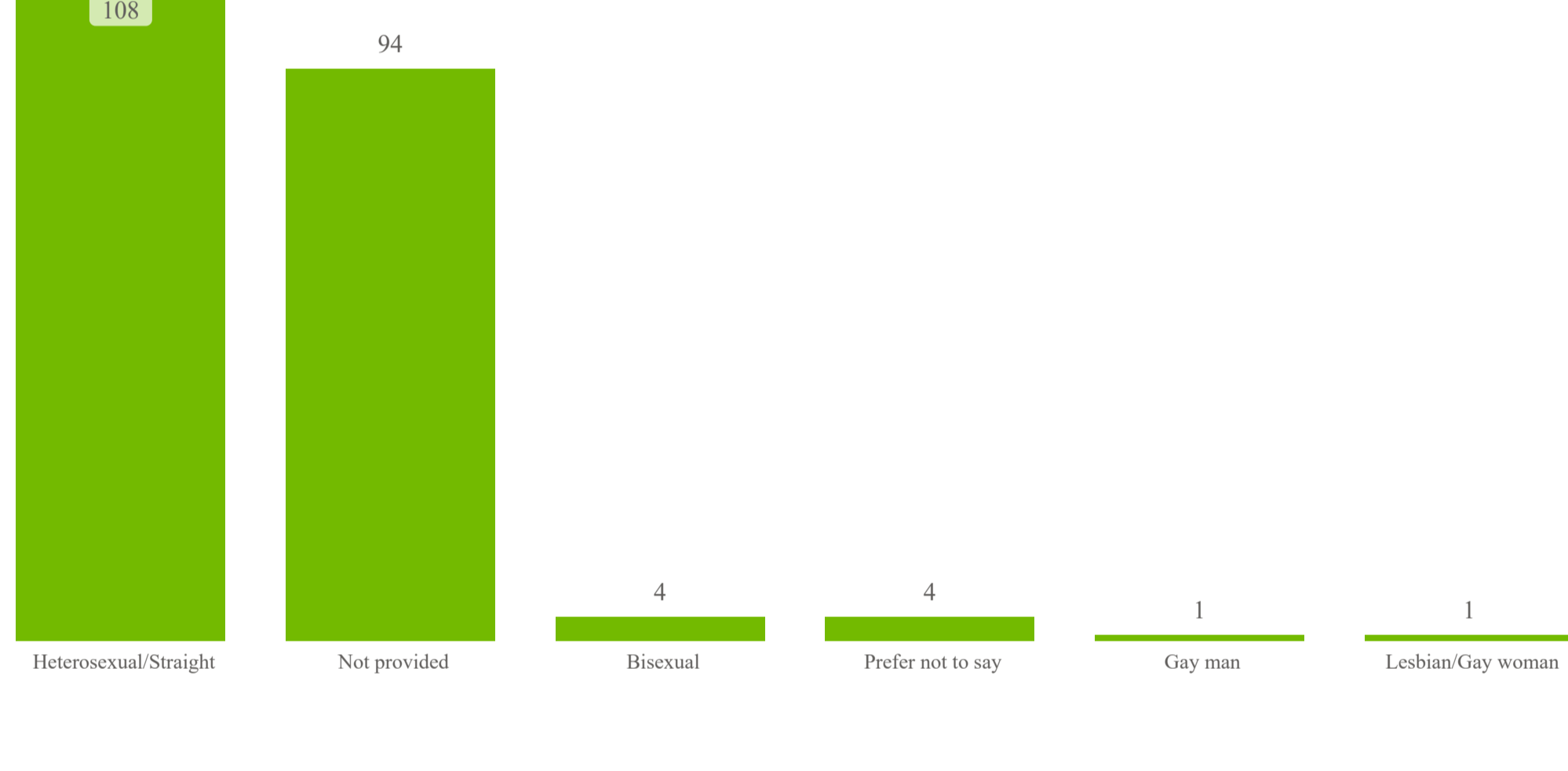
Pregnancy/Maternity



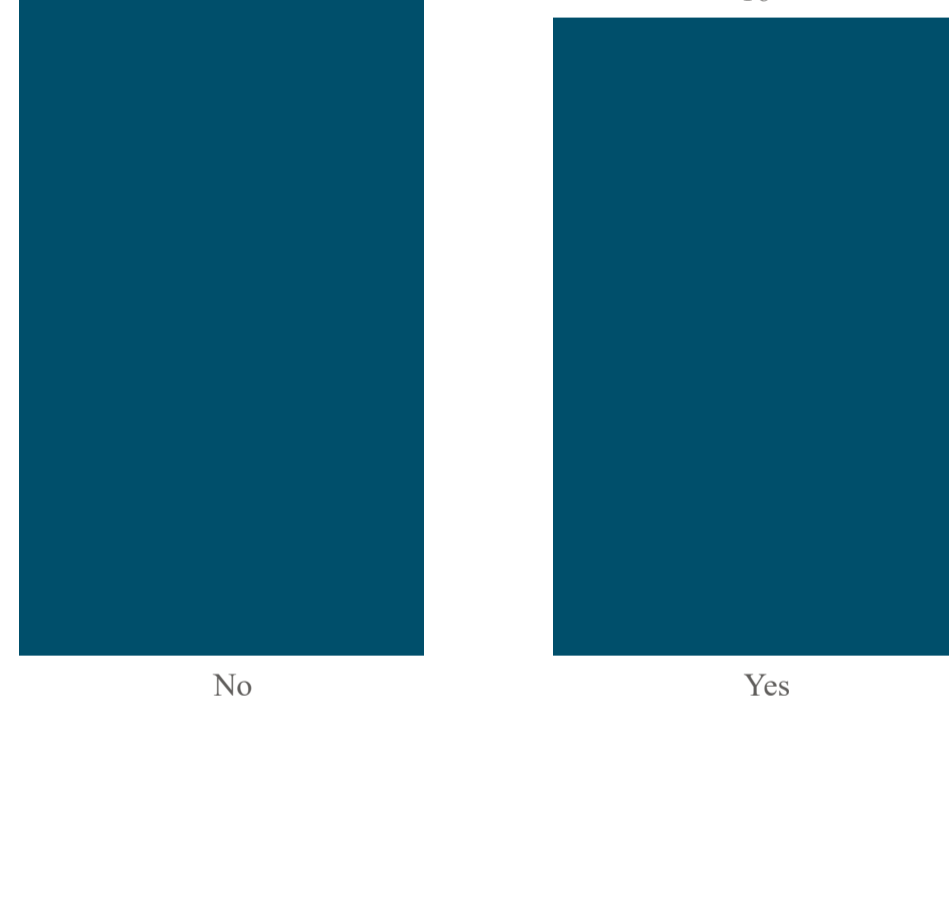
Religion/Belief



Sexual Orientation



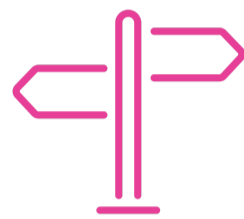
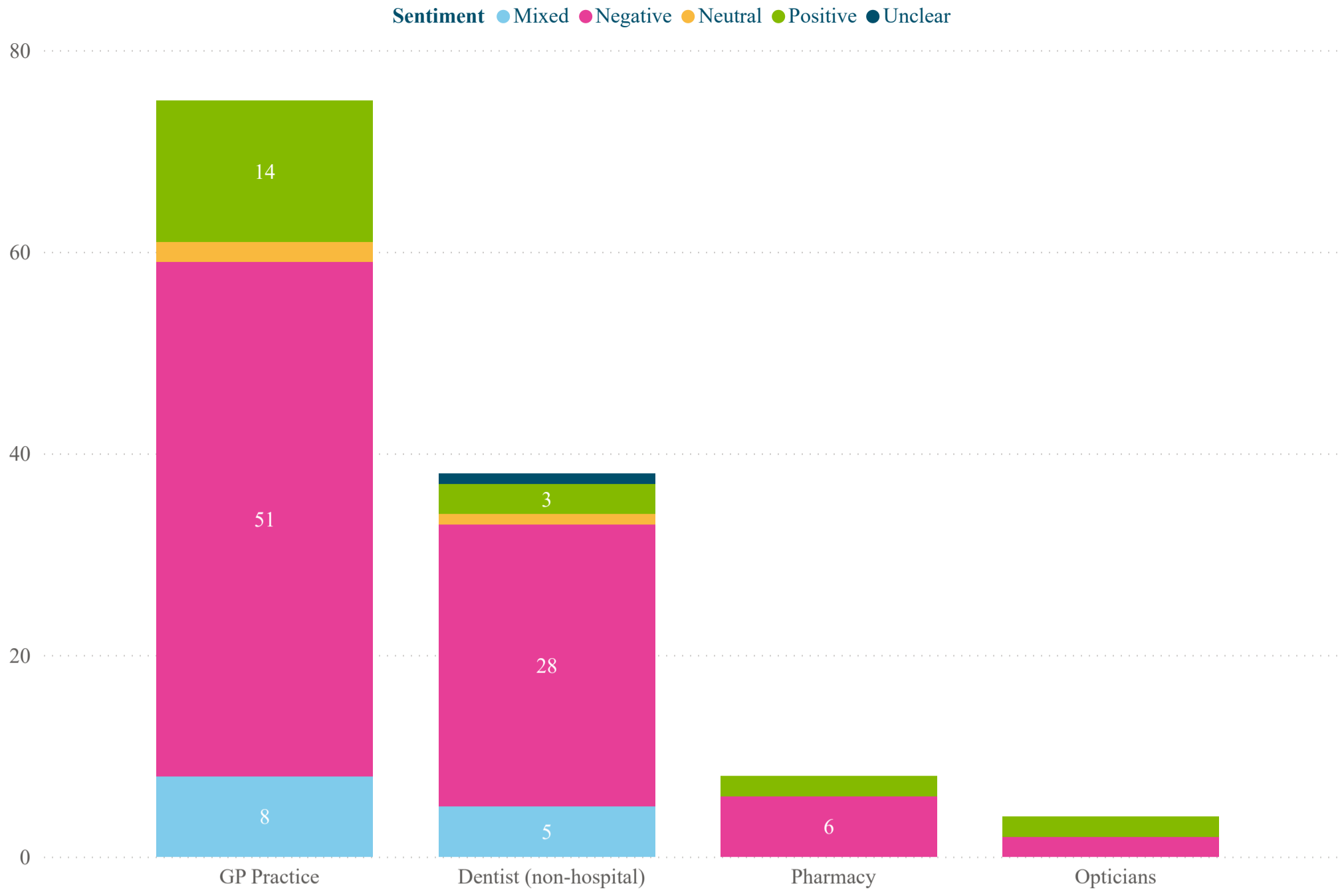
Able to access health or social care services online if they want to?



Primary Care Feedback

Multiple pieces of feedback for a single provider can indicate that our engagement 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



Signposting for Primary Care Feedback

18

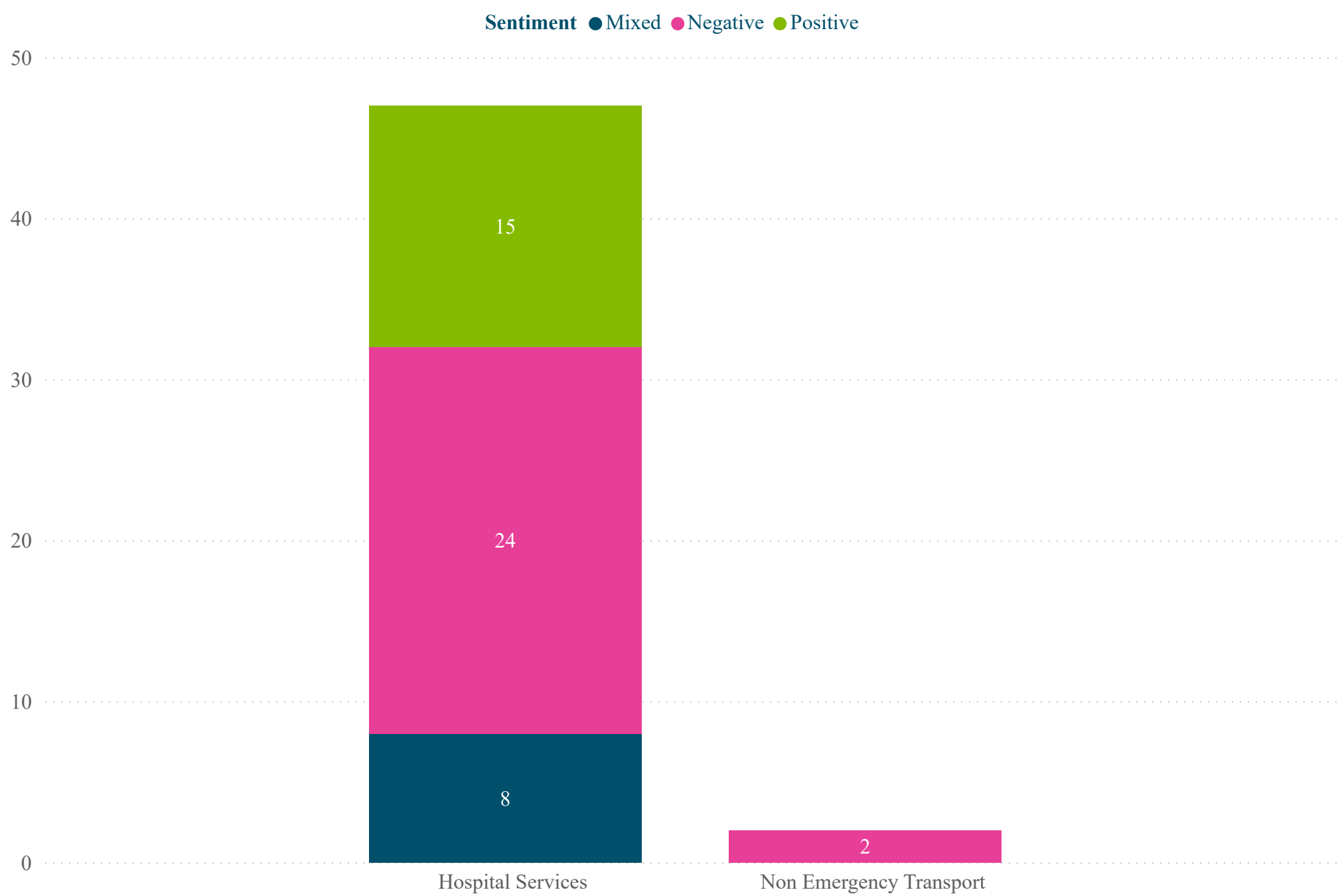
Themes and Sub-Themes with Sentiment for Primary Care Feedback

Main Theme	Mixed	Negative	Neutral	Positive	Total
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	10
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	7
Provision of services		1			1
Referrals - availability		2			2
Referrals - availability		1			1
Referrals - timeliness		3		1	4
Remote appointments and digital services		3		1	4
Remote appointments and digital services		3			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
Continuity of Care, integration of health and social care, health promotion and wellbeing		4		4	8
Lifestyle and Wellbeing - help with		1			1
Medicines Management				1	1
Prescription/Repeat Prescriptions		3		1	4
Prescription/Repeat Prescriptions				2	2
Experience of Care	1	26		12	39
Communication between professionals		3		1	4
Communication between staff and patients		15		4	19
Communication between staff and patients		1		1	2
Consent, choice, user involvement and being listened to	1			1	2
Equality & Inclusion		1			1
Prescription/Repeat Prescriptions		1			1
Staff - Caring, kindness, respect and dignity		3		1	4
Staff - Caring, kindness, respect and dignity		1		1	2
Staff - Quality & Effectiveness		1		3	4
Quality Assurance		3			3
Complaints Management		1			1
General		2			2
Treatment and Care	1	24		16	41
Coordination of Services				1	1
Coordination of Services		1			1
Diagnosis or Assessment availability		2			2
Diagnosis or Assessment quality of		4		1	5
Diagnosis or Assessment quality of		1			1
Effectiveness of		5		1	6
Explanation of	1				1
Medical Records		1			1
Quality of		7		13	20
Speed of		2			2
Speed of		1			1
Total	5	144	2	44	195

Secondary Care Feedback

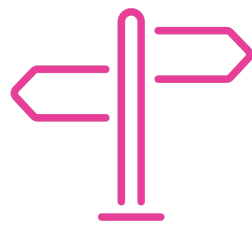
Multiple pieces of feedback for a single provider can indicate that our engagement officers have been working with the provider this quarter and not that their service has suddenly changed.

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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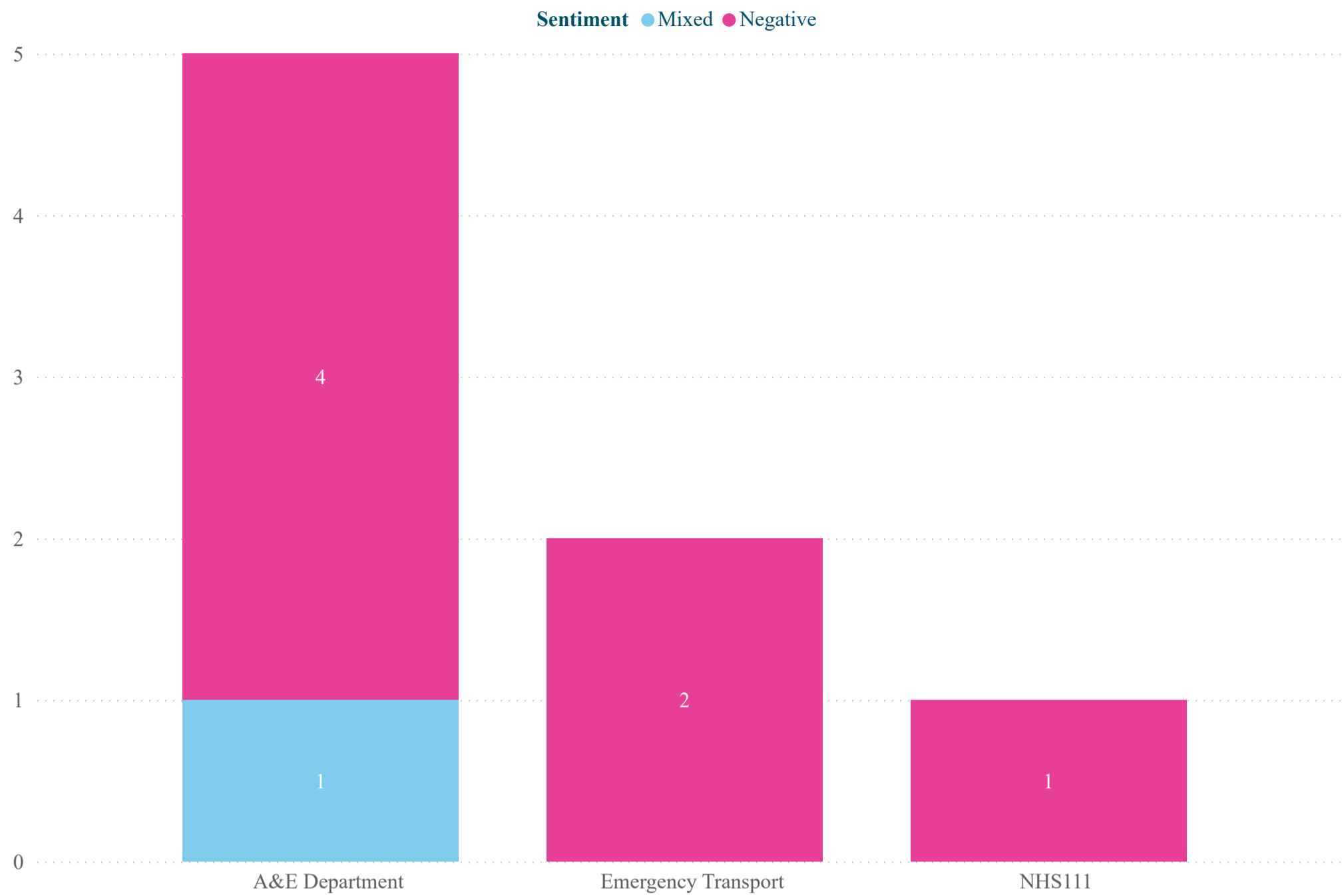
Themes and Sub-Themes with Sentiment for Secondary Care Feedback

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
Continuity of Care, integration of health and social care, health promotion and wellbeing		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

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



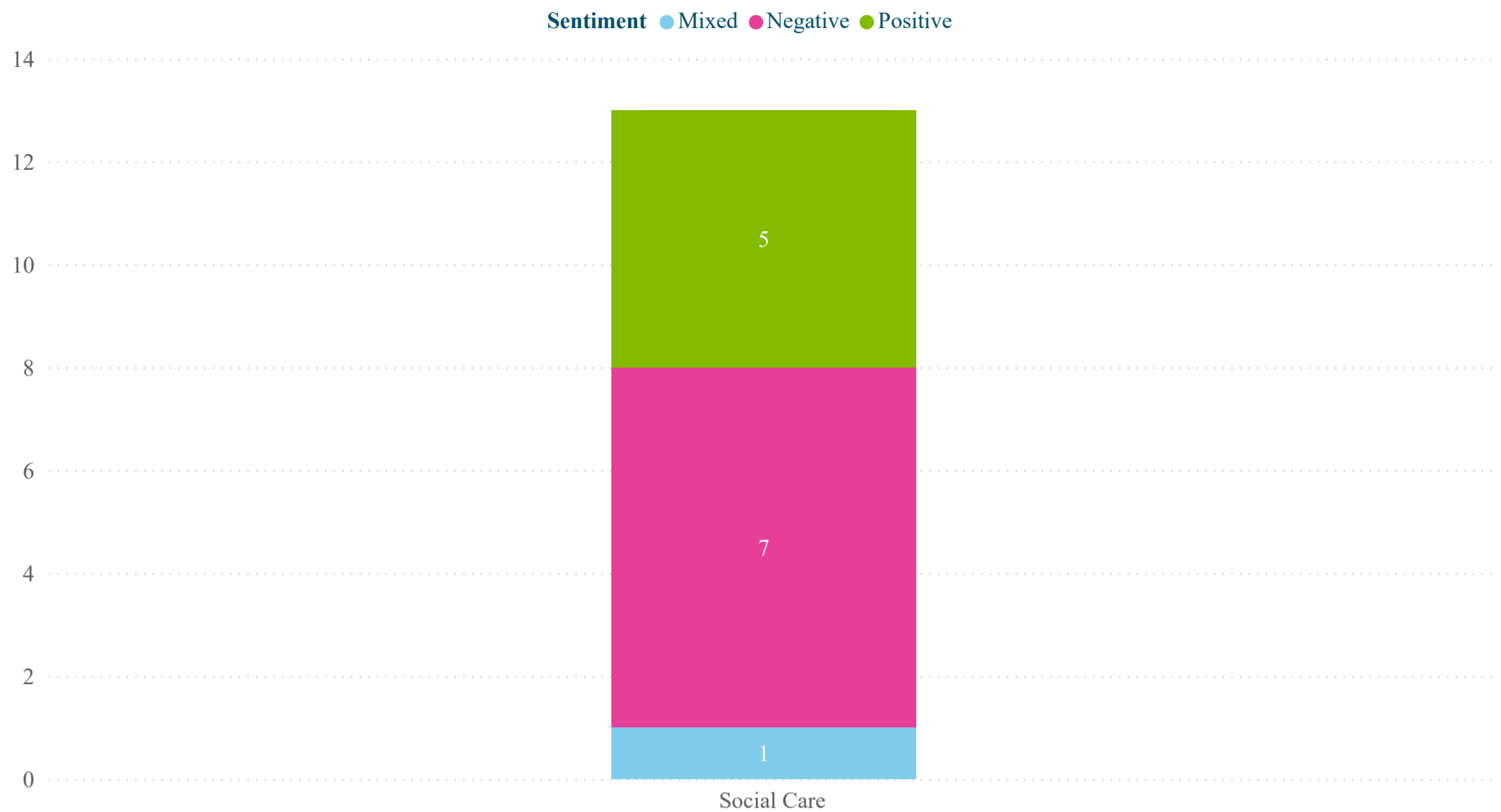
Themes and Sub-Themes with Sentiment for Urgent & Emergency Feedback

Main Theme	Negative	Positive	Total
<input type="checkbox"/> Access to Services	5		5
Provision of services	2		2
Transport availability	1		1
Waiting times, punctuality and queuing on arrival	2		2
<input type="checkbox"/> 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
<input type="checkbox"/> 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.

Number of feedback contacts by service type with sentiment



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

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

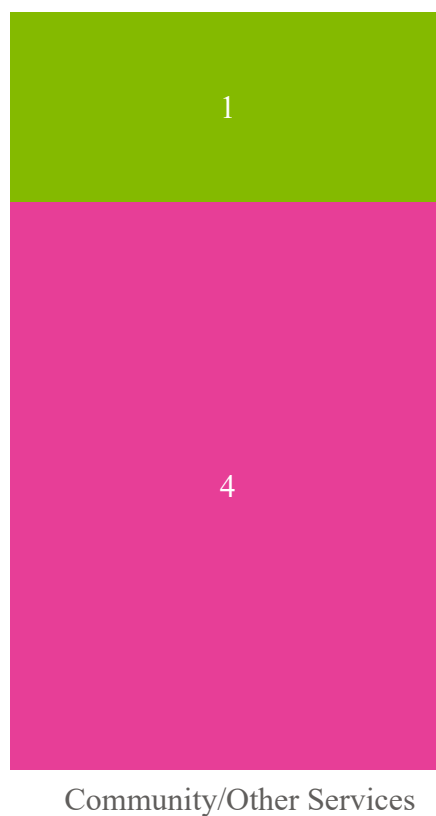
Main Theme	Negative	Neutral	Positive	Total
Access to Services	2		2	4
Appointment Availability			1	1
Cost of treatment	1			1
Provision of services	1		1	2
Corporate	1			1
Equipment	1			1
Experience of Care	3		3	6
Communication between staff and patients	2		2	4
Consent, choice, user involvement and being 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

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 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

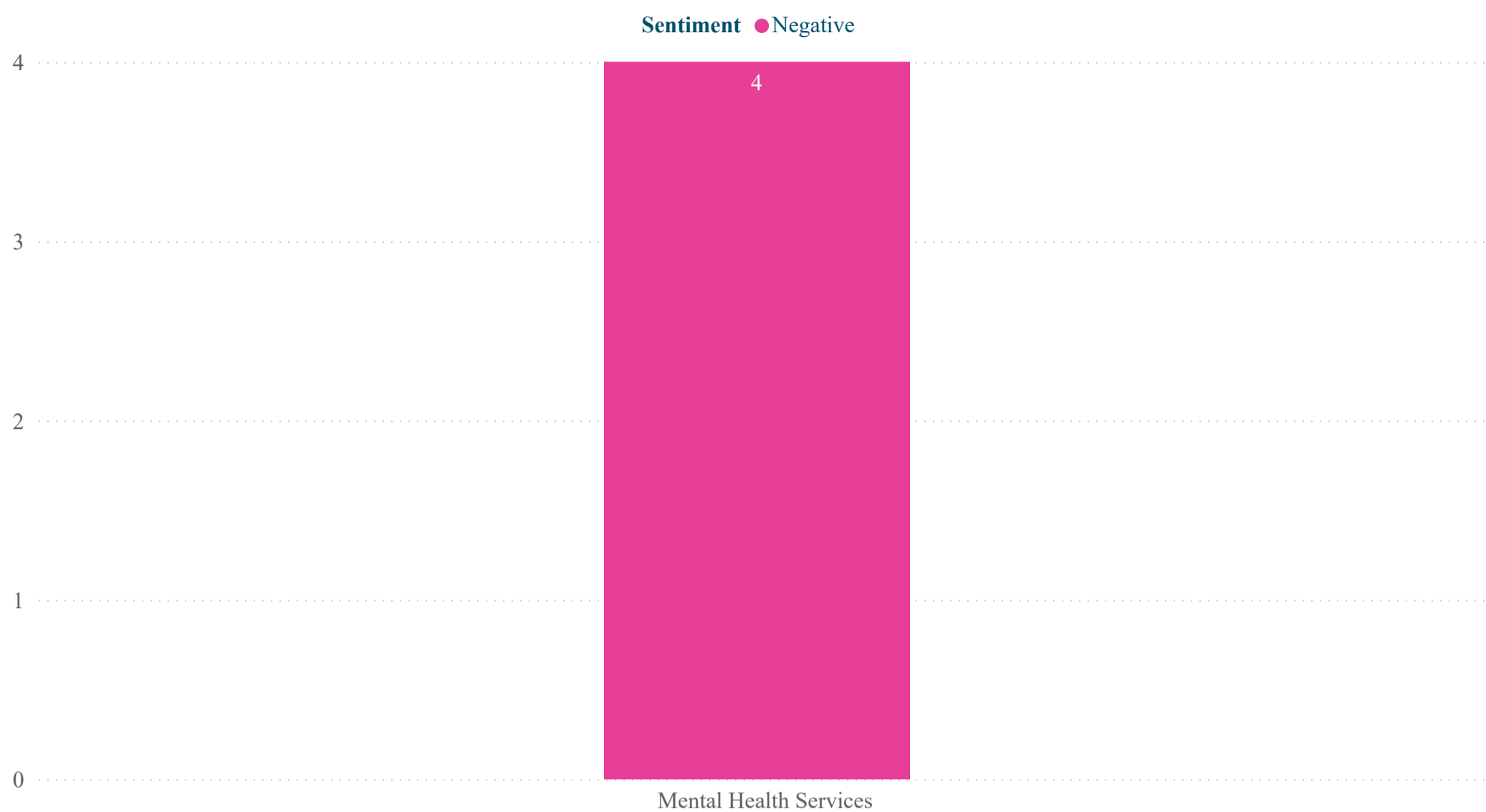
Themes and Sub-Themes with Sentiment for Community Care Feedback

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 Feedback Sentiment by Service Level

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

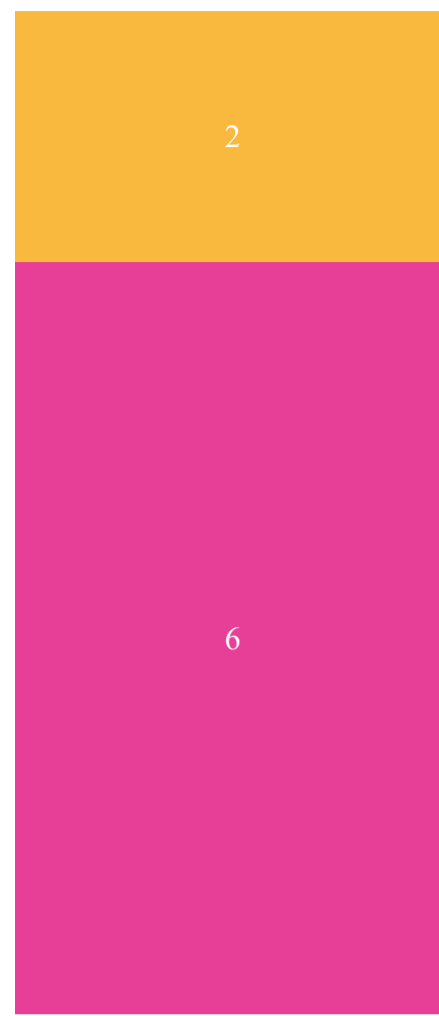
Themes and Sub-Themes with Sentiment for Mental Health Services Feedback

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

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

All Themes and Sub-themes with Feedback Sentiment



Main Theme	Mixed	Negative	Neutral	Positive	Total
Access to Services	4	121	4	18	147
Access to NHS Dentist	1	26	1		28
Admission Procedure		1			1
Admission Procedure		2			2
Appointment Availability		16		9	25
Appointment Availability		6			6
Booking Appointments	3	8		2	13
Convenience/Distance to Travel		2			2
Convenience/Distance to Travel		1			1
Cost of treatment		3	1		4
Cost of treatment		1			1
Provision of services		14		3	17
Provision of services		1			1
Referrals - availability		5		1	6
Referrals - availability		1			1
Referrals - timeliness		4		1	5
Remote appointments and digital services		3		1	4
Remote appointments and digital services		5			5
See my own GP		4			4
See my own GP		2			2
Telephone system		3			3
Telephone system		3			3
Transport availability		2			2
Transport availability		4			4
Waiting times, punctuality and queuing on arrival		4	1	1	6
Written information, guidance and publicity			1		1
Continuity of Care, integration of health and social care, health promotion and wellbeing		8		5	13
Follow on treatment and continuity of care				1	1
Home Support Equipment		1			1
Integration of services and communication between professionals		2			2
Lifestyle and Wellbeing - help with		1			1
Medicines Management		1		1	2
Prescription/Repeat Prescriptions		3		1	4
Prescription/Repeat Prescriptions				2	2
Corporate		2			2
Buildings & Infrastructure		1			1
Equipment		1			1
Discharge		2			2
Co-ordination of Service		1			1
Timeliness		1			1
Experience of Care	4	46		23	73
Appointment Availability		1			1
Communication between professionals		5		2	7
Communication between staff and patients	1	24		8	33
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

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 Assessment quality of; Access to 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 A&E
1143	Experience of Care, Communication between staff and patients; Access to Services, Waiting times, punctuality and 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 A&E
1167	Experience of Care, Staff - Caring, kindness, respect and dignity; Access to Services, Provision of services	Negative	This individual gave feedback that NHS service was poor.	NHS 111
81241	Treatment and Care, Diagnosis or 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 Service (SWAST)
1249	Access to Services, Transport availability	Negative	This individual gave feedback that they are looking after a friend who had waited all day for an ambulance to arrive.	South West Ambulance Service (SWAST)
1272	Access to Services, Waiting times, punctuality and queuing on arrival; Treatment and Care, Quality of ; Experience of Care, Staff - Caring, kindness, respect and dignity; Experience of Care, Staff - Quality & Effectiveness	Mixed	This individual gave feedback that their Mum is 97 and needed to go to A&E one evening. They had to wait 2 hours in the ambulance. There were 15 ambulances waiting outside the hospital and no beds. The staff were fantastic despite being rushed off their feet and the care given was good.	Southmead Hospital A&E
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 Availability	Negative	This individual gave feedback that they had a terrible 9 hour wait overnight in a hard chair in a waiting room.	Southmead Hospital A&E

Public Health and Social Care Feedback Comments by Provider



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

ID	Theme	Sentiment	Feedback	Service Provider
1323	Access to Services, Provision of services	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 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.	Bristol City Council
1232	Access to Services, Cost of treatment	Negative	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 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 give 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, choice, user involvement and being listened to	Negative	This individual gave feedback that their daughter is in supported housing which is funded by South Glos 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 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, Communication between staff and patients	Negative	This individual gave feedback that he is disappointed in the support provided by Bristol Adult Social Care. He has limited mobility and when the carers arrived, they did some washing up and made sure he was okay in the bath, they also recommended he installed some handrails in the bath which his housing association have been 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.	Bristol City Council, Swift Response
1335	Access to Services, Appointment Availability; Treatment and Care, Effectiveness of	Positive	This individual gave feedback that he was an alcoholic and DHI have helped him cut down his alcohol intake. He referred himself to them, it was a quick phone call and then someone phoned him back. He goes to the SMART meetings in St Pauls which are good.	DHI Developing Health & Independence
1320	Experience of Care, Communication between staff and patients; Treatment and Care, Quality of	Positive	This individual gave feedback that his mum lives here. While she would rather still be at home, she thinks it is a good alternative and is happy there. It is a nice and active place with lots of different events happening. The home communicates well with the family and they have been invited to family and community events there. The home has specific meetings for anyone to raise any issues and regular email contact. The food is nice and he said it is a beautiful place.	Druid Stoke Care Home, 31 Druid Stoke Avenue, Bristol
1337	Experience of Care, Staff - Caring, kindness, respect and dignity; Access to Services, 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 Salvation Army)
1318	Experience of Care, Communication between staff and patients; Treatment and 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 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, 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, College Park Drive, 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 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.

ID	Theme	Sentiment	Feedback	Service Provider
1224	Access to Services, Provision of services	Negative	This individual gave feedback that he was referred to a wellbeing course for people with diabetes and pre-diabetes in Kingswood. The course ended unexpectedly (due to loss of funding). He felt it wasn't very well conducted, as the man who ran it sometimes wouldn't turn up without warning them in advance. This happened quite a few times so a few sessions were lost. There was a lot of information about what you couldn't eat but not about what alternatives you could have, so it felt very restrictive and made him feel worried about what to eat, as the people he lives with cook for him.	Sirona Community 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 Services
1065	Experience of Care, Communication between professionals; Treatment and Care, Quality of ; Access to 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 Services
1062	Experience of Care, Communication between staff and patients; Treatment and 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 Services
1063	Experience of Care, Communication between staff and patients; Treatment and Care, Quality of	Positive	This individual gave feedback that the night nurses and on call nurses were brilliant.	St Peter's Hospice

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 - availability	Negative	This individual gave feedback that they want to complain about the treatment of mental health patients as they have been prevented from gaining access to help they qualify for and they are in despair.	Petherton Resource 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

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 availability ; Access to Services, 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 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 Availability	Negative	This individual gave feedback that they have concerns regarding the increased use of private care. They are aware of a local private offer for MRI scans. They are appalled that people are now so concerned about waiting times that they are willing to pay for this basic NHS service. They believe this indicates a huge social inequality.	ALL NHS
1247	Access to Services, Appointment 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

This individual was concerned that he was unable to register with a GP and was in need of medication. He left hospital last 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.

Air Balloon Surgery

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 her weight checked, a blood test and blood pressure check. The GP was very good. She's been referred to the STEP's 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!

Blackberry Hill 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.